



# CITY OF KELLER

INFORM AND TELEPHONY LOGGER UPGRADE

July 15, 2021

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Motorola Solutions, Inc.  
500 W Monroe St  
Chicago, IL 60661

July 15, 2021

Mr. Warren Dudley  
NETCOM 9-1-1 Manager  
330 Rufe Snow Dr.  
Keller, TX 76248

Subject: NICE Inform and Telephony Logger Upgrade

Dear Mr. Dudley,

Motorola Solutions, Inc. (“Motorola Solutions”) is pleased to have the opportunity to provide the City of Keller with quality communications equipment and services. The Motorola Solutions project team has taken great care to propose a solution that will address your needs and provide exceptional value.

To best meet the functional and operational specifications of this solicitation, our solution includes a combination of hardware, software, and services. Specifically, this solution is for a new audio logging recording server, Inform 9 Professional software, and six screen recording licenses.

This proposal is subject to the terms and conditions of the Texas DIR-TSO-4101 contract and remains valid for a period of one hundred and twenty (120) days from the date of this letter. This proposal may be accepted by issuing a purchase order that specifically references “Motorola’s proposal and the terms and conditions of the Texas DIR-TSO-4101 contract.” Alternatively, Motorola would be pleased to address any concerns the City may have regarding the proposal. Any questions can be directed to your Motorola Account Executive, Casey Moore, at 817-368-8683.

We thank you for the opportunity to furnish the City of Keller with “best in class” solutions and we hope to strengthen our relationship by implementing this project. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,

Motorola Solutions, Inc.



Brad Rice  
Area Sales Manager

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### SECTION 1

# SYSTEM DESCRIPTION

## 1.1 INTRODUCTION

Motorola solutions in partnership with NICE Systems is pleased to provide the NICE upgrade solution to City of Keller. This system description will describe the proposed components, Inform solution overview and the design description of this solution which the City has selected after the review of various options.

### 1.1.1 Proposed Solution

The NICE Solution proposed to the City of Keller combines NICE Inform Elite application suite for Incident Information Management Solutions and NICE Inform Recorder (NIR) for capturing audio (telephony, radio communication, and/or other type).

This project will upgrade the City of Keller's existing NICE Inform from Inform v 7.x to 9 Elite Multimedia recording solution. The solution includes Inform Reconstruction incident recreation, Inform Evidence Compliance for incident retention and Media Player for data distribution. Inform QA pack allows evaluation and reporting of interactions and people. Inform Reporter provides pre-defined, customization call volume reports. Inform Verify enables instant replay from the Agents window PC.

City of Keller's existing HP Proliant ML110 G7, server will be retained. It will no longer be recording any audio but will be used for historical playback providing 6 months retention period.

This new NIR system with a single recording server require the following endpoints:

NIR-65 channels; 15-2, wire analog audio, 25 VoIP from Cisco Phones 7965 as Passive/SCCP Protocol via Span Port and 25 Channels Passive VoIP from Vesta 7.2 via a Span Port, provided by the customer

This NIR server will also host audio archives of the recorded channels.

With the QA package, the User Registration is provided for the recorded audio from positions without CTI information, where each agent will log in with a unique Log-in to assist the QA Supervisor in identifying the agent taking the call.

The new Inform 9 Elite will reside on the existing Inform G9 server located in the City of Keller facility and will have access to the existing 10-channel IP radio Logging audio channels. This existing Inform server will receive an In-service upgrade from OS 2012 to 2016 & SQL 2016 to refresh the operating system in SQL.

Health Manager, a system monitoring program is included in this proposal, which checks the health of the servers running in the system. The customer will provide a WIN 10 workstation hosting SQL Express 2017, or VM/Server to host this SW. No workstation is included in this proposal.

