

NOV 25 2019

**Approved**

**REQUEST FOR AGENDA PLACEMENT FORM**

Submission Deadline - Tuesday, 12:00 PM before Court Dates

**SUBMITTED BY:** Ralph McBroom  
**TODAY'S DATE:** November 14, 2019

**DEPARTMENT:** Purchasing

**DEPARTMENT HEAD:** Ralph McBroom

**REQUESTED AGENDA DATE:** November 25, 2019

**SPECIFIC AGENDA WORDING:** Consider purchase of NICE Inform and Telephony Logging Solution under Texas Department of Information Resources Contract Number DIR-TSO4101 with Motorola Solutions for a first year cost of \$123,340.00. The Logging Solution records all Sheriff's Office Dispatch communications.

**PERSON(S) TO PRESENT ITEM:** Ralph McBroom C.P.M.

**SUPPORT MATERIAL:** (See attached)

<b>TIME:</b> 5 min	<b>ACTION ITEM:</b> X
(Anticipated number of minutes needed to discuss item)	<b>WORKSHOP</b>
	<b>CONSENT:</b>
	<b>EXECUTIVE:</b>

**STAFF NOTICE:**

<b>COUNTY ATTORNEY:</b> X	<b>IT DEPARTMENT:</b>
<b>AUDITOR:</b>	<b>PURCHASING DEPARTMENT:</b>
<b>PERSONNEL:</b>	<b>PUBLIC WORKS:</b>
<b>BUDGET COORDINATOR:</b>	<b>OTHER:</b>

\*\*\*\*\*This Section to be completed by County Judge's Office\*\*\*\*\*

ASSIGNED AGENDA DATE: \_\_\_\_\_

REQUEST RECEIVED BY COUNTY JUDGE'S OFFICE \_\_\_\_\_

COURT MEMBER APPROVAL \_\_\_\_\_ Date \_\_\_\_\_



Motorola Solutions, Inc.  
1303 E. Algonquin Rd.  
Schaumburg, IL 60196  
USA

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October 28th, 2019

Keysha Hill  
JCSO Communications Supervisor  
1102 E. Kilpatrick St.  
Cleburne, Texas 76031

Subject: NICE Inform and Telephony Logging Solution

Dear Ms. Hill,

Motorola Solutions, Inc. ("Motorola Solutions") is pleased to have the opportunity to provide Johnson County 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 24 channel NIR recording server, Inform 9 Professional software, and 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 "the terms and conditions of the Texas DIR-TSO4101 contract." Alternatively, Motorola would be pleased to address any concerns the County 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 Johnson County 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.

A handwritten signature in black ink that reads 'Brad Rice'.

Brad Rice  
Area Sales Manager

Johnson County, TX  
Motorola Logging Recorder System

October 28, 2019  
Use or disclosure of this proposal is subject  
to the restrictions on the cover page.

# NICE INFORM AND TELEPHONY LOGGER SOLUTION

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# SYSTEM DESCRIPTION

## 1.1 SYSTEM OVERVIEW

Motorola is pleased to present this proposal to Johnson County consisting of a NICE Inform and logging solution. The proposed solution includes a new 24 channel NIR comprised of the below items.

- Inform Upgrade from V7 to V9 Professional
- New HP DL380 G10 Server
- Recording 24 channels of Vesta v7.1 Passive IP
- Quality Assurance – Six workstations each with up to three monitors, 54 total channels (includes both radio channels and telephony channels)
- Castle Rock system monitoring software
- Four (4) 6TB HDD in Raid 5 providing 24TB available capacity that will be partitioned between screen and audio. Please note that screen requires large HDD space/storage. It is recommended that the screen recording will not be retained for more than 30 days.

## 1.2 NICE SOLUTION SYSTEM ARCHITECTURE

The NICE Recording platform can be configured to capture a variety of audio inputs including analog, digital TDM and IP telephony (i3 – SIP). It offers the highest security levels through rules-based access, AES 256-bit encryption at rest and in transit; MD5 fingerprinting, granular user access profiles, web-based admin, more. NICE Inform Multimedia Recorder can also span all forms of Next-Generation 911 (NG911) communications in a unified solution, including inbound and outbound text messages – certified direct IP, web interface and TTY. The NICE Recording platform can capture a wide variety of data with every call. The solution integrates with the data spill for the most popular call handlings systems, including Vesta, Call Works, and many more. Tested at all industry collaboration events, NICE Inform Multimedia Recorder is a future-proof platform designed to comply with National Emergency Number Association's (NENA's) i3 NG911 and the European Emergency Number Association's (EENA's) NG112 standards. By taking advantage of commercial off-the-shelf (COTS) hardware and customer-provided network storage devices, this award-winning voice recording solution provides dependable performance while reducing total cost of ownership.

