

RESOLUTION NO. 2013 – 039

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF SOUTHWEST RANCHES, FLORIDA, APPROVING AN INTERLOCAL AGREEMENT BETWEEN THE TOWN OF SOUTHWEST RANCHES AND THE CITY OF TAMARAC FOR INFORMATION TECHNOLOGY SERVICES THAT INCLUDES THE PURCHASE AND INSTALLATION OF VOICE OVER INTERNET PHONES (VOIP); AUTHORIZING THE MAYOR, TOWN ADMINISTRATOR, AND TOWN ATTORNEY TO ENTER INTO THE INTERLOCAL AGREEMENT; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, on June 30, 2010, the Town Council approved Resolution 2010-073, where the Town of Southwest Ranches entered into an agreement with Computers for Business (DBA Connections for Business) for Information Technology Services; and

WHEREAS, the Town's agreement with Computers for Business (DBA Connections for Business) expires on July 1, 2013; and

WHEREAS, the Town of Southwest Ranches desires to enter into an Interlocal Agreement with the City of Tamarac to provide Information Technology Services; and

WHEREAS, the City of Tamarac has agreed to install and to maintain the necessary equipment and software needed to run the Town's information technology system; and

WHEREAS, the City of Tamarac has also agreed to install Voice Over Internet Phones (VOIP) within Town Hall; and

WHEREAS, the City of Tamarac IT Department will support the day-to-day IT operations of the Town of Southwest Ranches, along with ancillary applications and systems; and

WHEREAS, the Town Council believes that entering into the Interlocal Agreement is in the best interest of the Town and hereby authorizes its execution.

NOW, THEREFORE, BE IT RESOLVED by the Town Council of the Town of Southwest Ranches, Florida:

Section 1. Recitals. The above-referenced recitals are true and correct and are incorporated herein by reference.

Section 2. Adoption. The Town Council hereby agrees to enter into an Interlocal Agreement, in substantially the same form as that attached hereto as Exhibit

"A", with the City of Tamarac providing for Information Technology Services (IT Services).

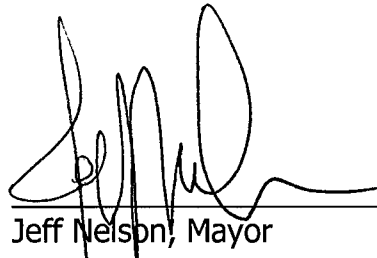
Section 3: Authorization. The Town Council of the Town of Southwest Ranches hereby authorizes the Mayor, Town Administrator, and Town Attorney to enter into the Interlocal Agreement in substantially the same form as that attached hereto as Exhibit "A" and to make such modifications, additions and/or deletions which they deem necessary and proper to effectuate the intent of this Resolution.

Section 4. Budget Amendment. In accordance with the Town Charter and the budget adopted in Ordinance No. 2012-09 is hereby amended by increasing the GENERAL FUND Non-Departmental machinery and equipment account 001-3900-519-64100 in the amount of \$78,469 and re-appropriating the amount of \$78,469 from the GENERAL FUND unassigned fund balance (reserves) account 001-0000-399-39900.

Section 5: Effective Date. This Resolution shall become effective immediately upon its adoption.

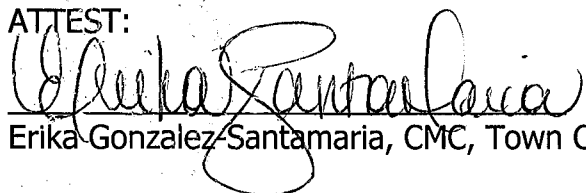
PASSED AND ADOPTED this 9th day of May, 2013 on a motion made by Council Member McKay and seconded by Vice Mayor Breitkreuz.

Nelson	<u>YES</u>	Ayes	<u>5</u>
McKay	<u>YES</u>	Nays	<u>0</u>
Breitkreuz	<u>YES</u>	Absent	<u>0</u>
Fisikelli	<u>YES</u>		
Jablonski	<u>YES</u>		



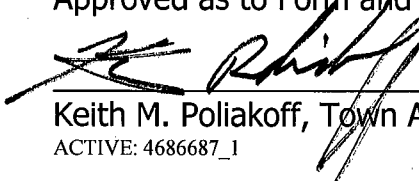
Jeff Nelson, Mayor

ATTEST:



Erika Gonzalez-Santamaria, CMC, Town Clerk

Approved as to Form and Correctness:



Keith M. Poliakoff, Town Attorney
ACTIVE: 4686687_1

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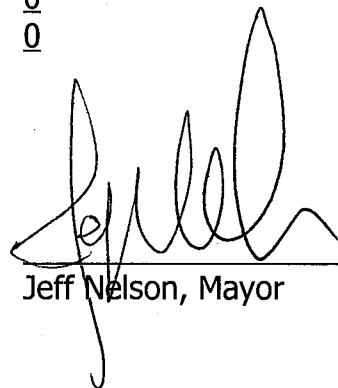
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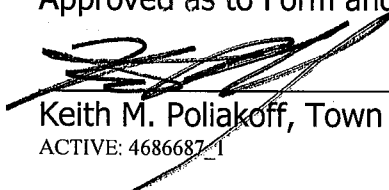
Jeff Nelson, Mayor

ATTEST:



Erika Gonzalez-Santamaria, CMC, Town Clerk

Approved as to Form and Correctness:



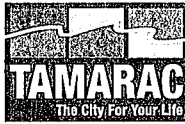
Keith M. Poliakoff, Town Attorney
ACTIVE: 4686687_1



CITY OF TAMARAC

INTERLOCAL AGREEMENT FOR INFORMATION TECHNOLOGY RELATED SERVICES

The City of Tamarac is pleased to provide a turnkey solution that will replace and enhance the technology used by the Town of Southwest Ranches, including the network infrastructure, servers and software, and provide remote monitoring and information technology support services to maintain the environment moving forward. The following agreement details the scope of work to be provided.



INTERLOCAL AGREEMENT BETWEEN THE CITY OF TAMARAC AND THE TOWN OF SOUTHWEST RANCHES
FOR INFORMATION TECHNOLOGY RELATED SERVICES

THIS INTERLOCAL AGREEMENT made and entered into on the 22nd day of May, 2013, by and between:

The CITY OF TAMARAC, a Florida municipal corporation, hereinafter referred to
"TAMARAC";

and

The TOWN OF SOUTHWEST RANCHES, a Florida municipal corporation, hereinafter
referred to as "SOUTHWEST RANCHES". TAMARAC and SOUTHWEST RANCHES may be
collective referred to as the "PARTIES".

NOW, THEREFORE, in consideration of the mutual terms, covenants, promises, and
payments hereinafter set forth, TAMARAC and SOUTHWEST RANCHES agree as follows:

I. Client Services to be Provided

A. Initial Project Startup Services

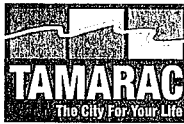
The following services are provided at the initiation of the project, and include the
following, as further defined in Appendix A. Initial Project Startup Services.

1. Consulting Services

- a. Network Design and Engineering – TAMARAC will design and engineer a
new network, server and telephone system infrastructure that will be
used to facilitate SOUTHWEST RANCHES' operations.

2. Professional Services

- a. Hardware and Software Installation – TAMARAC will install and
configure new hardware and software to support SOUTHWEST
RANCHES's operations.
- b. Server and Network Management – TAMARAC will configure the
appropriate features and functionality on the new server and network
infrastructure to support remote monitoring and management
capabilities.



3. Project Timeline

- a. Upon completion of pre-planning activities, procurement and delivery of applicable hardware, the project will last approximately twelve (12) weeks. The estimated dates for beginning and conducting the Project will be mutually agreed upon by both TAMARAC and SOUTHWEST RANCHES after receipt of applicable payments due upon execution of the contract.

B. Managed Services

The following services are provided on an ongoing basis as part of this Agreement, and include the following:

1. Virtual IT Department

- a. TAMARAC will provide SOUTHWEST RANCHES with Information Technology Support Services, as defined and governed by the Service Level Agreement (SLA), as included herein Appendix B.

2. Remote Network Monitoring

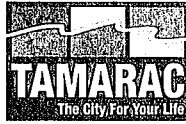
- a. In order to facilitate the appropriate alerting and response measures, where possible, TAMARAC will configure all network infrastructure, servers, workstations, and other equipment for remote monitoring, thereby providing the means to automatically generate and open service requests for problems as they arise.

II. Terms of Service

TAMARAC's Client Services ("Services") are provided to SOUTHWEST RANCHES under the terms of this Agreement and any written amendments thereto. SOUTHWEST RANCHES expressly agrees to the following terms and conditions:

A. Contract Term and Renewals

1. The Initial Term of the Agreement shall be five (5) years from the Effective Date of the Agreement, with each year of the Initial Term referred to herein as Year 1, Year 2, Year 3, Year 4 and Year 5.
2. The Initial Term and any Renewal Term(s) shall collectively be referred to herein as the "Term".
3. Following the Initial Term, this Agreement shall automatically renew for successive one (1) year periods, subject to payment of applicable fees, unless



either party notifies the other party of its intention not to renew no less than ninety (90) days prior to the expiration of the Initial Term or Renewal Term. SOUTHWEST RANCHES will be advised of the costs for any future Renewal Terms one hundred eighty (180) days prior to the expiration of the Initial Term, or prior to the expiration of any subsequent Renewal Term.

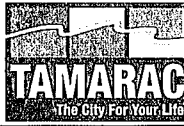
B. Cost of Services, Billing and Payments

1.Startup Costs

- a. Startup Costs, as detailed in Appendix C. Cost of Services, Section I. Startup Costs, incorporate the initial, non-recurring costs for Consulting Services, including Network Design and Engineering; Professional Services, including Hardware and Software Installation, and Server and Network Management; as previously defined in Section I. Client Services to be Provided, Sub-section A. Initial Project Startup Services.
- b. Startup Costs are non-recurring costs, due upon execution of the Agreement.