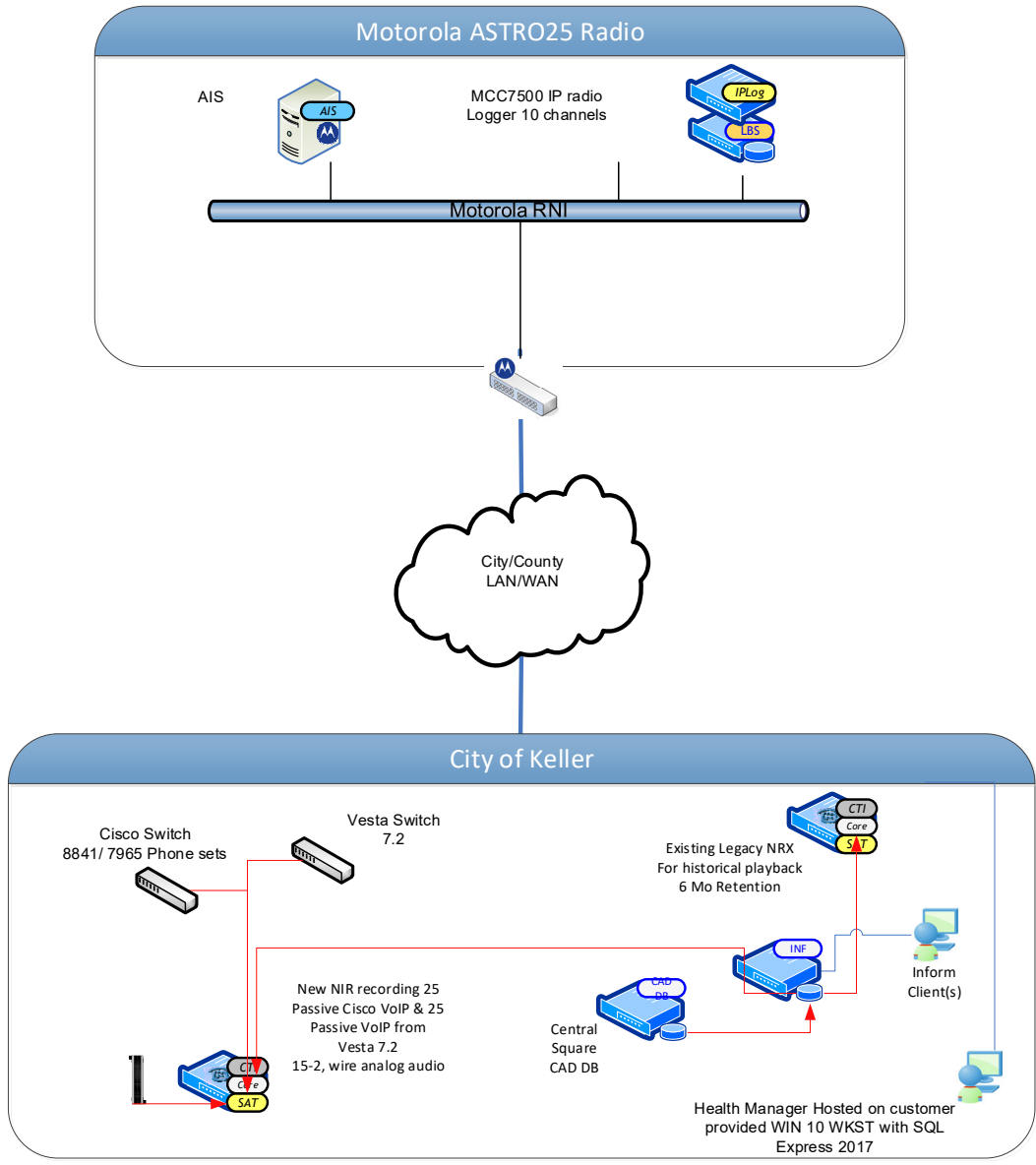
Integration to Pro Suite from Central Square; (formerly Zuercher CAD) Zuercher 20.3, Suite via API Interface is included in this proposal. The NICE Inform server requires a read-only MS SQL connection to a CAD backup database. Accessing the backup database guarantees that there is no impact to the performance of the CAD system itself while CAD incidents can still be found soon after they are created.

In order for the CAD integration to work with Inform Elite and to integrate to Zuercher CAD, v20.3 , the following options need to be purchased by the City of Keller:

1. Customers must have purchased the 'Zuercher Suite' API from TriTech/Central Square.
2. Customer may receive Early Availability integration which may entail assistance from R&D during the implementation which would require remote access into the City of Keller's Inform system.
3. The discovery document that the City of Keller must complete will provide additional details concerning the integration with Central Square. The review of this document may result in some changes in the design which may require change order in the implementation phase.