## 1.3 NICE INFORM AND SUITE OF APPLICATIONS

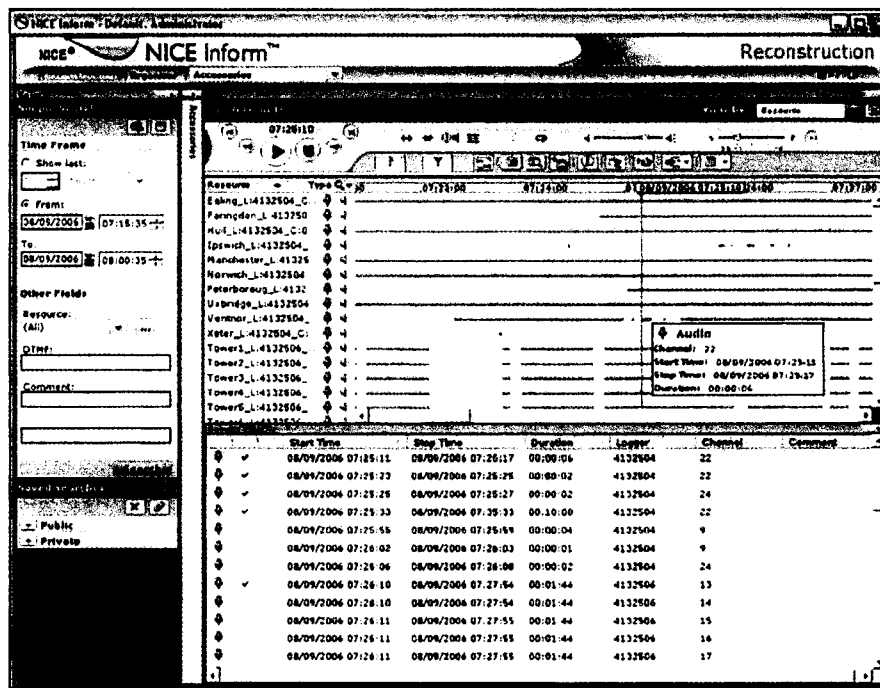
**NICE Inform Server and Suite of Applications** - the NICE Inform Server hosts the NICE Inform database, the NICE Inform Server software services and the web interface used by the clients to start the NICE Inform Applications. NICE Inform uses Microsoft's .NET Windows Forms technology to provide automatic updates from the NICE Inform web server. This helps NICE combine low desktop support costs with feature-rich, high quality graphical user interfaces. The NICE Inform Applications are provided below along with specific capabilities.



- **Reconstruction** - the tool for search and replay of audio across the system. It consolidates into a graphical display video, audio, and other types of information recorded by NICE.
- **Organizer** - the tool for management and distribution of recordings and ancillary material. Organizer is an application that streamlines the recording distribution process.
- **Media Player** – the tool to share information with Inform and non-Inform users so that they can have a complete incident picture as the Reconstruction user does. Inform Media Player allows users like police investigators and attorneys to apply functionality like viewing pictures, and other multimedia items associated with the incident.
- **Monitor** - provides near real time access to ongoing calls. The NICE Inform Monitor application provides a way to listen to current activity on a group of channels.
- **Administrative Applications** – including: Audit Trail, User Administration and System Administration, for complete system and user administration.
- **NICE Inform Verify Application** - displays the recent call history, and is designed for call-takers and dispatchers who need to verify the event details.
- **NICE Inform Media Importer** – allows windows media audio files or 3<sup>rd</sup> party video clips to be imported into the timeline of the Inform application.
- **NICE Quality Assurance** - Armed with complete incident information, supervisors are able to evaluate not only a single call, but also an entire incident with Inform Quality Assurance.
- **NICE Screen Recording** - The NICE Screen Recorder is a solution that captures and records every activity on each screen. Those recordings are available to NICE Inform for synchronization with other recorded multimedia information sources such as 9-1-1 calls, radio transmissions, video surveillance and text-to-9-1-1, for a complete reconstruction of an incident. This provides an accurate understanding of how an event has unfolded, including the operator's angle.



## 1.3.1 Reconstruction



Reconstruction provides a combination of graphical and list displays of the recordings – giving a visualization of the recordings and the detail to investigate more closely. Reconstruction includes many powerful features, designed and developed with the user in mind in order to facilitate an easy and effective work process. Some of these features are:

**Playback Volume and Balance Control Per Recorded Channel** - When replaying multiple audio channels mixed together and synchronized in real-time, users can dynamically control audio settings for each channel independently. Users can therefore quickly gain an understanding of both the incident communication as a whole and each audio recording individually.