2.Information Technology Support Services

- a. Information Technology Support Services incorporate recurring costs for Managed Services, including a Virtual IT Department and Remote Network Monitoring, as previously defined in Section I. Client Services to be Provided, Sub-section B. Managed Services.
- b. Fees for Information Technology Support Services include recurring and non-recurring costs, and are further defined in Appendix C. Cost of Services, Section II. Information Technology Support Services. Recurring charges are due monthly, in advance of the next month of service. Non-recurring charges are due within thirty (30) days following receipt of an invoice from TAMARAC (Net 30 Terms).
- c. Payment for the first month of recurring fees associated with Information Technology Support Services is due upon execution of the Agreement, and each successive month thereafter on the first day of each month.
- d. TAMARAC shall notify SOUTHWEST RANCHES of recurring fees due by sending an invoice to SOUTHWEST RANCHES.



3. Hardware Maintenance and Support Contracts

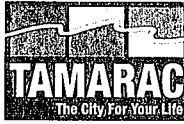
- a. Hardware Maintenance and Support Contracts are services sold by third parties (hardware vendors) that provide for technical support and replacements for equipment during a covered period.
- b. Fees for third-party Hardware Maintenance and Support Contracts are recurring costs, and are further defined in Appendix C. Cost of Services, Section III. Hardware Maintenance and Support Contracts.

4. Software Licensing, Subscriptions and Maintenance and Support Contracts

- a. Software Licensing and Subscriptions are legal instruments governing the use or redistribution of software during the covered period. Software Licensing and Subscriptions are sold by third parties (software vendors) that provide a contractual right to use such software. Software Maintenance and Support provides for technical support from applicable software vendors, as well as access to future upgrades during a covered period.
- b. Fees for third-party Software Licensing, Subscriptions and Maintenance and Support Contracts include recurring and non-recurring costs, and are further defined in Appendix C. Cost of Services, Section IV. Software Licensing, Subscriptions and Maintenance and Support Contracts.
- c. Fees, both recurring and non-recurring, for third-party Software Licensing, Subscriptions and Maintenance and Support Contracts are due within thirty (30) days following receipt of an invoice from TAMARAC (Net 30 Terms).

5. Additional Charges

- a. Any equipment or parts needed as part of ongoing maintenance, repairs, replacements, or as a result of new installations or systems, not otherwise covered by applicable vendor service contracts, as approved by SOUTHWEST RANCHES, will be paid for by SOUTHWEST RANCHES.
- b. Payment for any Additional Charges incurred is due within thirty (30) days following receipt of an invoice from TAMARAC (Net 30 Terms).



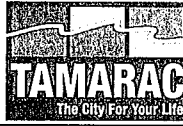
6. Invoicing and Payments

a. Invoices shall be sent to:

Town of Southwest Ranches
13400 Griffin Road
Southwest Ranches, FL 33330

b. SOUTHWEST RANCHES shall make payment to TAMARAC within thirty (30) calendar days after receipt of each invoice. Payment shall be sent to the attention of:

City of Tamarac
Financial Services
Attn: Accounts Receivable
7525 NW 88th Avenue
Tamarac, FL 33321



7. Projected Cost of Service

- a. The projected cost of service during the Initial Term is as follows*:

Year 1	Total	\$108,860.39
Startup Costs		\$79,238.70
Information Technology Support Services		\$18,000.00
Software Licensing, Subscriptions and Maintenance and Support Contracts		\$11,621.69

Year 2	Total	\$29,621.69
Information Technology Support Services		\$18,000.00
Software Licensing, Subscriptions and Maintenance and Support Contracts		\$11,621.69

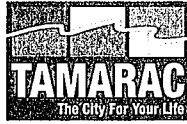
Year 3	Total	\$34,575.00
Information Technology Support Services		\$18,540.00
Hardware Maintenance and Support Contracts		\$3,489.86
Software Licensing, Subscriptions and Maintenance and Support Contracts		\$12,545.14

Year 4	Total	\$28,459.26
Information Technology Support Services		\$19,096.20
Hardware Maintenance and Support Contracts		\$287.50
Software Licensing, Subscriptions and Maintenance and Support Contracts		\$9,075.56

Year 5	Total	\$29,319.64
Information Technology Support Services		\$19,669.08
Hardware Maintenance and Support Contracts		\$575.00
Software Licensing, Subscriptions and Maintenance and Support Contracts		\$9,075.56

* Costs are based on projections as defined in Appendix C. Cost of Services, and do not include Additional Charges as may be incurred during the Initial Term, nor include ancillary Trip Charges or charges for After Hours Service.

- b. The projected cost of the Agreement during the Initial Term, based upon the cost for Startup Services; Information Technology Support Services; Hardware Maintenance and Support Contracts; and Software Licensing, Subscriptions and Maintenance and Support Contracts; not including any Additional Charges, ancillary Trip Charges or charges for After Hours Service, is \$230,835.98 .



C. Non-Discrimination & Equal Opportunity Employment

1. During the performance of the Service, TAMARAC and SOUTHWEST RANCHES shall not discriminate against any employee or applicant for employment because of race, color, sex, religion, age, national origin, marital status, political affiliation, familial status, sexual orientation, or disability, if qualified.

D. Independent Contractors

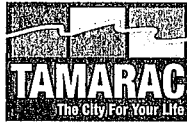
1. Each party is and shall remain an independent contractor and nothing in this Agreement shall be deemed or construed to create an employer/employee, joint venture, or partnership relationship between TAMARAC and SOUTHWEST RANCHES. Neither party shall have any authority to incur any obligations on behalf of the other party or to make any promise, representation, or to contract of any nature on behalf of the other party.

E. Use of Information / Ownership of Documents

1. SOUTHWEST RANCHES shall be required to work in harmony with TAMARAC and other consultants relative to providing information requested in a timely manner and in the specified form. Any and all work products, documents, records, disks, original drawings, specifications or other information developed as a result of this Agreement shall become the property of SOUTHWEST RANCHES upon completion for its use and distribution as may be deemed appropriate by SOUTHWEST RANCHES. Except as specifically authorized by SOUTHWEST RANCHES in writing, information and other data developed or acquired by or furnished to TAMARAC or consultants in the performance of this Agreement shall be used only in connection with the services provided SOUTHWEST RANCHES. Any and all information concerning personnel records or otherwise privileged information protected by applicable privacy and public records laws shall be considered confidential, and TAMARAC shall take commercially reasonable measures to protect such confidential information. TAMARAC may not divulge or disclose any confidential information, unless so required by order of a court of competent jurisdiction.

F. Ownership of Equipment

1. All equipment and licensing purchased as part of this Agreement shall become the property of SOUTHWEST RANCHES.



G. Notices

1. Unless otherwise specified herein, all notices and other communications required or permitted under this Agreement shall be in writing and given by: hand delivery; registered or certified mail, return receipt requested; overnight courier, or facsimile to:

TAMARAC
City of Tamarac
Information Technology
Attn: Levent Sucuoglu
7525 NW 88th Avenue
Tamarac, FL 33321

With a copy to City Attorney at the following address:

Goren, Cherof, Doody & Ezrol, P.A.
3099 East Commercial Blvd., Suite 200
Fort Lauderdale, FL 33308

SOUTHWEST RANCHES
Town of Southwest Ranches
Office of the Town Administrator
Attn: Andrew Berns
13400 Griffin Road
Southwest Ranches, FL 33330

or to such other address as any party may designate by notice complying with the terms of this Section. Each such notice shall be deemed delivered:

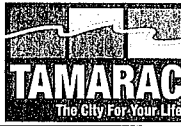
on the date delivered if by personal delivery of overnight courier;

on the date upon which the return receipt is signed or delivery is refused or the notice is designated by the postal authorities as not deliverable, as the case may be if mailed; and

on the date of transmission with confirmed answer back if by fax.

H. Insurance

1. TAMARAC shall furnish SOUTHWEST RANCHES with written verification of liability protection in accordance with state law prior to or at the time of execution of this Agreement. TAMARAC shall maintain such insurance in full force and effect during the life of this Agreement. TAMARAC shall provide to



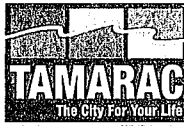
SOUTHWEST RANCHES's Risk & Safety Manager or designee certificates of all insurances required under this section prior to beginning any work under this Agreement.

I. Indemnification

- 1.SOUTHWEST RANCHES is a municipal agency as defined in §768.28, Florida Statutes, and agrees to be fully responsible for the acts and omissions of its agents or employees to the extent permitted by law while they are employed by SOUTHWEST RANCHES. Nothing herein is intended to serve as a waiver of sovereign immunity by any party to which sovereign immunity may be applicable. SOUTHWEST RANCHES shall hereby add TAMARAC as an additional insured. SOUTHWEST RANCHES shall furnish TAMARAC with written verification of liability protection in accordance with state law prior to or at the time of execution of this Agreement. Nothing herein shall be construed as consent by a state agency or political subdivision of the State of Florida to be sued by third Parties in any matter arising out of this Agreement.
- 2.TAMARAC is a municipal agency as defined in §768.28, Florida Statutes, and agrees to be fully responsible for the acts and omissions of its agents or employees to the extent permitted by law while they are employed by TAMARAC. Nothing herein is intended to serve as a waiver of sovereign immunity by any party to which sovereign immunity may be applicable. TAMARAC shall hereby add SOUTHWEST RANCHES as an additional insured. TAMARAC shall furnish SOUTHWEST RANCHES with written verification of liability protection in accordance with state law prior to or at the time of execution of this Agreement. Nothing herein shall be construed as consent by a state agency or political subdivision of the State of Florida to be sued by third Parties in any matter arising out of this Agreement.
- 3.Notwithstanding anything to the contrary contained herein, SOUTHWEST RANCHES and TAMARAC shall, at all times, be entitled to the benefits of sovereign immunity as provided in Section 768.28, Florida Statutes, and common law. Nothing contained in this Agreement shall be construed as a waiver of sovereign immunity.
- 4.Notwithstanding anything to the contrary contained herein, the terms and conditions of this Article shall survive the expiration or termination of this Agreement.