Below is the block drawing showing the City of Keller's solution:





## 1.1.2 NICE Inform – Incident Information Management

The proposed NICE recording system is based on the innovative NICE Inform suite of applications. Analog, digital as well as VoIP audio inputs can be captured by the NICE Inform Recorder (NIR) platforms and managed using the NICE Inform application suite as part of a complete incident information management. Optionally, the audio system can integrate with third-party systems, such as a telephony switch, a trunked radio system, storage system, and others to capture the interaction content as well as its related metadata. The system consists of the following components:

### Recording Platforms

**NICE Inform Recorder (NIR)-** The NICE Inform Recorder platform is reliable and future-proofed recording solution ideal for any size enterprise to capture, store, retrieve and play back voice communications. It can be used in traditional TDM or IP telephony environments to deliver high quality voice recordings for all applications including verification, dispute resolution, training and quality monitoring. The industry leading technology from NICE is

built into NICE Inform Recorder is used by the world's leading financial institutions, governmental, public safety organisations, and contact centres. By taking advantage of commercial off-the-shelf (COTS) hardware and customer provided network storage devices, this award-winning voice recording solution provides unsurpassed functionality while reducing a firm's total cost of ownership. This flexible product delivers high quality voice recordings of traditional TDM or VoIP telephony.

## 1.2 NICE SOLUTION CAPABILITIES

The following sections detail the specific capabilities of the NICE offering. Please note that not all features and functionalities described below may be proposed for City of Keller final configuration.

### 1.2.1 NICE Inform Recorder (NIR)

#### Audio Capture

City of Keller Site -

The 65 channel NIR is a complete logger system comprising NICE Hardware and Software deployed on a COTS Server.

- Nice Motorola ML350 G10 6TB 8-LFF Server
- Server - HPE ML350 Gen10 4U
- Processor - (2) HPE ML350 Gen10 Intel® Xeon-Silver 4208 (8-Core, 2.1 GHz, 85W)
- Memory - HPE 64GB (4x16GB) Single Rank x4 DDR4-2933 CAS-21-21-21 Registered
- Hard Drives - (2) HPE 6TB SAS 12G Midline 7.2K LFF (3.5in) LP 1yr Wty 512e HDD
- Network Controller - HPE Embedded 4-Port 1GbE HPE
- Ethernet 1Gb 4-port 369i Adapter
- Network Controller - HPE Ethernet 1Gb 4-port 331T Adapter
- Storage Controller - HPE Smart Array P408i-a SR Gen10 (8 Internal Lanes/2GB Cache) 12G SAS Modular
- Controller
- PCI-Express Slots - 8-slots (x16, x8, x16, x8, x16, x8,x16, x8) as standard
- Power Supply - (2) HPE 500W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit
- Fans - (6) Standard Fans
- Management - HPE iLO Standard with Intelligent Provisioning (embedded)
- HPE ML Gen10 Tower to Rack Conversion Kit with Sliding Rail Rack Shelf and Cable Management Arm

The logger is configured with drives for the OS, Application, and 2x 6T additional Drives for data/Audio storage.

The logger will be setup in total recording mode for 65 channels to support the 25 channels of Passive VoIP recording from Cisco 7965 phones via customer Provided Span Port and 25 Channels of Passive VoIP from Vesta 7.2 via customer provided Span Port, with 15 Channels of 2-wire analog audio

#### Audio Archiving:

Audio will be recorded initially on internal drives in the loggers. Software included with the system will allow for the archiving of audio to an external network based drive such as NAS

or SAN or a RAID array. The Logging server is configured with 2x HP 6TB Drives and 2x 6T drives additional drives

## 1.3 NICE INFORM SERVER

Hosted on the existing Inform Server, HP G9. This server will receive an In-Service Upgrade of the OS and SQL to v 2016

The NICE Inform Server software provides a single entry point into the underlying logging systems, giving a unified view across the multiple recording systems; NIR and existing MCC7500 IP radio System

### 1.3.1 NICE Inform User Applications

The NICE Inform suite of applications has been developed in support of Public Safety and Transportation users. NICE Inform uses Microsoft's .NET Windows Forms technology to provide automatic updates from the NICE Inform web server. This helps NICE combine low desktop support costs with feature-rich, high quality graphical user interfaces. Users benefit as well – for example, user preferences and settings, including window sizes and locations, preferred search fields and many other options, are all stored centrally. Users can share workstations, or use different workstations from day to day, and their own personal preferences will be applied as soon as they log on to NICE Inform.