Figure 1 – Volume and Balance Control

**Clipboard** – The clipboard enables the user to keep a selection of search results on hand, while performing a new search or reviewing additional audio. The clipboard is particularly useful when the user finds that an incident involves a longer time frame or a wider number of channels than expected – all relevant audio from the first search can be placed on the clipboard, a new search performed with the new criteria and the combined results are now available for replay and further analysis.



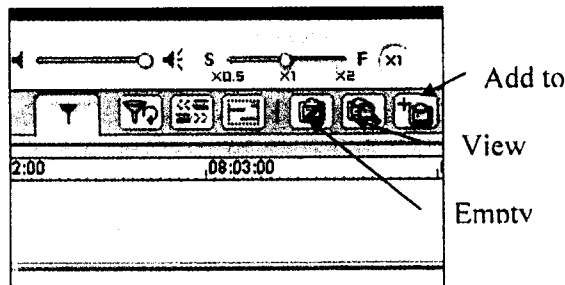


Figure 2 - Clipboard

**Annotations** – During the review of the audio, users can add text and/or speech annotations to store further details or notes on the entire audio segment or on specific points in the recording. Annotations are marked as flags on the graphical view of recordings, so users can quickly refer to them.

**Bookmarks** – annotations without text or speech – can also be added. Users can search for annotations at a later date, including annotations made with Last Message Replay.

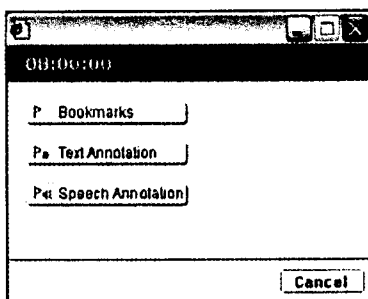


Figure 3 - Annotations

## 1.3.2 Organizer

Organizer is an advanced incident management module. Authorized users can store, access and manage multiple collections of specified recordings digitally replicated from the recorder that captured them. Recordings can be placed into an incident individually, or a collection of recordings can be given a name and managed collectively by that name. The incident storage area is independent from the normal recording storage area.

Audio that is within an incident can be replayed in just the same way as audio in the online store, with the same flexible user interface.