J. Termination

- 1.Each party is authorized to terminate this Agreement, with or without cause, by providing the other party ninety (90) days notice of its intention to terminate the agreement. In the event that SOUTHWEST RANCHES terminates this



Agreement for convenience, no fees for the current Term of Service will be refunded. In the event that TAMARAC terminates for convenience, any fees for the remainder of the current Term of Service shall be refunded on a pro-rata basis. All fees for any additional costs incurred (such as those for equipment or parts needed as part of ongoing maintenance, repairs replacements, or as a result of new installations or systems) remain due upon receipt of an invoice from TAMARAC.

2. Notice shall be provided as required by Section II. Terms of Service, Sub-section G. Notices.

K. Governing law; Venue

1. The validity, construction, and effect of this Agreement shall be governed by the laws of the State of Florida.

L. Dispute Resolution

1. In the event that a claim, objection or dispute arising out of the terms of this Agreement is unable to be resolved between the parties, both parties agree to submit to non-binding mediation using a third party mediator, acceptable to both parties. The mediator shall strive to resolve such claim, objection or dispute prior to any party seeking court action.

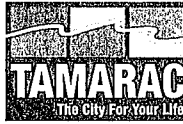
2. In the event that mediation is unsuccessful, such claim, objection or dispute shall be litigated in the Seventeenth Judicial Circuit in and for Broward County, Florida.

M. Entire Agreement

1. This agreement contains the entire understanding of the Parties relating to the subject matter hereof superseding all prior communications between the parties whether oral or written. This Agreement may not be altered, amended, modified, or otherwise changed nor may any of the terms hereof be waived, except by written instrument executed by both Parties. The failure of a party to seek redress for violation of or to insist on strict performance of any of the covenants of this Agreement shall not be construed as a waiver or relinquishment for the future of any covenant, term, condition or election but the same shall continue and remain in full force and affect.

N. Severability

1. Should any part, term or provision of this Agreement be by the courts decided to be invalid, illegal or in conflict with any law of this State, the validity of the remaining portions or provisions shall not be affected thereby.



O. Uncontrollable Forces

1. Neither TAMARAC nor SOUTHWEST RANCHES shall be considered to be in default of this Agreement if delays in or failure of performance shall be due to Uncontrollable Forces, the effect of which, by the exercise of reasonable diligence, the non-performing party could not avoid. The term "Uncontrollable Forces" shall mean any event which results in the prevention or delay of performance by a party of its obligations under this Agreement and which is beyond the reasonable control of the nonperforming party. It includes, but is not limited to fire, flood, earthquakes, storms, lightning, epidemic, war, riot, civil disturbance, sabotage, and governmental actions.
2. Neither party shall, however, be excused from performance if nonperformance is due to forces, which are preventable, removable, or remediable, and which the nonperforming party could have, with the exercise of reasonable diligence, prevented, removed, or remedied with reasonable dispatch. The nonperforming party shall, within a reasonable time of being prevented or delayed from performance by an uncontrollable force, give written notice to the other party describing the circumstances and uncontrollable forces preventing continued performance of the obligations of this Agreement.

P. Assignment

1. TAMARAC shall not assign or transfer its rights, title or interests in the Agreement without SOUTHWEST RANCHES' prior written approval.

Q. Signatory Authority

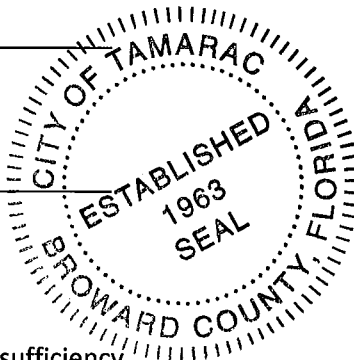
1. TAMARAC shall supply SOUTHWEST RANCHES with copies of requisite documentation evidencing that the signatory for TAMARAC has the authority to enter into this Agreement.
2. SOUTHWEST RANCHES shall supply TAMARAC with copies of requisite documentation evidencing that the signatory for SOUTHWEST RANCHES has the authority to enter into this Agreement.

IN WITNESS WHEREOF, CITY OF TAMARAC and TOWN OF SOUTHWEST RANCHES, have executed this Agreement the day and year first above written.


ATTEST:


Patricia Teufel, CMC
Interim City Clerk

5/22/13
Date

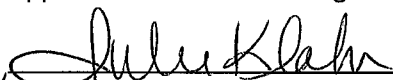


CITY OF TAMARAC



Signature

May 22, 2013
Date

Approved as to form and legal sufficiency


for Samuel S. Goren, City Attorney
5/20/13
Date

TOWN OF SOUTHWEST RANCHES

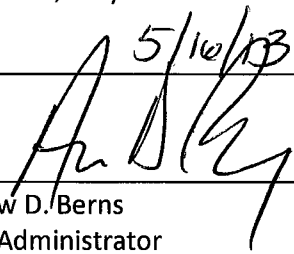

Jeff Nelson, Mayor

5/16/13
Date

ATTEST:


Erika Gonzalez-Santamaria, CMC
Town Clerk

May 16, 2013
Date


Andrew D. Berns
Town Administrator

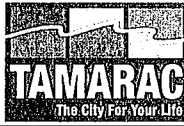
5/16/13
Date

(CORPORATE SEAL)

Approved as to form and legal sufficiency


Keith Poliakoff, Town Attorney

5/16/13
Date



APPENDIX A

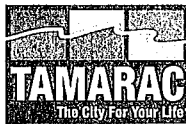
Information Technology

Initial Project Startup Services

I. Consulting Services

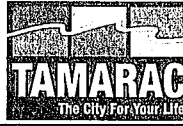
A. Network Design and Engineering

1. The network core will consist of one (1) managed Cisco 3560X switch with 48 10/100/1000 PoE ports, covered by three (3) years of Cisco SMARTnet for 7x24x4 hardware / software technical support and assistance, and will run Enhanced Interior Gateway Routing Protocol (EIGRP) to route between vlans.
2. A Cisco ASA 5505 Firewall will be placed at the network edge to secure the network from outside access. The firewall is covered by a three (3) year Cisco SMARTnet contract for 24x7x4 maintenance and support.
3. A Cisco 2911 Integrated Services Router (ISR) with voice bundle will be used to run and support Cisco Unified Communications Manager Express for the telephone system (with licensing for up to fifty (50) phones) and Cisco Unity Express for the voicemail system (with licensing for up to fifty (50) mailboxes). The Cisco 2911 ISR will include a T1 voice card for to accept a PRI, a FXO card for Survivable Remote Site Telephone (SRST) and a FXS card for fax services. The Cisco 2911 ISR will be covered by three (3) years of Cisco SMARTnet for 7x24x4 hardware / software technical support and assistance.
4. A Dell PowerEdge R420 server will be used to create virtual servers. The server is covered by five (5) years of Dell ProSupport for 7x24 hardware / software technical support and assistance, a Dell Mission Critical Package, which includes 4-hour 7x24 on-site service with emergency dispatch, and a Dell hardware warranty.
5. VMware ESXi 5 Standard software will be utilized to create virtual servers. The virtual environment will host the necessary servers to run core network services including Active Directory, DNS, DHCP, Exchange, SQL, etc.... One (1) processor license for VMware vSphere 5 Standard will be purchased including Production Support for 3 Years. The VMware vSphere license is a one-time, non-recurring



purchase. The initial purchase also includes the first three (3) years of maintenance and support.

6. All virtual servers will run Microsoft Windows 2012 Server Standard. Two (2) processor licenses for Microsoft Windows Server DataCenter including Software Assurance (SA) will be purchased for the Dell PowerEdge server. The Microsoft Windows Server DataCenter License is a one-time, non-recurring purchase; however, Software Assurance (SA) is renewed every three (3) years. The initial purchase includes the first one (1) year of SA. The Microsoft Windows Server DataCenter Licensing Software Assurance (SA) is renewed every three (3) years, with the renewal of TAMARAC's Microsoft Enterprise Agreement.
7. To ensure redundancy, two domain controllers (virtual servers) are needed to replicate all Active Directory-based data.
8. Backups will be configured using vSphere Data Protection (VDP), included with the VMware virtualization software, to backup locally as well as remotely to TAMARAC.
9. An Uninterruptable Power Supply (UPS) will be used to best protect the network infrastructure against surges and temporary power outages. One (1) APC Smart-UPS RT 1500VA Tower Online UPS will be used, along with an APC UPS Network Management Card to allow for remote monitoring. The expected lifetime of a UPS battery is three (3) years, at such time when it will need to be replaced as part of routine maintenance.
10. Workstations will be setup with Microsoft Windows 7 Enterprise and Microsoft Office 2010 Professional, and joined to the Active Directory domain. Based on the total quantity of workstations, as provided by SOUTHWEST RANCHES, twenty-five (25) Microsoft Windows 7 Upgrade Licenses and Software Assurance (SA) will be purchased. The Microsoft Windows Upgrade License is a one-time, non-recurring purchase; however, Software Assurance (SA) is renewed every three (3) years. The initial purchase includes the first one (1) year of SA. The Microsoft Windows Upgrade Licensing Software Assurance (SA) is renewed every three (3) years, with the renewal of TAMARAC's Microsoft Enterprise Agreement.
11. Email and file services will be migrated to Microsoft's Office 365 cloud service (Subscription Plan E3). Microsoft Office 365 provides secure, anywhere access to email and calendars, Office Web Apps, instant messaging, conferencing, and file sharing. Based on the total quantity of workstations/users, as provided by SOUTHWEST RANCHES, twenty-five (25) Microsoft Office 365 (Plan E3) Subscription Licenses will be purchased. The Microsoft Office 365 Subscription License is a one (1) year subscription, and is renewed annually.