The proposed solution includes one Inform 9 Elite with the following components:

- Inform
  - Installed on the existing Inform Server. This is the Inform server module via which account and system administration is performed. Users will access the system for search and playback via this Server.

As proposed, the solution includes the following concurrent user licensing:

- Reconstruction User Licenses
- Monitor User Licenses
- Inform Verify User Licenses
- **Organizer** - the tool for management and distribution of recordings and ancillary material. Organizer is an application that streamlines the recording distribution process.
- **NICE Quality Assurance** - Armed with complete incident information, supervisors are able to evaluate not only a single call, but also an entire incident
- Improved workflow - option to assign new evaluations to User Groups
- Option to give negative score to questions
- New QA Reports: ▪ Number of 'Passed'/'Failed' evaluations per Operator
- Number of evaluations created per QA Evaluator over specified period.
- QA workflow e-mail notifications via SMTP API
- Automatic population of CAD incident metadata within Evaluation header information.
- Automatically calculated 'Time to enter' field on CAD incidents.
- Improved format of evaluations export to .csv.
- New 'Last updated' column for Evaluations

**NICE Inform Health Manager** – new product that provides detailed device monitoring to track, visualize and rapidly alert users to system events via SNMP trap monitoring and WMI status polling. o Monitors multiple devices for SNMP traps, and polls for CPU, memory and disk storage data



- Comprehensive alarm management options including audible and visual indications
- Ability to search and filter alarms and events
- Supports email notifications with customizable email templates
- Supports alarm relay boards
- MIB files pre-loaded to support NICE Inform R9 Solution components

### **CAD Incident Analytics (Elite tier only) Central Square Pro**

NICE Inform Elite includes the ability to search a (single) CAD system database by incident number, report/case number, incident type/priority/agency etc., retrieve detailed incident meta-data, display the information in an intuitive graphical format and use it to automatically find the media recordings associated with the Incident.

### **CAD Search and Review features (Elite tier only)**

NICE Inform integration to 3rd party Computer Aided Dispatch systems provides significant benefits to users, including more efficient response to media requests, enhanced incident de-briefing and the ability to focus QA programs using CAD data. The NICE Inform applications server connects to the CAD system backup/archive database/data warehouse enabling NICE Inform to search for CAD incidents by multiple CAD data fields. A wide variety of CAD data is then returned to the Reconstruction application where it is displayed and used to automatically retrieve associated media recordings.

The CAD data fields that Inform Reconstruction can search on will vary between CAD systems but generally include:

- Incident Type
- Incident Priority
- Incident Number
- Incident Location
- Case/Report Number
- Agency

# STATEMENT OF WORK

## 2.1 SOLUTION DELIVERY SERVICES

Motorola Solutions, Inc in partnership with NICE Solution Delivery Services employs a proven methodology to translate the customer vision into a working solution and offer the surest, most efficient way to fully integrate NICE capabilities into their operations and deliver its benefits to the organization. The city of Keller, will be addressed as the customer in this SOW.