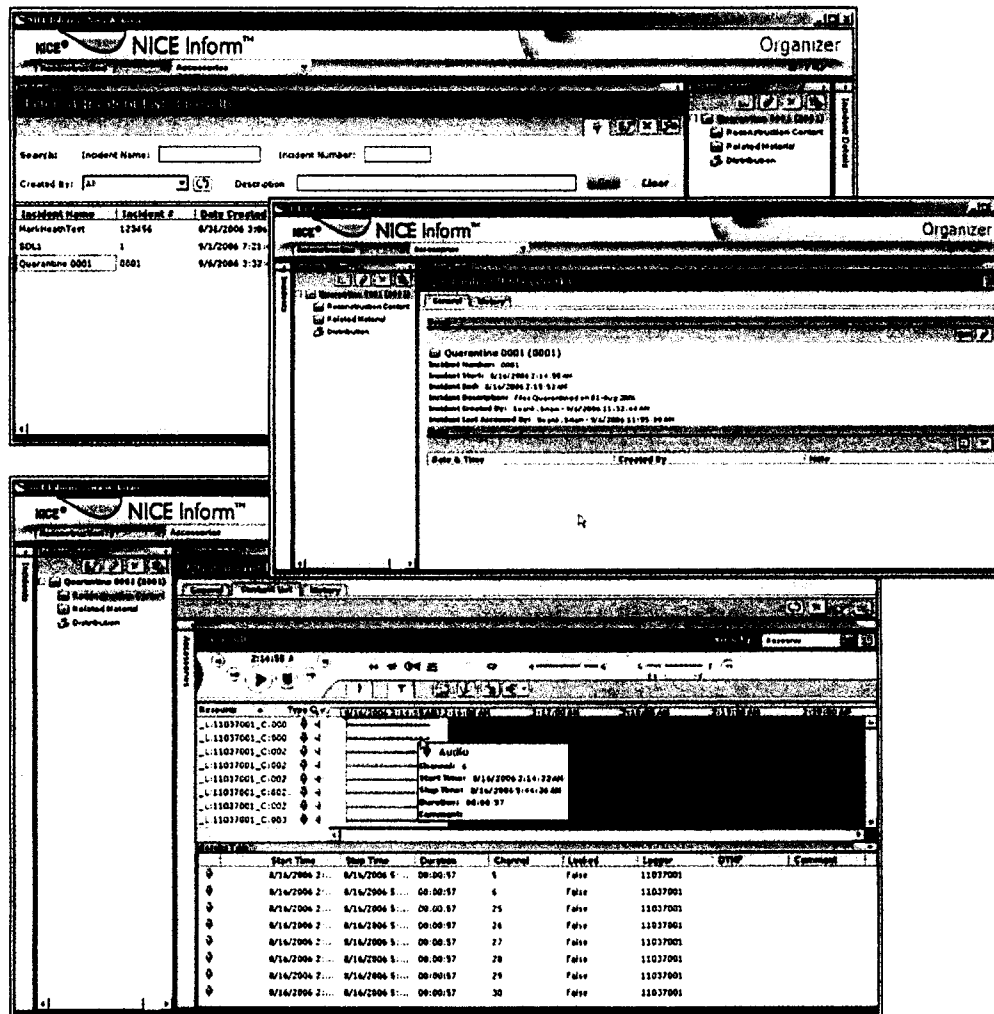


Figure 4- Incident List, Folders and Content Interfaces

The Organizer application includes further unique features:

**Organization of Incident Information in Folders** – This provides a central location where all the incident recordings and related information are stored. This saves time and reduces errors, as users can refer to one location for all incident information rather than to multiple sources. Incidents can be accessed from any workstation. An authorized user, who has been granted the appropriate access privileges, can refer to the folder quickly and save time and effort in reconstructing the incident audio again. User privileges to access specific incidents may be independently defined for each incident.

**Comment/Notes Functionality** – An authorized user has the ability to add notes to each incident folder and to individual recordings within the quarantine folder, providing an explanation or reason for the inclusion of that material in the incident.

**Managing Additional Information** – Any other files or documents related to the incident can be imported to the incident folder to maintain, manage and secure all information about an incident in a single location. For example, the audio request that generated the creation of the incident folder could be saved alongside the incident recordings to provide a single location for all data concerning the incident.

Automated Distribution Process – A wizard-guided distribution process simplifies the work for the user and wraps all incident material in one exported media file, including optional certification messages recorded by the user. Distribution profiles can be configured in advance to ensure consistency and repeatability when preparing audio for distribution. Profiles may be created for court purposes, where all audio is merged into a single file with certification messages added before and after the audio, or for investigative purposes, where all audio is kept separate and additional information is provided in an html page. Incidents may be distributed multiple times, in multiple formats, without the need to search the logging system each time.

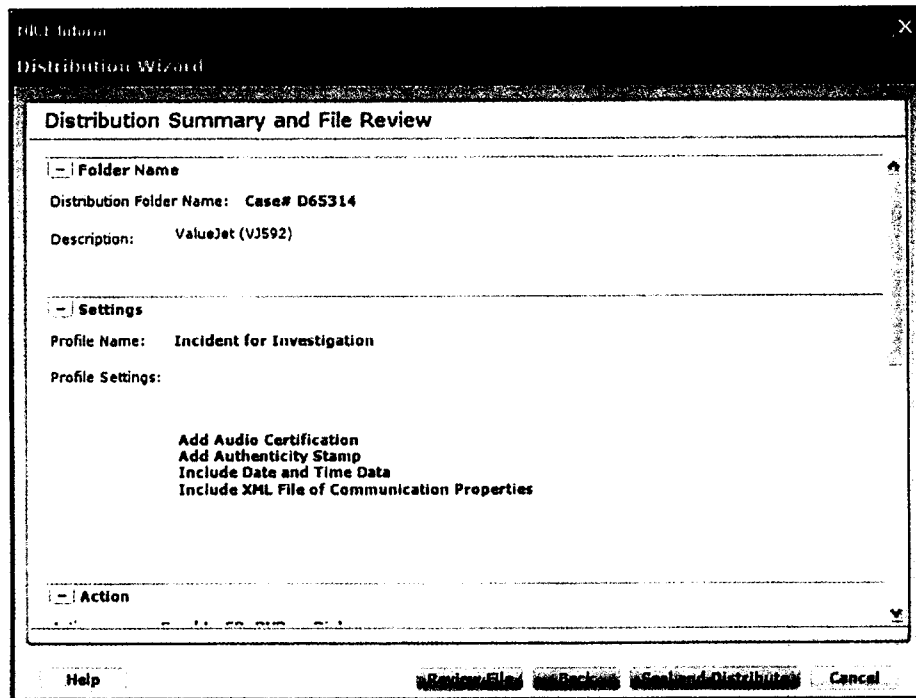


Figure 5 - Distribution Wizard

**Log of Distributed Material** – This further enhances traceability of distributed material. If the incident information is requested again, the user can quickly find the original recreation in the Organizer application rather than go through the reconstruction and reproduction process again. If the distributed audio is questioned, for example, as to whether it is complete, the original recordings that made up the distributed audio are still available for reference and verification.