12. The central IT Data Closet will be secured using a security keypad.

II. Professional Services

A. Hardware and Software Installation

1. TAMARAC will install and configure the following equipment:

- a. One (1) Cisco Catalyst 3560X switch as the network core.
- b. One (1) Cisco ASA 5505 Firewall at the edge of the network.
- c. One (1) Cisco 2911 Integrated Services Router (ISR) to support run Cisco Unified Communications Manager Express and Cisco Unity Express.
- d. One (1) Dell PowerEdge R420 Server with rack shelf and monitor.
- e. Eight (8) Dell OptiPlex 7010 desktop computers.
- f. Six (6) Dell Latitude E6330 laptop computers.
- g. One (1) APC Smart-UPS RT 1500VA Tower Online UPS with network management card.
- h. One (1) Schlage Electronic Keypad Lever.
- i. Existing network patch cables / wires will be used to connect SOUTHWEST RANCHES's workstations to the network switch.
- j. Appropriate cable management and grounding will be used and installed.
- k. Additional Technical Specifications may be found in Appendix D.

2. TAMARAC will install and configure the following software:

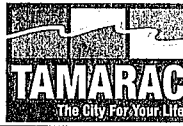
- a. Cisco Unified Communications Manager Express and Cisco Unity Express will be installed and configured on the Cisco 2911 Integrated Services Router (ISR).
- b. VMware ESXi 5 Standard will be installed and configured on the Dell PowerEdge R420 Server to host the virtual environment.
- c. Eight (8) virtual servers will be created and will run Microsoft Windows 2012 Standard. They are as follows:
 - 1) Two (2) Domain Controllers to provide Active Directory services, DNS services, DHCP services and group policy services.
 - 2) One (1) Print Server to provide print management services.
 - 3) Two (2) Active Directory Federation Services Servers to provide users with Single Sign-On access to email and file services hosted as part of Microsoft's Office 365 Plan.
 - 4) One (1) Application Server to host the Microsoft Exchange Active Directory Synchronization Tool.
 - 5) One (1) Application Server to host Microsoft Exchange Server to provide seamless management of the Office 365 service.



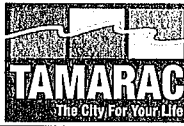
- 6) One (1) Application Server to host Microsoft SQL Server to provide database services for the records management system and financial system.
- d. Microsoft Office 365 will be configured for SOUTHWEST RANCHES, and existing email will be migrated to the new service.
- e. Up to twenty-five (25) workstations will be setup with Microsoft Windows 7 Enterprise.
- f. Microsoft Office 2010 will be installed on up to twenty-five (25) workstations, and configured to access Microsoft's Office 365 hosted services for email and file storage.
- g. Additional Technical Specifications may be found in Appendix D.

B. Server and Network Management

1. TAMARAC will configure the appropriate VLAN functionality, routing service, network services, and SNMP functionality for remote management and monitoring, on the Cisco Catalyst core network switch. TAMARAC will manage the switch, making necessary configuration updates as needed, and remotely monitor the switch on an ongoing basis.
2. TAMARAC will configure the appropriate security-related functions, features, access lists, network address translation (NAT), port address translation (PAT), network routes and mappings on the Cisco ASA firewall, along with a VPN connection between SOUTHWEST RANCHES and TAMARAC for ongoing, remote network management and monitoring. In order to facilitate the VPN connection between SOUTHWEST RANCHES and TAMARAC for remote management and monitoring, SOUTHWEST RANCHES will be required to procure (at SOUTHWEST RANCHES's expense) at minimum one (1) static IP address from their Internet Service Provider (ISP). TAMARAC will assist SOUTHWEST RANCHES in procuring the needed static IP address, and will configure the Internet router and firewall appropriately once made available.
3. TAMARAC will configure the Dell PowerEdge server for remote monitoring.
4. TAMARAC will configure the UPS for remote management and monitoring.
5. TAMARAC will remotely manage and monitor the VMware virtual environment to ensure that it remains healthy, actively troubleshooting any issues that may occur and applying upgrades and patches as needed.
6. TAMARAC will remotely manage and monitor the servers present in the virtual environment to ensure they remain healthy, actively troubleshooting any issues that may occur and applying upgrades and patches as needed. TAMARAC will



also perform any necessary additions, deletions, modifications or updates to Active Directory as needed, including the creation of new user accounts, etc....



APPENDIX B

Information Technology Support Services

Service Level Agreement (SLA)

The City of Tamarac Information Technology Department (IT) works with all City Departments, citizens, businesses and customers in an effort to make effective use of technology, to provide users with service and support and to ensure the availability and reliability of computer systems. IT maintains a robust enterprise network and telephone system as well as the underlying infrastructure consisting of a high speed fiber optic network, wireless communications, and server-class computer systems that enable TAMARAC to provide high quality services to our customers. Disaster recovery planning and provision for business continuity are part of the IT Department's responsibilities along with on-going technology training services.

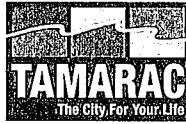
TAMARAC is committed to utilizing technology to automate the delivery of services and information, and to provide up to date information to the community, as stated in Goal #2 and Goal #4 of TAMARAC's Strategic Plan. It is crucial that computer systems and software operate reliably and without interruption to enable TAMARAC to consistently provide customers with excellent service.

The IT Department strives to provide the appropriate technology tools to deliver the best possible services to citizens. As the system replacement cycles get extended, the IT Department endeavors to maintain its technology at optimal status to minimize service interruptions and downtime.

Purpose

This Service Level Agreement (SLA) is between the City of Tamarac Information Technology Department (IT), and the Town of Southwest Ranches. The purpose of this document is to formalize the arrangement between the City of Tamarac IT Department and the Town of Southwest Ranches, for the delivery of specific Information Technology Support Services, at specific levels of support.

This document is controlled jointly by the City of Tamarac IT Department and the Town of Southwest Ranches. Any modifications to this agreement require the review and approval of each party. This document will remain in effect until replaced with an updated version. It will



be reviewed annually.

Scope of Services

The City of Tamarac IT Department will support the day-to-day IT operations of the Town of Southwest Ranches, along with ancillary applications and systems.

Service Portfolio

The following represents the service offerings provided by the City of Tamarac IT Department:

- Computer, Equipment and Software Services
- Employee Support Services
- Telephony Services

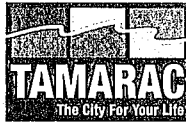
Support Hours

IT support services are available on Monday thru Friday, from 8:00 AM to 5:00 PM EST, excluding holidays.

If support is required outside of business hours as previously defined, additional charges may apply, as defined in Appendix C. Cost of Services, Section II. Information Technology Support Services, Sub-section C. After Hours Service.

Service Request Prioritization

Service request prioritization determines how the incident or service request will be handled by IT support staff. Priority levels are determined based on the Impact and Urgency of each service request, as shown in the table below.



Impact	Urgency			
	(1) Urgent	(2) High	(3) Normal	(4) Low
(1) Affects Business	(1) Emergency	(2) High	(3) Medium	(4) Normal
(2) Affects Group	(2) High	(3) Medium	(3) Medium	(4) Normal
(3) Affects Department	(3) Medium	(3) Medium	(3) Medium	(4) Normal
(4) Affects User	(4) Normal	(4) Normal	(4) Normal	(5) Low

Impact represents the business impact of an incident or service request. For example, a request may affect the business, a group, a department or a single user.

Urgency prescribes how quickly a resolution is needed. For example, the urgency may be classified as Urgent, High, Normal or Low.

After the Impact and Urgency of the incident or service request are determined, the Priority will be assigned as Emergency, High, Medium, Normal or Low, each with characteristics as defined below:

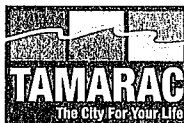
Emergency Priority

Target Response Time: 1 Hour
Target Resolution Time: 4 Hours

The incident or service request will be resolved or responded to irrespective of support hours.

If support is required outside of business hours as previously defined, additional charges may apply, as defined in Appendix C. Cost of Services, Section II. Information Technology Support Services, Sub-section C. After Hours Service

If an initial response is not provided to SOUTHWEST RANCHES within one (1) hour, the incident or service request will be escalated, and TAMARAC's IT Manager will be notified.



High Priority

Target Response Time: 4 Hours
Target Resolution Time: 1 Day

If an initial response is not provided to SOUTHWEST RANCHES within two (2) hours, the incident or service request will be escalated, and TAMARAC's IT Manager will be notified.

Medium Priority

Target Response Time: 1 Day
Target Resolution Time: 2 Days

If an initial response is not provided to SOUTHWEST RANCHES within four (4) hours, the incident or service request will be escalated, and TAMARAC's IT Manager will be notified.

Normal Priority

Target Response Time: 2 Days
Target Resolution Time: 3 Days

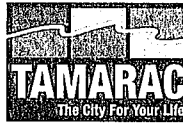
If an initial response is not provided to SOUTHWEST RANCHES within one (1) day, the incident or service request will be escalated, and TAMARAC's IT Manager will be notified.

Low Priority

Target Response Time: 3 Days
Target Resolution Time: 5 Days

If an initial response is not provided to SOUTHWEST RANCHES within one (1) day, the incident or service request will be escalated, and TAMARAC's IT Manager will be notified.

Response Time describes the elapsed time from the moment an incident is first reported by, or a service request first received from SOUTHWEST RANCHES, until the first moment that



TAMARAC's IT Department responds / acknowledges such request by email, phone or other means, and then begins the troubleshooting process.