## 2.2 PROJECT MANAGEMENT

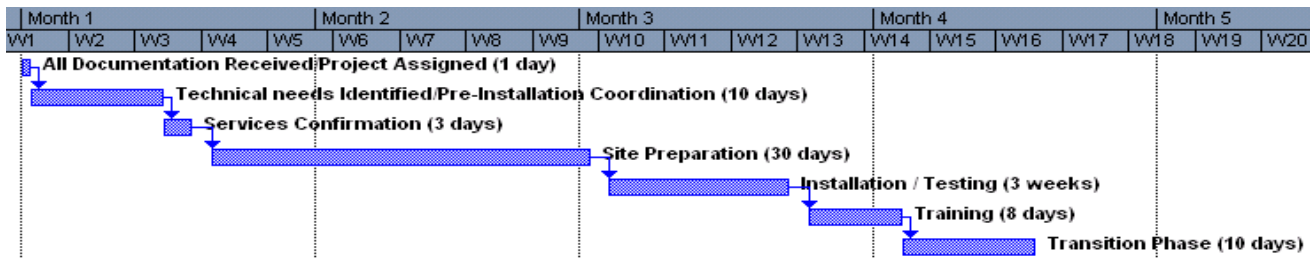
The Motorola solutions/NICE Project Management team oversees implementation and takes full responsibility for all NICE-related activities - from inception and planning to final hand over to the customer.

A dedicated Project Manager (PM) serves as a single focal point coordinating each key implementation phase, ensuring that best practices are used throughout large-scale projects. Project Managers work with the customer’s team to:

- Define and document all requirements concerning NICE solutions in a statement of work and project plan
- Manage the Motorola/NICE resources and activity that the implementation requires
- Define and Control the scope of the project
- Identify any potential risks and take action to mitigate them
- Provide regular project reports about NICE-related elements
- Ensure that the project is completed on schedule, according to the approved budget and at the planned quality level
- Manage the installation, configuration and testing of the NICE solution
- Coordinate the training needs of the customer’s end users
- Hand over a working solution to the customer’s staff and the support organization

The Motorola/NICE Systems Project Manager, along with the customer Project Manager, will prepare the actual work plan, during the Solution Planning phase of the project. The timeframe for transition/production will be estimated together with the customer. Below is a sample of a standard implementation project timeline and definitions:

Figure A: Sample Project Plan



## 2.2.1 Training

The real long-term value of technology is derived from how it is used. To help gain maximum return on your investment in NICE technology as quickly as possible, NICE Customer Training Services provides users with the knowledge and skills needed to take full advantage of its capabilities right from the start. NICE crafts our training approaches as carefully as we develop our award-winning solutions, using the most effective state-of-the-art training platforms and techniques.

Since each organization is unique, NICE Customer Training professionals learn about your business in order to create educational programs tailored to specific challenges, goals, and budget. A training regimen might include onsite sessions for all users, comprehensive courses delivered at NICE facilities, or live or on-demand web-based sessions for users to access from anywhere. All training is process-oriented, linking system features to business needs, and delivered exclusively by NICE-certified trainers.

### **Experienced Training Professionals**

NICE Education Specialists have developed and delivered thousands of comprehensive training courses to customers worldwide. NICE trainers possess unmatched experience and expertise in training users of all levels on best-practice utilization of NICE technologies. Plus, our training development team keeps all learning aids fresh and up-to-date, covering the latest versions of our offerings and employing cutting-edge, best-in-class techniques for adult learning.

### **Training and Readiness Services**

Our end-to-end approach includes full training for all your users at all levels, to ensure your organization is fully equipped to deploy the NICE solution and extract maximum value:

- Align your solution with your processes
- Equip your key users with expert knowledge
- Certify your IT team to handle system maintenance
- Prepare your end users to utilize the solution
- Ensure an efficient and effective rollout
- Ensure long-term knowledge retention
- User Guides for on-going training of new users

### **NICE Training Services Portfolio**

- Key-user application courses: Hands-on training covering the full functionality and capability of NICE applications for Administrators, Quality Management staff, Compliance and Risk Officers, Business Analysts and Managers, conducted at the customer's site.
- End-user training: Instructor-led, web-based, or blended training covering the processes and functionality of NICE applications for supervisors, team leaders and other end-users, provided onsite at the customer location.
- Train-the-Trainer courses: NICE provides specialized programs that enable in-house trainers to conduct internal courses for NICE users, all based on the techniques and content our own trainers have found most effective. This will help extend NICE solution skills throughout the organization and maintain high levels of proficiency over time.