**Distribution Authentication** – When recordings are distributed they are saved as files in a folder that is given the name of the distribution. Also contained in this folder are other files that describe what the recordings contain. Each file that is saved has a hash code generated using the SHA-1 algorithm, which is stored in the NICE Inform server as part of the information kept about the distribution. To authenticate a distribution, the user opens the authentication dialogue and selects the relevant incident distribution folder. The distribution is then checked against the information stored on the server, including the quantity, names and recalculated hash codes of all the files in the distribution. The results of the verification, including any differences, are reported to the user.

**Access Control to Evidence** – Privilege-based access to incident folders is supported, with the ability to define unique user security access lists for each incident.



**History of Actions** – An audit trail is kept of every action taken on any of the recordings. This provides the ability to follow up and view actions taken by authorized users concerning the material of interest.

### 1.3.3 Monitor Application

Monitor provides real time access to ongoing calls and a way to view real time activity on a group of channels. One or more channels can be optionally selected for monitoring and provides a local audio output on the workstation which is only a few seconds behind the actual conversation.

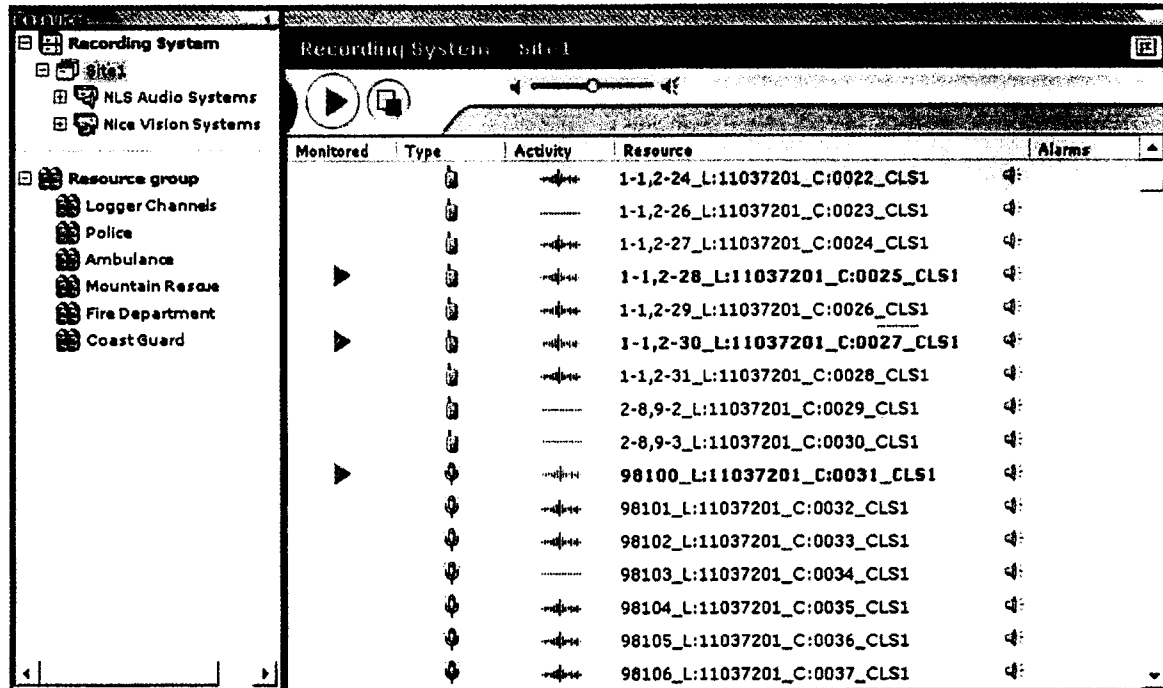


Figure 6 - NICE Inform Monitor

### 1.3.4 Inform Media Player

The NICE Inform Media player is a true standalone application which enables the recipients of a distributed incident from the Organizer module to view the incident transactions in a synchronous format. It is distributed as an executable file negating the requirement to download it and therefore not imposing on any organizational IT security policies.

The display of the GUI is very similar to the Organizer view in order to provide continuity of the application branding but, more importantly, to provide an easy understanding between the distributor and the recipient of the material being reviewed. It has been designed with 'review' in mind. This means that all editing functionality has been removed in order to ensure that the distribution remains as a whole. The distribution has also been encrypted in order to enhance security of the content within the distribution (which in most cases is extremely sensitive).

Additionally, there is authentication associated with each of the files within the distribution and the Inform Media Player utilizes its own authentication function to detect whether files have been tampered with, deleted or modified in any way. It will then notify the reviewer and provide the option to continue opening the distribution, based on the fact that it may be incomplete.

Any related materials and associated notes with the incident folder are also forwarded to the recipient for review purposes.