Resolution Time describes the target maximum amount of time for resolution of the incident or service request.

The prioritization levels previously defined are intended for standard, day-to-day issues or requests. Projects may be assigned longer resolution times, dependent upon the request and SOUTHWEST RANCHES requirements.

Performance Measurement

The City of Tamarac IT Department has identified the following performance measurements which it consistently endeavors to meet or exceed:

Performance Measures	FY 2011 Actual	FY 2012 Forecast	FY 2013 Forecast	FY 2014 Target
Average time to completion of IT ServiceDesk requests (hrs)	17	25	20	< 30.00
Percentage of time systems available during regular working hours	100%	100%	100%	100%
Customer satisfaction (IT Surveys)	97%	97%	97%	> 95.00%

Processes and Procedures

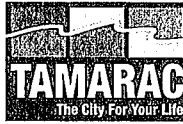
The City of Tamarac IT Service Desk may be contacted for assistance by phone, email or web.

Phone support is available by contacting the IT Service Desk at (954) 597-4900 .

Email support is available by emailing support@tamarac.org .

Web support is available at <https://support.tamarac.org> .

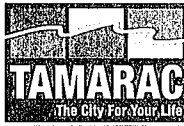
Any service request received outside of support hours will be processed the following business



day.

Scheduled Maintenance

To ensure the smooth operation and continuing availability of all technology in use, the City of Tamarac IT Department conducts periodic and routine maintenance, which may include the application of hotfixes, software patches, hardware and software upgrades, server reboots, etc.... Any such maintenance activities may occur each week on Sundays, between the hours of 8:00 PM and 11:00 PM EST. During such time, any affected systems may be temporarily unavailable. Outside of routine maintenance, any other service related activities, which may affect the availability of services or functions, will be scheduled in advance with SOUTHWEST RANCHES's approval.



APPENDIX C

Information Technology

Cost of Services

I. Startup Costs

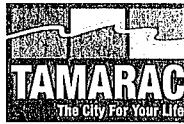
A. The total, non-recurring, Initial Project Startup Cost is \$79,238.70 .

B. Initial Project Startup Costs include the following:

Item	Qty	Unit Price	Total
1 Dell PowerEdge R420 Server ¹	1	\$5,389.57	\$5,389.57
2 Cisco Catalyst 3560X Switch ^{2†}	1	\$8,315.22	\$8,315.22
Cisco 2911 Integrated Services Router with Voice Bundle ^{2†}	1	\$9,775.00	\$9,775.00
4 Cisco ASA 5505 Firewall ²	1	\$1,268.22	\$1,268.22
5 Dell OptiPlex 7010 Desktop Computer ³	8	\$847.84	\$6,782.70
6 Dell Latitude E6330 Laptop Computer ³	6	\$1,439.40	\$8,636.39
7 Cisco Unified IP Phone 7962G ^{4†}	18	\$389.71	\$7,014.82
8 Cisco Unified IP Phone 7942G ^{4†}	13	\$318.41	\$4,139.36
9 Cisco Unified IP Phone Expansion Module 7915 ^{4†}	2	\$336.24	\$672.47
10 APC Smart-UPS RT 1500VA Tower Online UPS	1	\$1,033.24	\$1,033.24
11 APC UPS Network Management Card	1	\$262.20	\$262.20
12 Schlage Electronic Keypad Lever	1	\$148.35	\$148.35
13 Computer Monitor for Server	1	\$128.80	\$128.80
14 Rack Shelf for Server	1	\$172.50	\$172.50
15 Cable Management	1	\$230.00	\$230.00
16 Network Wiring	1	\$230.00	\$230.00
17 Grounding	1	\$57.50	\$57.50
Total Hardware Related, Non-Recurring Costs			\$79,238.70

¹ The item listed includes five (5) years of manufacturer 24x7x4 hardware warranty/support.

² The item listed includes three (3) years of manufacturer 24x7x4 hardware warranty/support.



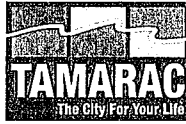
- ³ The item listed includes four (4) years of manufacturer 24x7 hardware warranty/support with Next Business Day (NBD) onsite service after initial remote diagnosis.
- ⁴ The item listed includes three (3) years of manufacturer 8x5xNBD hardware warranty/support.
- [†] The item(s) listed are equipment or parts thereof the telephone system to be installed, and/or provide services necessary to support its operation.

#	Item	Qty	Yearly	
1	VMware vSphere 5 Standard License for 1 processor + Production Support for 3 Years ¹	1	\$1,882.55	\$1,882.55
Total Software Related, Non-Recurring Costs				\$1,882.55

- ¹ The VMware vSphere license is a one-time, non-recurring purchase. The initial purchase also includes the first three (3) years of maintenance and support.

#	Item	Qty	Yearly	
1	Network / Server Engineering, Setup and Configuration ¹	80	\$100.00	\$7,999.95
2	Telephone System Engineering, Setup and Configuration ^{2†}	40	\$150.00	\$6,000.00
3	User Workstation Setup and Configuration ³	40	\$55.00	\$2,199.86
4	Microsoft Office 365 Setup and Configuration ⁴	80	\$86.25	\$6,900.00
Total Services Related, Non-Recurring Costs				\$23,099.81

- ¹ Services include physical server installation, VMware ESXi installation and configuration, Microsoft Windows Server setup and configuration, Microsoft Active Directory installation and configuration, group policy setup, DNS setup, DHCP setup, print server setup, Microsoft Active Directory Federation Services setup, Microsoft Exchange Active Directory Synchronization Tool setup, network switch installation and configuration, firewall installation and configuration, UPS installation and configuration, network wiring and grounding.
- ² Services include installation and upgrade of user workstations to Microsoft Windows 7, along with network/domain configuration.
- ³ Services provided by third party consultant include the setup and configuration of Microsoft's cloud-based Office 365 solution for email, file sharing, calendaring, etc....
- [†] The item(s) listed are equipment or parts thereof the telephone system to be installed, and/or provide services necessary to support its operation.



II. Information Technology Support Services

A. Support Services

1.The monthly, recurring cost for Information Technology Support Services is \$1,500.00, during the first two (2) years of the Agreement.

2.For each successive year, the amount shall be increased 3%.

B. Trip Charge

1.For onsite visits, as requested by SOUTHWEST RANCHES, a Trip Charge of \$100.00, will be charged.

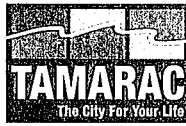
C. After Hours Service

1.For services performed outside of Support Hours, as defined in Appendix B. Service Level Agreement (SLA), and as requested by SOUTHWEST RANCHES, a fee of \$150.00 per hour will be charged.

III. Hardware Maintenance and Support Contracts

A. The initial hardware purchases, as defined in Appendix C. Cost of Services, Section I. Startup Costs, may include an initial covered period / contract for hardware maintenance and support. Based on the aforementioned contracts and covered periods, the following charges will apply during specific years of the Initial Term, as defined below:

Year 3	Total	\$3,489.86
Cisco Catalyst 3560X SMARTnet Renewal* [†]		\$1,011.22
Cisco 2911 ISR SMARTnet Renewal* [†]		\$1,150.00
Cisco ASA 5505 Firewall SMARTnet Renewal*		\$115.00
Cisco IP Phone 7962G SMARTnet Renewal* [†]		\$661.99
Cisco IP Phone 7942G SMARTnet Renewal* [†]		\$478.10
Cisco IP Phone Expansion Module 7915 SMARTnet Renewal* [†]		\$73.55
Year 4	Total	\$287.50
APC Smart-UPS Battery Replacement*		\$287.50
Year 5	Total	\$575.00
Dell PowerEdge R420 Server Warranty Renewal*		\$575.00



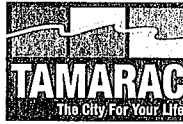
* The costs shown above are estimated. The actual costs will be determined at the time of hardware maintenance and support contract renewal, or as incurred.

† The item(s) listed are equipment or parts thereof the telephone system to be installed, and/or provide services necessary to support its operation.

IV. Software Licensing, Subscriptions and Maintenance and Support Contracts

- A. The initial software purchases, as defined in Appendix C. Cost of Services, Section I. Startup Costs, include an initial covered period / contract for software maintenance and support. Based on the aforementioned contracts and covered periods, the following charges will apply during specific years of the Initial Term, as defined below:

Year 1	Total	\$11,621.69
Microsoft Office 365 (Plan E3) Subscription Licenses	\$6,679.20	
Microsoft Windows Server DataCenter 2Proc Licensing	\$2,229.97	
Software Assurance (SA)*		
Microsoft Windows Upgrade Licensing	\$1,581.25	
Software Assurance (SA)*		
Microsoft Exchange Server Standard Licensing	\$328.05	
Software Assurance (SA)*		
Microsoft SQL Server Standard Licensing	\$415.96	
Software Assurance (SA)*		
Microsoft SQL Client Access Licensing	\$387.27	
Software Assurance (SA)*		
Year 2	Total	\$11,621.69
Microsoft Office 365 (Plan E3) Subscription Licenses	\$6,679.20	
Microsoft Windows Server DataCenter 2Proc Licensing	\$2,229.97	
Software Assurance (SA)*		
Microsoft Windows Upgrade Licensing	\$1,581.25	
Software Assurance (SA)*		
Microsoft Exchange Server Standard Licensing	\$328.05	
Software Assurance (SA)*		
Microsoft SQL Server Standard Licensing	\$415.96	
Software Assurance (SA)*		
Microsoft SQL Client Access Licensing	\$387.27	
Software Assurance (SA)*		
Year 3	Total	\$12,545.14
Microsoft Office 365 (Plan E3) Subscription Licenses	\$6,679.20	
Microsoft Windows Server DataCenter 2Proc Licensing	\$2,229.97	
Software Assurance (SA)*		
Microsoft Windows Upgrade Licensing	\$1,581.25	
Software Assurance (SA)*		
Microsoft Exchange Server Standard Licensing	\$328.05	
Software Assurance (SA)*		