## 2.3 MOTOROLA/NICE IMPLEMENTATION TASKS AND RESPONSIBILITIES

- All on-site work performed during normal business hours unless quote stipulates otherwise.
- Configure IP address/Hostname/Time (Per Server).
- Load all software on server hardware (mandatory third-party software (Microsoft O/S and SQL) and NICE software) – including relevant/mandatory Microsoft O/S patches and updates.
- Install interface cards if included in the solution.
- Load software and drivers for contact closure, if included in the solution.
- Load ANI/ALI software and related SQL ODBC Connector, if included in the solution.
  - Install User Interface Application (either Inform or Inform Lite)
    - Install and configure all relevant software modules
    - Install Update Packs and Hot Fixes, as needed
    - Register Loggers and map channel/audio inputs
- Install SMNP Management, if included in the solution.
  - Configure Traps
  - Configure e-mail notifications
  - Register all system devices with the application.
- Configure archiving, as necessary.
  - Set up/Configure Share/UNC Path
  - Create Locations
  - Configure Rules.
    - Perform and complete the system ITP.

**Please note:**

The demarcation point for the NICE equipment is the back of the server. Motorola/NICE does not supply work or material associated with network cabling, audio feeds or data feeds on customer side of the equipment. Racking and stacking of the equipment other than the server included in this proposal is the responsibility of the owner of the rack (customer). All server hardware supplied by NICE comes with standard HP rack-mounting equipment for 4-post racks and cabinets. If this is not suitable for the rack, it is the owner/provider of the rack that is responsible for supplying a suitable alternative.

The customer is responsible for providing power and an operating environment that allows the hardware to function within factory specifications and tolerances. This will be outlined in more detail the site-prep requirements document, supplied during the kick-off meeting



TASK	RESPONSIBILITY
Rack and stack equipment the NIR server provided in this project	Motorola/NICE
Power (primary and back-up)	City of Keller
Network cabling and infrastructure	City of Keller
Audio cabling	City of Keller
Call data feeds (e.g. ANI/ALI)	City of Keller
Install Microsoft software	Motorola/NICE
Install NICE software	Motorola/NICE
Optimize NICE Servers	Motorola/NICE
Install Anti-Virus Software	City of Keller
Training Facility	City of Keller
Training and documentation	Motorola/NICE
Perform - Complete the ITP	Motorola/NICE

- Customer to provide detailed schematic of infrastructure, including details of all routers/switches for the data network relating to the recorder system and the mapping of phone lines in the system.
- The Customer must notify Motorola/NICE of any compulsory Site Safety induction required for site access. Non-notification will result in project delays and incur additional services costs.
- The Customer must notify Motorola/NICE of any compulsory server hardening policies.

## 2.4 CABINET AND RACK MOUNTING

- NICE recording hardware is designed for use with standard 19" four (4) post racks using a NICE supplied rail kit.
- All third-party servers ordered directly from NICE include rail kits for 4-post cabinet mounting.
- If third party servers are sourced by the Customer from a vendor other than NICE, all mounting hardware is the responsibility of the Customer.
- Whenever 2-post racks/cabinets are to be used, it is up to the supplier of the cabinet to provide appropriate shelving for all hardware purchased from Motorola/NICE. Motorola/NICE provides no shelving.
- Motorola/NICE does not provide any rack hardware or cabling not specifically described in the attached proposal including cables, cable management devices or power distribution units.

## 2.5 FACILITIES (ELECTRICAL, HVAC AND DIMENSIONS)

- Customers are responsible for providing the required power for the proposed system including all associated wiring, hardware, outlets, grounding etc.
- Electrical connectors for all NICE recording systems are standard NEMA 5-15P, 3-wire, non-locking, straight blade, grounded plugs.
- All electrical outlets for the proposed system should be located no more than three (3) feet from the rear of the equipment location.