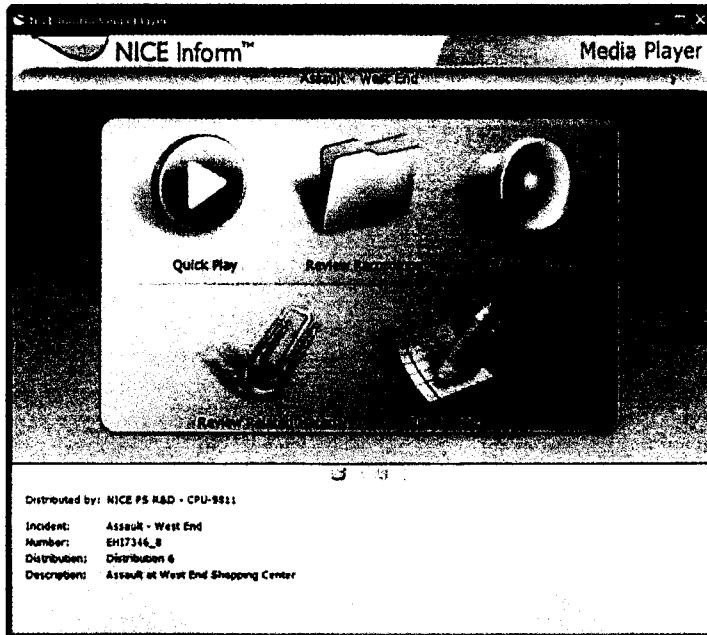


Figure 7 - NICE Inform Media Player View

NICE Inform Import Media enables you to:  
Import windows media audio files or 3<sup>rd</sup> party video clips into the Inform system to assist with incident reconstruction:

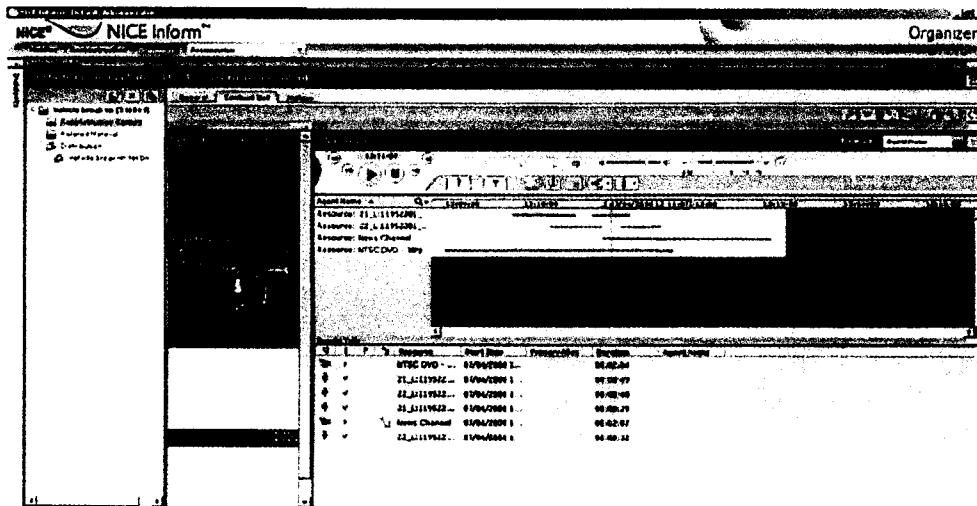
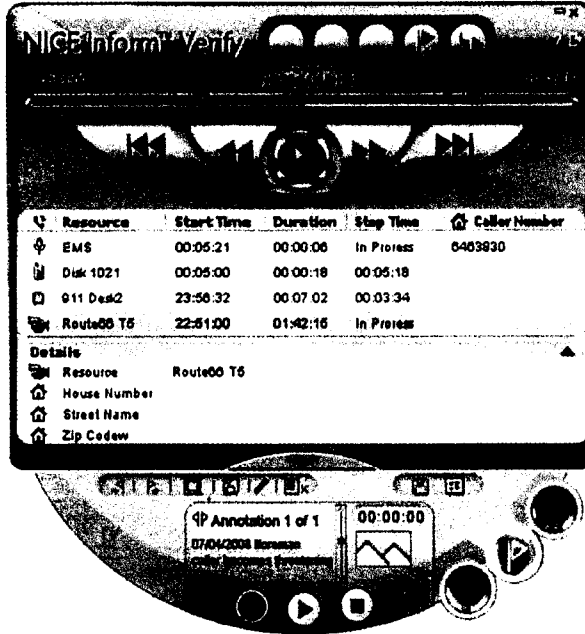


Figure 8 - NICE Inform 3<sup>rd</sup> Party importer Media Player View

## 1.3.5 Verify

NICE Inform Verify enables you to replay the last recordings (over a pre-defined search period) on up to fifty resources assigned to the position the logged in workstation is connected to. A position is a logical grouping of workstations and resources. You can **ONLY** see and replay recordings on resources that have been assigned to the position that your workstation is connected to. Positions are configured within the System Administration application within NICE Inform.