Microsoft SQL Server Standard Licensing	\$415.96
Software Assurance (SA)*	
Microsoft SQL Client Access Licensing	\$387.27
Software Assurance (SA)*	
VMware Production Support (1 Processor) Renewal*	\$923.45
Year 4	Total \$9,075.56
Microsoft Office 365 (Plan E3) Subscription Licenses	\$6,679.20
Microsoft Windows Server DataCenter 2Proc Licensing	\$955.65
Software Assurance (SA)*	
Microsoft Windows Upgrade Licensing	\$955.94
Software Assurance (SA)*	
Microsoft Exchange Server Standard Licensing	\$140.58
Software Assurance (SA)*	
Microsoft SQL Server Standard Licensing	\$178.23
Software Assurance (SA)*	
Microsoft SQL Client Access Licensing	\$165.97
Software Assurance (SA)*	
Year 5	Total \$9,075.56
Microsoft Office 365 (Plan E3) Subscription Licenses	\$6,679.20
Microsoft Windows Server DataCenter 2Proc Licensing	\$955.65
Software Assurance (SA)*	
Microsoft Windows Upgrade Licensing	\$955.94
Software Assurance (SA)*	
Microsoft Exchange Server Standard Licensing	\$140.58
Software Assurance (SA)*	
Microsoft SQL Server Standard Licensing	\$178.23
Software Assurance (SA)*	
Microsoft SQL Client Access Licensing	\$165.97
Software Assurance (SA)*	

* The costs shown above are estimated. The actual costs will be determined at the time of software maintenance and support contract renewal, or as incurred.



APPENDIX D

Information Technology

Technical Specifications

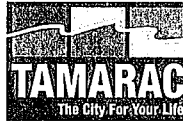
I. Hardware

A. Cisco Catalyst 3560X switch

#	Item	Description	Qty
Core Layer 3 Switch			
1	WS-C3560X-48PF-S	Cisco Catalyst 3560X 48 Port Full PoE IP Base Cisco SMARTnet 24X7X4 Cat 3560X 48 Port Full PoE IP Base - 3	1
2	CON-SNTP-3560X4FS	YEARS	1
3	CAB-3KX-AC	Cisco AC Power Cord for Catalyst 3K-X (North America)	1
4	S356XVK9T-12255	Cisco CAT 3560X IOS Universal with Web Based Dev Mgr	1
5	C3KX-PWR-1100	Cisco Catalyst 3K-X 1100W AC Power Supply	1

B. Cisco ASA 5505 Firewall

#	Item	Description	Qty
Firewall			
1	ASA5505-UL-BUN-K9	Cisco ASA 5505 Appliance with SW, UL Users, 8 ports, 3DES/AES	1
2	CON-SNTP-AS5SBK9	Cisco SMARTnet 24X7X4 ASA5505-UL-BUN-K9 - 3 YEARS	1



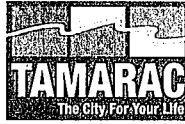
C. Cisco 2911 Integrated Services Router (ISR)

#	Item	Description	Qty
Integrated Services Router			
1	C2911-CME-SRST/K9	Cisco 2911 UC Bundle w/PVDM3-16 FL-CME-SRST-25 UC License PAK	1
2	CON-SNTP-2911CMST	Cisco SMARTnet 24X7X4 2911 Voice Bundle w/ UC License PAK - 3 YEARS	1
3	S29UK9-15204M	Cisco 2901-2921 IOS UNIVERSAL	1
4	VWIC3-1MFT-T1/E1	Cisco 1-Port 3rd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1	1
5	VIC2-2FXO	Cisco Two-port Voice Interface Card - FXO (Universal)	1
6	VIC3-2FXS/DID	Cisco Two-Port Voice Interface Card- FXS and DID	1
7	ISM-SRE-300-K9	Cisco Internal Services Module (ISM) with Services Ready Engine	1
8	CON-SAU-ISRE300	Cisco SW APP SUPP + UPGR Internal Services Module (ISM) with SRE - 3 YEARS	1
9	SCUE-ISM-8.6-K9	Cisco Unity Express Release 8.6	1
10	CUE-LANG-ENU	Cisco Unity Express - North American English	1
11	FL-CUE-MBX-5	Cisco Unity Express License - 5 Mailbox - CUCM and CUCME	10
12	FL-CUE-PORT-2	Cisco Unity Express License - 2 Port	2
13	FL-CUE-NR-PORT-2	Cisco Unity Express License - Non Re-hostable - 2 Port	1
14	PVDM3-16U64	Cisco PVDM3 16-channel to 64-channel factory upgrade	1
15	FL-CME	Cisco Communications Manager Express License	1
16	FL-CME-SRST-25	Cisco Communication Manager Express or SRST - 25 seat license	1
17	MEM-2900-512U1.5GB	Cisco 512MB to 1.5GB DRAM Upgrade (1GB+512MB) for Cisco 2901-2921	1
18	PWR-2911-AC	Cisco 2911 AC Power Supply	1
19	CAB-AC	Cisco AC Power Cord (North America) C13 NEMA 5-15P 2.1m	1
20	FL-CME-SRST-25	Cisco Communication Manager Express or SRST - 25 seat license (included with bundle)	1
21	PI-MSE-PRMO-INSRT	Cisco Insert Packout - PI-MSE	1
22	SL-29-IPB-K9	Cisco IP Base License for Cisco 2901-2951	1
23	SL-29-UC-K9	Cisco Unified Communication License for Cisco 2901-2951	1
24	ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	1
25	MEM-CF-256MB	Cisco 256MB Compact Flash for Cisco 1900 2900 3900 ISR	1



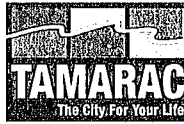
D. Telephones

#	Item	Description	Qty
Telephones			
33	CP-7962G-CCME	Cisco UC Phone 7962 with 1 CCME RTU License	18
34	CON-SNT-CP7962	Cisco SMARTnet 8X5XNBD Cisco Unified IP Phone 7962 - 3 YEARS	18
35	CP-7942G-CCME	Cisco UC Phone 7942 with 1 CCME RTU License	13
36	CON-SNT-CP7942	Cisco SMARTnet 8X5XNBD Cisco Unified IP Phone 7942 - 3 YEARS	13
37	CP-7915=	Cisco 7915 UC Phone Grayscale Expansion Module	2
		Cisco SMARTnet 8X5XNBD 7915 IP Phone Grayscale Expansion	
38	CON-SNT-CP7915	Module - 3 YEARS	2
	CP-		
39	SINGLFOOTSTAND=	Cisco Footstand kit for single 7914 7915 or 7916	2
40	CP-PWR-CUBE-3=	Cisco IP Phone power transformer for the 7900 phone series	2
41	CP-PWR-CORD-NA=	Cisco 7900 Series Transformer Power Cord North America	2

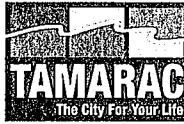


E. Dell PowerEdge R420 Server

#	Description	Qty
Dell PowerEdge R420 Server		
1	PowerEdge R420 (225-2987)	1
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 4 Year	
2	Extended (938-5544)	1
3	ProSupport: 7x24 HW / SW Tech Support and Assistance, 5 Year (938-5584)	1
4	Dell Hardware Limited Warranty Plus On Site Service Initial Year (939-8097)	1
5	Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-8107)	1
6	MISSION CRITICAL PACKAGE: Enhanced Services, 5 Year (939-8197)	1
	Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-3355 (989-3439)	
7		1
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year	
8	(996-2161)	1
9	On-Site Installation Declined (900-9997)	1
10	Proactive Maintenance Service Declined (926-2979)	1
11	Deployment Consulting 1 Yr 1 Case Remote Consulting Service (996-3179)	1
12	Shipping Material,PowerEdge R420 (331-7127)	1
13	PCIE Riser for Chassis with 1 Proc (331-7124)	1
14	Intel Ethernet I350 DP 1Gb Server Adapter (430-4443)	1
15	On-Board Broadcom 5720 Dual Port 1GBE (430-4715)	1
16	iDRAC Port Card (421-5340)	1
17	iDRAC7 Enterprise (421-6085)	1
18	3.5" Chassis with up to 4 Cabled Hard Drives and Embedded SATA (318-2080)	1
19	SAS Cable for 3.5" in Cabled Chassis (331-6957)	1
20	Bezel-4/8 Drive Chassis (318-1431)	1
21	RAID 1 for H310 (2 HDDs) with Cabled Chassis (331-7176)	1
22	PERC H310 Integrated RAID Controller (342-3528)	1
23	Heat Sink,PowerEdge (317-9826)	1
24	Intel Xeon E5-2430 2.20GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 95W (319-0021)	1
25	No Additional Processor (331-4611)	1
26	8GB RDIMM, 1333 MT/s, Low Volt, Dual Rank, x4 Data Width (317-9644)	2
27	1333 MHz RDIMMs (331-4422)	1
28	Performance Optimized (331-4428)	1
29	4TB 7.2K RPM Near-Line SAS 6Gbps 3.5in Cabled Hard Drive (342-5297)	2
30	Electronic System Documentation and OpenManage DVD Kit for R420 (331-7129)	1
31	DVD+/-RW, SATA, INTERNAL (313-9091)	1
32	No Rack Rails or Cable Management Arm (330-3522)	1

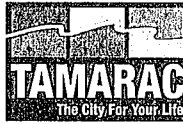


33	Dual Hot Plug Power Supplies 350W (331-7022)	1
34	Power Distribution Board for Hot Plug Power Supplies (331-7027)	1
35	Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)	2
36	No Operating System (420-6320)	1
37	No Media Required (421-5736)	1