- Customers are responsible for providing sufficient heat dissipation for the proposed system as defined in the attached environmental specifications.
- If Customer wishes to have parallel operation of new NICE system and legacy recording system, the Customer shall provide sufficient space (floor, rack, etc.) in work area.
- The Solution is not certified for seismic activity and does not include any hardware or subsystems making it more [or less] susceptible to seismic activity.
- To ensure operation during a power failure, all recording equipment associated to the recording process should be protected by an Uninterruptable Power Supply (UPS). It is also recommended that the dual power supplies on the NICE supplied servers be connected to separate circuits for added protection.
- Customer is responsible for providing UPS backup to provide enough power to associated equipment for a minimum of five (5) minutes subsequent to loss of power.
- More information is available in the Rack Specifications below

## 2.6 DEMARCATION

- Unless specifically stated otherwise, the demarc will be defined as the back of the recorder and/or other server hardware that NICE provides.
- Customer is responsible for ensuring the availability and proper function of all audio for recording up to and including the demarcation point.
- Customer is responsible for ensuring the availability and proper function of any data feeds being utilized for capture by the recording system including but not limited to ANI/ALI, Caller ID, CTI, etc. up to and including the demarcation point whether hard point or LAN based.
- Customer is responsible for all wiring up to and including the demarcation point to include audio signaling, network and antennae (if required).
- All audio and LAN connections should be terminated within no more than ten (10) feet of the equipment location.
- Unless specifically stated and previously agreed by both parties, all telephony audio feeds for recording must be in two-wire format.
- All TDM inputs to be recorded must be presented to punch-blocks within 10 meters (30 feet) of the rear of the logger servers.
- Refer to the NICE IDD for details on supported cable lengths and distances between PBX and digital phone sets and the tap length to ensure cable distances are within specification for correct operation of the logger without disrupting phone operation.

## 2.7 INTERFACES

- The Customer is responsible for providing ANI/ALI data to the rear (demarc) of the NICE recorder or capture device server if applicable. If ANI/ALI is delivered via RS232 the cable supplied by the customer must be terminated in a DB9 FEMALE connector.
- Customer is responsible for providing a data capture file for ANI/ALI prior to confirmation of ANI/ALI driver operation.
- Customer is responsible for providing all necessary hardware, software, licensing and installation of CTI, CDR and SMDR feeds for any and all PBX's to meet the integration requirements.
- Unless otherwise specifically addressed and priced in the quote, NICE makes no implicit or explicit commitment to interface to any third-party software such as CAD, GIS, etc.



## 2.8 LABOR

- Customer will ensure that all contracted union or other labor will NOT DELAY acceptance, unloading, delivery, locating and affixing system cabinets and components in designated space.
- The Customer is responsible for all aspects of Union or other labor negotiations, procurement, contracting, use and payment. If the Customer requires the use of union or other labor for part or all work to be performed, the Customer is responsible for this labor to accept, unload, deliver, locate and affix system cabinets and components, wire and otherwise "setup" system components (such as cables and wiring) under the direction of a Motorola/NICE Implementation engineer. The cost of non-NICE labor is not reflected in this SOW.
- Customer will not require union or other "non-NICE" labor after siting (placement and wiring) of equipment.

## 2.9 INFORM

- Customer supplied replay workstations must support the Microsoft .NET infrastructure.
- Customer is responsible for all on-going management of all sub-systems in the solutions (e.g. NICE Recorder, Inform, etc.); including database back-ups, archive management, etc.

## 2.10 NETWORK

- Customer is responsible for all data network infrastructure not purchased from NICE including (but not limited to) switches, hubs, bridges, routers, firewalls, external caching devices and cabling.
- NICE recorders and servers require a static IP address for each device.
- The Customer will provide one network connection (minimum CAT5/RJ45 cable) for each system component requiring network access.
- Network utilizes Microsoft's TCP/IP protocol stack.
- Network supports minimum 100BaseT Ethernet.
- Customer will provide signals from the Customer network on minimum CAT 5/6 (RJ45 terminated).
- LAN/WAN latency is assumed to be less than 30 milliseconds.
- Automated system processes such as automatic installation of patches, application pushes, automated anti-virus updates, etc. are not to be run on logging system components (loggers, servers, etc.), unless specifically addressed in this SOW
- The Customer is responsible for any Port spanning/mirroring or packet duplication to facilitate passive VOIP recording.
- The customer is responsible for any configuration of duplicate audio/SIP streams for "2N" or secondary recording system.