## 1.3.6 User Administration

This application enables user administrators to set up system-wide and user-by-user security for the system. Each and every user (including administrators and maintenance staff) requires a security account, which is used to control access to all applications, application features and recording channels in the system.

Users are given permission to use NICE Inform applications by attaching a profile to them. The profile defines the applications and features the user can have. Without the profile, the user cannot access any functions. Profiles define the roles the users perform, such as Dispatcher or Call-Taker. The user administrator can override the profile for a specific user if required.

The principal activities involved with User Administration are:

- Configuration of user and system wide Security Policies (including password rules and logon banner)
- The creation, editing and deletion of users and groups, including privilege profiles
- The assignment of privileges to a profile, which can then be given to a user or user group

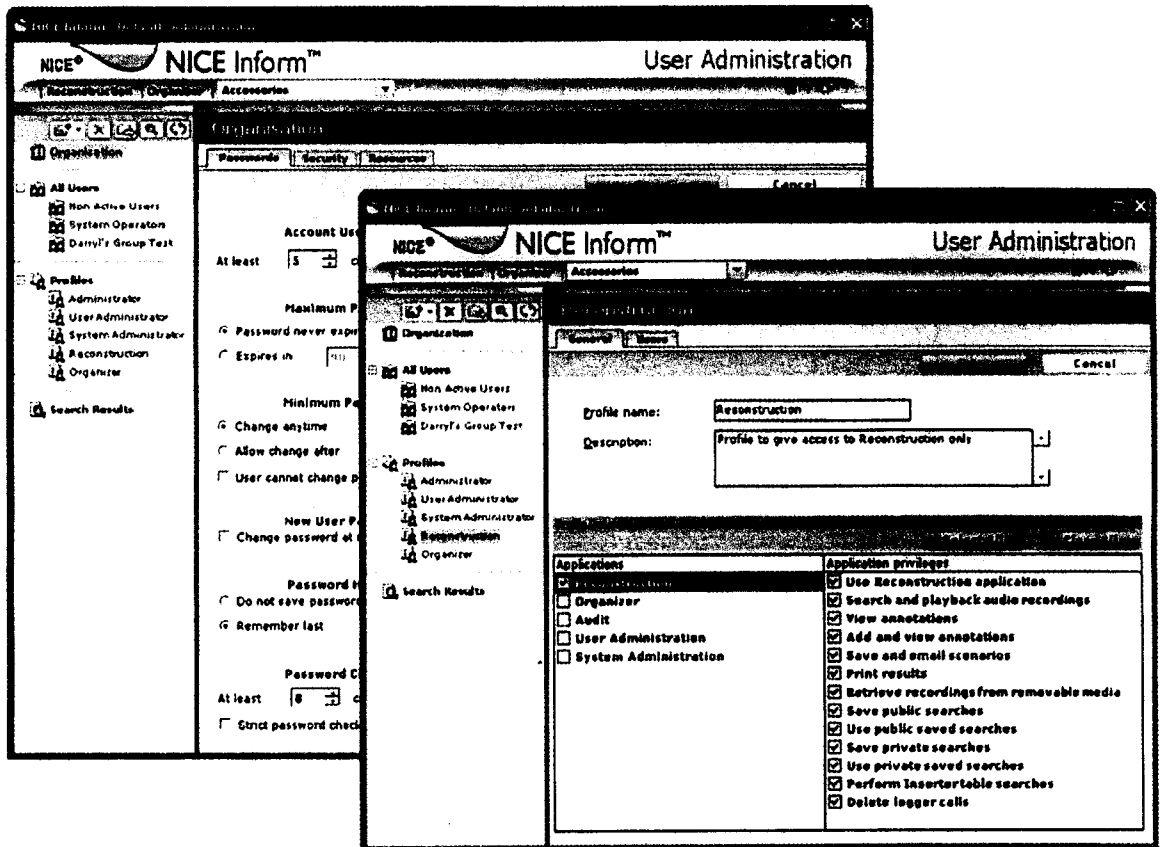


Figure 9– User Administration View

### 1.3.7 System Administration

The application enables an authorized system administrator to install and set up the physical servers (such as recorders) and to label the system channels. Adding new objects into the system is simplified through the use of a context sensitive wizard to provide a logical, step-by-step approach. The application is split into two panes. The left-hand pane helps the user view the objects in the system and any configured grouping, particularly useful in larger systems such as ECTP with multiple loggers and sites. The right-hand pane details properties of the selected object, such as the list of channels associated with the object.