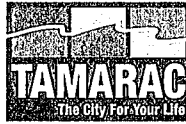


F. Dell OptiPlex 7010 Desktop Computer

#	Description	Qty
Dell OptiPlex 7010 Desktop Computer		
1	Base Unit: OptiPlex 7010 Ultra Small Form Factor EPA Base (225-2816)	8
2	Processor: 3rd Gen Intel Core i3-3220 Processor (Dual Core, 3.30GHz, 3MB, w/ HD2500 Graphics), Dell OptiPlex 7010 (319-0466)	8
3	Memory: 4GB, NON-ECC, 1600MHZ DDR3,1DIMM,OPTI (319-0218)	8
4	Keyboard: Dell USB KB,ENG,OPTI (331-8142)	8
5	Monitor: No Monitor Selected, Dell OptiPlex (320-3704)	8
6	Video Card: Intel Integrated Graphics w/DP/DVI, OPTI (320-3778)	8
7	Hard Drive: 500GB 2.5 3.0Gb/s SATA with 16MB DataBurst Cache, OptiPlex 9010 USFF (342-4135)	8
8	Operating System: Windows 7 Home Premium,No Media, 32-bit, Optiplex, English (421-5395)	8
9	Operating System: Windows 7 Label, OptiPlex, Fixed Precision, Vostro Desktop (330-6228)	8
10	Operating System: Dell Client System Update (Updates latest Dell Recommended BIOS, Drivers, Firmware and Apps),OptiPlex (421-5334)	8
11	Operating System: Software, DDPA (Dell Data Protection Access), version 2.3, OptiPlex x010 (421-8276)	8
12	Mouse: Dell MS111 USB Optical Mouse,OptiPlex and Fixed Precision (330-9458)	8
13	TBU: Intel Standard Manageability, Dell OptiPlex 7010 (331-6245)	8
14	CD-ROM or DVD-ROM Drive: 8X SlimLine DVD-ROM, Dell OptiPlex (318-0619)	8
15	Drive: Thank you for Choosing Dell (318-2231)	8
16	Sound Card: Heat Sink, Mainstream, Dell OptiPlex Ultra Small Form Factor (331-1182)	8
17	Speakers: Dell AX510PA black Stereo Speaker Bar Flat Panel DisplayDell Optiplex/Precision (313-6742)	8
18	Cable: OptiPlex 7010 Ultra Small Form Factor Up to 90 Percent Efficient Power Supply (331-6369)	8
19	Cable: Regulatory label, Mexico, for OptiPlex 7010 Ultra Small Form Factor (331-6371)	8
20	Cable: Enable Low Power Mode for EUP Compliance,Dell OptiPlex (330-7422)	8
21	Documentation Diskette: Documentation,English and French,Dell OptiPlex (331-2030)	8
22	Documentation Diskette: Power Cord,125V,2M,C13,Dell OptiPlex (330-1711)	8
23	Bundled Software: No Productivity Software,Dell OptiPlex,Precision and Latitude	8

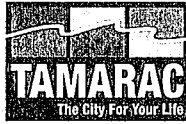


		(421-3872)	
24	Factory Installed Software:	No ESTAR Settings, OptiPlex (331-8325)	8
25	Feature	No Resource DVD for Dell Optiplex, Latitude, Precision (313-3673)	8
26	Service:	Dell Limited Hardware Warranty Plus Service Extended Year(s) (995-4303)	8
27	Service:	Dell Limited Hardware Warranty Plus Service Initial Year (995-4093)	8
28	Service:	ProSupport: Next Business Day Onsite Service After Remote Diagnosis 3 Year Extended (995-2473)	8
29	Service:	ProSupport: Next Business Day Onsite Service After Remote Diagnosis Initial Year (995-0923)	8
30	Service:	Thank you choosing Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-866-5 (989-3449)	8
31	Service:	ProSupport : 7x24 Technical Support , 3 Year Extended (995-2633)	8
32	Service:	ProSupport : 7x24 Technical Support , Initial (995-1553)	8
33	Misc:	Chassis Intrusion Switch,Dell OptiPlex Ultra Small Form Factor and Desktop (317-2828)	8
34	Misc:	1 W ready mode - exceeds FEMP 3W recommendation. Mode can be disabled in BIOS. OptiPlex (310-1959)	8
35	Misc:	No Quick Reference Guide,Dell OptiPlex (310-9444)	8
36	Misc:	Shipping Material for System,Ultra Small Form Factor,Dell OptiPlex x010 (331-1271)	8

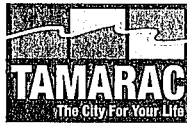


G. Dell Latitude E6330 Laptop Computer

#	Description	Qty
Dell Latitude E6330 Laptop Computer		
1	Dell Latitude E6330 (225-2821)	6
	3rd gen Intel Core i5-3320M Processor (2.6GHz, 3M cache, Upgradable to Intel vPro technology), Dell Latitude E6330 (318-1956)	6
2	4.0GB, DDR3-1333MHz SDRAM, 2 DIMMS, Dell Latitude (317-6239)	6
3	Internal English Dual Point Keyboard, Latitude E (332-0035)	6
4	Documentation (English), Dell Latitude and Precision Workstations (332-0472)	6
5	Tech Setup Guide, English, Dell Latitude E6230,E6330 (331-6665)	6
6	Intel HD Graphics 4000, Dell Latitude E6230/E6330/E6430S (320-3775)	6
7	320GB 5400rpm Hard Drive 7mm, Dell Latitude E6X30 (342-4941)	6
	No Dell ControlVault, No Fingerprint Reader, No Smartcard Reader and No Contactless Smartcard Reader (342-4416)	6
8	13.3 in HD(1366x768) Anti-Glare LED, Dell Latitude E6330 (320-3711)	6
9	Windows 7 Home Premium, 32-bit, with Media, Latitude, English (421-8024)	6
10	Windows 7 Label, Latitude, Vostro and Mobile Precision Notebooks (330-6322)	6
11	Software, DDPA (Dell Data Protection Access), version 2.3, Dell Latitude EXX30 (421-8718)	6
12	US - 3 foot Flat Power Cord, Dell Latitude (330-4016)	6
13	90W 3-Pin, AC Adapter, Dell Latitude EXX30 (331-5829)	6
14	8X DVD+/-RW, Dell Latitude E4 (318-1732)	6
15	8X DVD+/-RW Bezel, Dell Latitude E63X0/E64X0/E65X0/ATG (318-0466)	6
16	Thank you for Choosing Dell (318-2231)	6
17	Dell Webcam Central Software Dell Latitude/Mobile Precision (421-1201)	6
	Light Sensitive Webcam and Noise Cancelling Digital Array Mic, Dell Latitude E6330 (320-3190)	6
18	Dell Wireless 1504 802.11g/n Single Band Wi-Fi Half Mini-card, Dell Latitude E4/Mobile Precision (430-4639)	6
19	No Intel vPro Technology Advanced Management Features, Dell Latitude E6330 (331-6508)	6
	6-Cell (65WH) Primary Lithium Ion Battery, (3.0Ah) ExpressCharge Capable for Latitude E4 (312-1627)	6
20	E-Port, 130W Simple Port Replicator, USB3.0 for Latitude E-Family (331-6313)	6
21	Energy Star Enabled/E-PEAT, Latitude E6X30 (331-6213)	6
22	No Productivity Software,Dell OptiPlex,Precision and Latitude (421-3872)	6
	Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis 3 Year Extended (994-3234)	6
23	Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis Initial Year (994-3194)	6



29	Dell Limited Hardware Warranty Plus Service Extended Year(s) (994-2554)	6
30	Dell Limited Hardware Warranty Plus Service Initial Year (994-2544)	6
31	Dell ProSupport Service Offering Declined (991-2878)	6
32	Accidental Damage Service (988-7689)	6
33	CompleteCare Accidental Damage Protection, 4 Year (993-9631)	6
34	Intel Core i5 Processor (331-1633)	6



H. APC Smart-UPS RT 1500VA Tower Online UPS

General Information

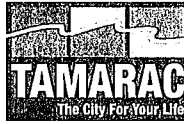
Manufacturer	American Power Conversion Corp
Manufacturer Part Number	SURTA1500XL
Manufacturer Website Address	www.apc.com
Brand Name	APC
Product Line	Smart-UPS
Product Series	RT
Product Model	SURTA1500XL
Product Name	SMART-UPS RT 1500VA (120V) UPS
Product Type	Dual Conversion Online UPS

Technical Information

Plug/Connector Type	NEMA 5-15P
Receptacles	6 x NEMA 5-15R - Battery/Surge-protected

Power Description

Load Capacity	1.50 kVA/1.05 kW
Input Voltage	110 V AC
Input Voltage Range	90 V AC to 150 V AC Mains Operation
Input Voltage Range	120 V AC Nominal
Output Voltage	120 V AC Nominal
Frequency	50 to 60 Hz Input
Waveform Type	Sine Wave



Surge Energy Rating

540 J

Management

Network Management

Optional

Overload Protection

☒ Overload Protection Mains Oper

Alarm

On Battery

Alarm

Overload

Alarm

Low Battery

Bypass Switch

Automatic

Emergency Power OFF

Yes

Battery Management

Intelligent Battery Management

Controls/Indicators

Status Indicators

☒ Status Ind

☒ Status Indicatorsrs

☒ Status Indicatorsrs Ma

☒ Status Indi

☒ Status Indicat

☒ Status Indicatorsrs

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Interfaces/Ports

Interfaces/Ports

1 x DB-9 RS-232 Serial

Interfaces/Ports

1 x USB

Modular Slots

1 x SmartSlot

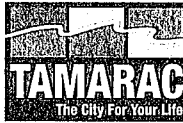
Battery Information

Batteries

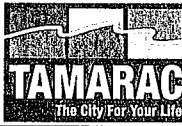
Spill-proof, Maintenance-free Sealed Lead Acid User Replaceable Hot-swappable