## 2.11 ARCHIVING

- The proposed Solution provides storage internal to the logger. Unless specifically stated, NICE makes no claim as to the retention period (measured in the number of days) this Solution will support. For example, the MCC 7500 IP Radio Logger can store up to 150,000 hours of digitally trunked radio audio. NICE can make no claim as to how many



days this will be - as it is entirely dependent on the amount of audio the Customer generates each day.

- The solution includes a SQL database (with appropriate SQL licensing) for each logger. It is the responsibility of the Customer to back-up these databases on a regular basis.
- The storage in the recorder for SQL database tables is not unlimited. If customer retention requirements is measured in years rather than months, it is the responsibility of the Customer to raise this subject with NICE prior to the final system configuration. This will help ensure the Customer receives a solution that will meet retention requirements.

If the Customer is archiving to network storage, the LAN/WAN latency in the network is assumed to be less than thirty (30) milliseconds.

## 2.12 IMPLEMENTATION AND CUT-OVER

- If parallel recording is included in this proposal, will be the responsibility of the Customer to provide all duplicate/parallel connectivity and data feeds to enable the second/parallel system to capture the desired audio and associated data.
- Motorola/NICE is not responsible for the moving or removal of legacy recording system.
- Customer is responsible for all replay workstations unless specifically stated otherwise.
- Customer will identify designated internal IT/Telephony/Network staff dedicated to the implementation of the Solution, in writing, prior to the commencement of the on-site implementation.
- For the installation/implementation of product, the Customer is responsible for notifying the identified NICE Point of Contact (POC) in writing at least seventy-two (72) hours in advance of schedule change or cancellation of services. Exception: Training (see below).
- For User Training, the Customer is responsible for notifying the identified NICE POC in writing at least fifteen (15) days in advance of the schedule change or cancellation.
- Customer will provide all required site clearances for NICE staff from commencement of project (i.e. project kickoff meeting) through project completion. Project completion is defined as completion of the ITP and transition of support to NICE Customer Support Center.
- Customer will designate an authorized representative to participate in the Installation Test Procedure ("ITP") in its entirety. This representative will be identified prior to start of on-site implementation.

## 2.13 PROJECT COMPLETION, POST IMPLEMENTATION, AND MAINTENANCE

- Customer will ensure that all radio, dispatch, telephony and network systems are available and fully operational prior to the arrival of the NICE equipment.
- Customer will ensure availability of designated staff to assist in commissioning/implementation issues within a reasonable time once notified by NICE staff that their assistance is required.
- Customer will provide reasonable and necessary access to all required equipment upon verbal or written request by NICE Staff within a reasonable time period upon request.
- The warranty year maintenance is included in this proposal. Year 2 onwards, the maintenance will be added to the City's existing maintenance contract with Motorola.





- The City's Motorola customer service manager (CSM) will work with the City to add this solution on the existing Life Cycle Agreement for the Warranty year and the years after. Currently, no warranty year SUAll has been included.

Customer is responsible for full-time system management subsequent to completion of implementation and training of Customer staff



# PRICING

Motorola is pleased to provide the following equipment and services to City of Keller:

Description	
<b>Equipment List Price</b>	<b>\$88,644.00</b>
<b>Professional Services List Price</b>	<b>\$81,257.00</b>
<b>Year 1 Warranty / Lifecycle Services</b>	<b>Included</b>
<i>Texas DIR-TSO-4101 Contract Discount</i>	<i>(\$24,923.00)</i>
<b>System Total</b>	<b>\$144,978.00</b>



# PAYMENT SCHEDULE

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable Addenda. Payment for the System purchase will be in accordance with the following milestones.

1. Equipment will be invoiced upon shipment.
2. Implementation services will be invoiced upon completion of installation.

For Lifecycle Support Plan:

Motorola will invoice Customer annually in advance of each year of the plan.



SECTION 5

# CONTRACTUAL DOCUMENTATION

This proposal is subject to the terms and conditions of Motorola's Proposal, the Texas DIR-TSO-4101 contract, including Motorola's Software Licensing Agreement and remains valid for a period of 120 days from the date of this letter. The City of Arlington may accept this proposal by issuing a purchase order referencing "Motorola's Proposal and the terms and conditions of the Texas DIR-TSO-4101 contract."