Backup/Run Time

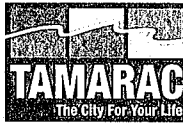
0.14 Hour 1.05 kW Full Load



Backup/Run Time	0.37 Hour 525 W Half Load
Additional Battery Connections	1
Environmental Conditions	
Temperature	32°F (0°C) to 104°F (40°C) Operating
Temperature	-4°F (-20°C) to 122°F (50°C) Storage
Humidity	0 to 95% Relative Humidity Storage
Humidity	0 to 95% Relative Humidity Operating
Altitude	0 ft to 50000 ft Storage
Altitude	0 ft to 10000 ft Operating
Thermal Dissipation	393 BTU/h
Physical Characteristics	
Color	Black
Height	3.0"
Width	17.0"
Depth	22.0"
Power Cord/Cable	6 ft
Form Factor	Tower
Weight (Approximate)	61.00 lb
Miscellaneous	
Package Contents	Package Contents
	Package Contents
	Package Contents
	Package Contents
	Package Contents



	Package Content
	Additional Informationcsng Operating Lead Acid User Replaceable Hot-swappable Initial Year (99
Additional Information	Additional Informationcsng Operating Lead Acid Us
	Additional Information
	Additional Informationcs
	Additional Information
	Certific
Certifications & Standards	Certifi
	Certifications & Standa
	Certificat
	Warranty
Limited Warranty	2 Year
Parts Warranty/Labor	2 Year



I. APC UPS Network Management Card

General Information

Manufacturer	American Power Conversion Corp
Manufacturer Part Number	AP9630
Manufacturer Website Address	www.apc.com
Brand Name	APC
Product Name	UPS Network Management Card
Product Type	UPS Management Adapter

Technical Information

Proprietary Slot Type	SmartSlot
Ports	1 x RJ-45 Network

Scheduling:

Customize shut down and reboot of connected equipment and UPSs.

Data logging:

Identify problematic trends before they escalate or export the data log for analysis.

Event logging:

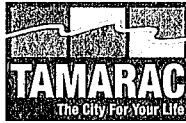
Pinpoint the timing and sequence of events leading up to an incident with the event log.

Run command file:

Run command file on shutdown sequence as well as start-up sequence.

Remote UPS management:

Enable management of your UPS by connecting it directly to the network.



Browser Accessible:

View the user interface with a browser. Provides quick access from anywhere on a secure network.

Enterprise management system compatible:

Manage your APC devices from a single system by forwarding SNMP traps (events) to your preferred enterprise management system.

Reboot equipment remotely:

Saves dispatching technicians to remote locations.

Operating System Shutdown:

Prevents possible data corruption by performing graceful, unattended operating system shutdown in the event of an extended power outage.

Protocols

HTTP

Protocols

Telnet

Protocols

SNMP

Protocols

SSH

Protocols

SSL

Password Security:

User-selectable password protection prevents unauthorized access.

Three-tier user access:

Control user access on three levels including read only, device and administrator.

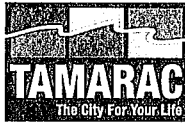
Security Features

Radius support:

Use an existing radius server to securely authenticate, authorize, and account for your APC device.

PowerChute Network Shutdown:

Reliable network-based shutdown of multiple servers.



Physical Characteristics

Height	1.5"
Width	4.8"
Depth	4.5"
Weight (Approximate)	2.82 oz

Miscellaneous

Integrates with InfraStruXure Central:

An IT-ready, scalable monitoring system that collects, organizes, and distributes critical alerts, surveillance video and key information, providing a unified view of complex physical infrastructure environments from anywhere on the network.

Additional Information

Flash upgradeable firmware:

Install maintenance releases of firmware remotely using FTP.

Notification:

Be notified of problems to ensure crucial situations are dealt with in a timely manner.

Compatibility

Compatibility p UPS

Compatibility p

Compatibility

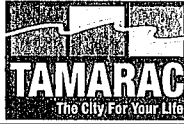
Compatibility Units

Green Compliant

Yes

Green Compliance Certificate/Authority

RoHS



II. Software

A. Cisco Unified Communications Manager Express (CUCME)

Software data sheets can be found at the following location:

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/prod_literature.html

One (1) Cisco Communications Manager Express license

Fifty (50) seat licensing for CUCME and SRST

Full part list including licensing shown in Appendix D., Section I. Hardware, Sub-Section C. Cisco 2911 Integrated Services Router (ISR).

B. Cisco Unity Express (CUE)

Software data sheets can be found at the following location:

http://www.cisco.com/en/US/products/sw/voicesw/ps5520/prod_literature.html

One (1) Cisco Unity Express license

Fifty (50) mail box licenses for CUE

Six (6) port licenses for CUE

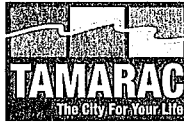
Full part list including licensing shown in Appendix D., Section I. Hardware, Sub-Section C. Cisco 2911 Integrated Services Router (ISR).

C. VMware ESXi 5 Standard

Product information can be found at the following location:

<http://www.vmware.com/products/vsphere/esxi-and-esx/overview.html>

#	Item	Description	Qty
VMware ESXi 5 Standard			
1	VS5-STD-C	VMware vSphere 5 Standard 1 Proc 32GB-VRAM	1
2	VS5-STD-3P-SSS-C	VMware Production Support/Subscription vSphere 5 Standard 1 Proc 3 Year	1



D. Microsoft Office 365

Product information can be found at the following location:

<http://office.microsoft.com/en-us/>

#	Item	Description	Qty
Microsoft Office 365			
1	UT6-00005	Microsoft Office 365 (Plan E3) - Subscription license (12 months) - 1 user - EA Subscription - Win, Mac - All Languages	25

CERTIFICATE OF COVERAGE**Certificate Holder**

CITY OF TAMARAC
7525 NW 88th AVENUE
TAMARAC, FL 33321

Administrator

Issue Date 5/20/13

Florida League of Cities, Inc.
Department of Insurance and Financial Services
P.O. Box 530065
Orlando, Florida 32853-0065

COVERAGES

THIS IS TO CERTIFY THAT THE AGREEMENT BELOW HAS BEEN ISSUED TO THE DESIGNATED MEMBER FOR THE COVERAGE PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE COVERAGE AFFORDED BY THE AGREEMENT DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH AGREEMENT

COVERAGE PROVIDED BY:

FLORIDA MUNICIPAL INSURANCE TRUST**AGREEMENT NUMBER:** FMIT 1205**COVERAGE PERIOD:** FROM 10/1/12**COVERAGE PERIOD:** TO 10/1/13 12:01 AM STANDARD TIME**TYPE OF COVERAGE - LIABILITY****General Liability**

- ☒ Comprehensive General Liability, Bodily Injury, Property Damage, Personal Injury and Advertising Injury
- ☒ Errors and Omissions Liability
- ☒ Employment Practices Liability
- ☒ Employee Benefits Program Administration Liability
- ☒ Medical Attendants/Medical Directors' Malpractice Liability
- ☒ Broad Form Property Damage
- ☐ Law Enforcement Liability
- ☒ Underground, Explosion & Collapse Hazard

Limits of Liability

* Combined Single Limit

Deductible N/A

Automobile Liability

- ☐ All owned Autos (Private Passenger)
- ☐ All owned Autos (Other than Private Passenger)
- ☒ Hired Autos
- ☒ Non-Owned Autos

Limits of Liability

* Combined Single Limit

Deductible N/A

TYPE OF COVERAGE - PROPERTY

- ☒ **Buildings**
- ☐ Basic Form
- ☒ Special Form
- ☒ **Personal Property**
- ☐ Basic Form
- ☒ Special Form
- ☒ Agreed Amount
- ☒ Deductible \$500
- ☒ Coinsurance 100%
- ☒ Blanket
- ☐ Specific
- ☒ Replacement Cost
- ☐ Actual Cash Value
- ☒ **Miscellaneous**
- ☒ Inland Marine
- ☒ Electronic Data Processing
- ☒ Bond

Limits of Liability on File with Administrator**TYPE OF COVERAGE - WORKERS' COMPENSATION**

- ☒ Statutory Workers' Compensation
- ☒ Employers Liability
- \$1,000,000 Each Accident
- \$1,000,000 By Disease
- \$1,000,000 Aggregate By Disease
- ☐ Deductible N/A
- ☐ SIR Deductible N/A

Automobile/Equipment - Deductible

- ☒ Physical Damage
- NA - Comprehensive - Auto
- NA - Collision - Auto
- Per Schedule - Miscellaneous Equipment

Other

* The limit of liability is \$200,000 Bodily Injury and/or Property Damage per person or \$300,000 Bodily Injury and/or Property Damage per occurrence. These specific limits of liability are increased to \$10,000,000 for General Liability and \$2,000,000 for Automobile Liability (combined single limit) per occurrence, solely for any liability resulting from entry of a claims bill pursuant to Section 768.28 (5) Florida Statutes or liability/settlement for which no claims bill has been filed or liability imposed pursuant to Federal Law or actions outside the State of Florida.

Description of Operations/Locations/Vehicles/Special Items

RE: Interlocal Agreement for Information Technology Related Services

The certificate holder is hereby added as an additional Insured, except for Workers' Compensation and Employers Liability, as respects the member's liability for the above described event.

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE AGREEMENT ABOVE.

Designated Member

Town of Southwest Ranches
13400 Griffin Road
Southwest Ranches FL 33330-2628

Cancellations

SHOULD ANY PART OF THE ABOVE DESCRIBED AGREEMENT BE CANCELED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 45 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED ABOVE, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE PROGRAM, ITS AGENTS OR REPRESENTATIVES.



AUTHORIZED REPRESENTATIVE