The principal tasks involved with System Administration include:

- The creation, editing and deletion of recording systems (or recorders)
- Assigning a user-specified name or label to each channel and pairing primary and secondary channels
- Creating groups of channels in order to enable subsequent security rights management of a group of channels as a single entity, for speed, accuracy and consistency

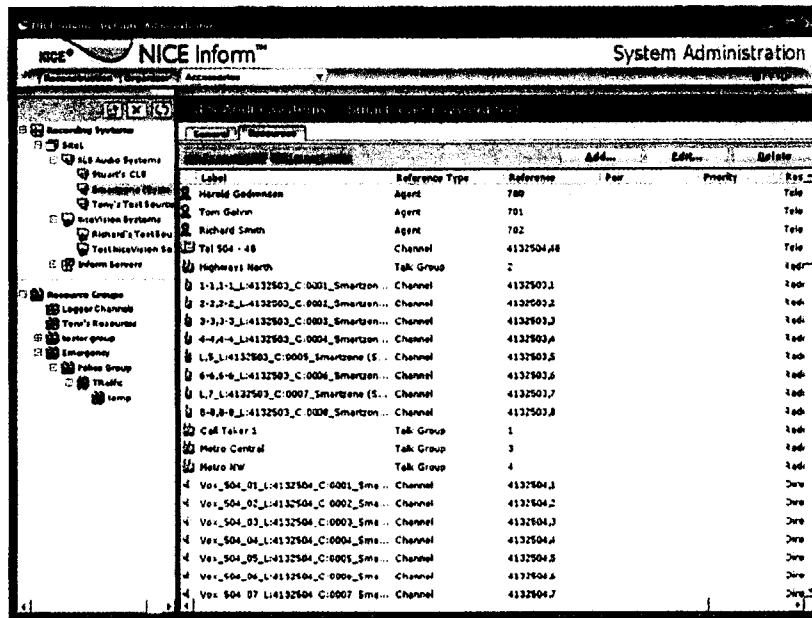


Figure 10 – System Administration View

### 1.3.8 Alarm Notification and Time Synchronization

The primary mechanism of alarming for the system is via SNMP alerts. Hardware and software components are SNMP compliant (each with a custom MIB file) and provide real-time system monitoring and alerting to the SNMP Manager(s) provided with the system. The benefits of SNMP monitoring and alerting across the system include:

- Industry standard
- Enables multiple management clients to reside anywhere on the network
- Relatively simple implementation
- Relatively simple expandability and configuration
- Can be integrated with existing SNMP management systems

SNMP alerts are generated for internal and external alarms and warning events, such as:

- Failure of a redundant power supply in a conventional NiceLog
- Disk space low
- Inform user automatically logged out by system after inactivity time-out

**SNMP Management Console**, a third party application by Castle Rock, is optionally provided by NICE as a flexible and powerful tool for monitoring and acting upon SNMP events. A typical screen shot is shown below:

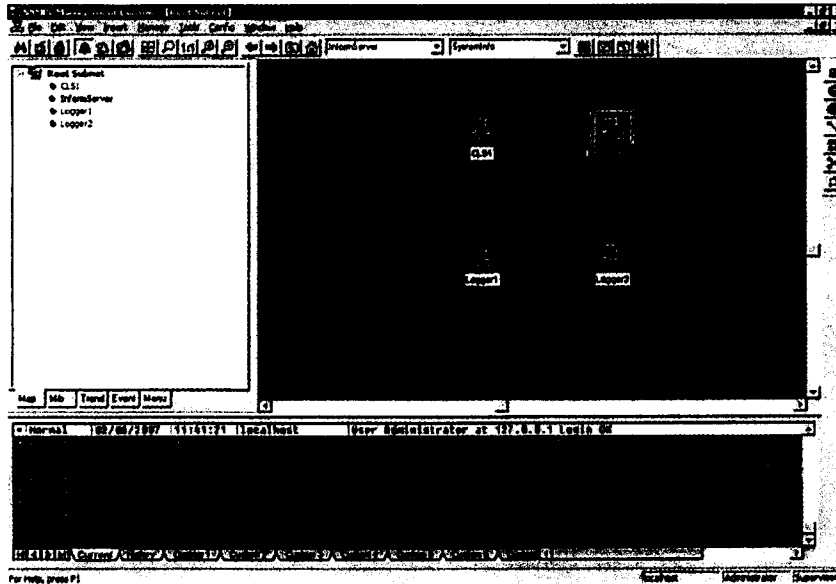


Figure 11 – SNMPc Management Console

NICE recommends that SNMP is monitored at the appropriate Operations Center. This can be with Castle Rock or with another standard SNMP client application. The NICE solution is designed to work with the network time synchronization protocol NTP. NICE recommends that at least one master clock source, synchronized by GPS or similar accurate method, is available. The Inform server can be configured to monitor the current time of the system components, and raise an alarm if a significant time difference is reported.

### 1.3.9 Quality Management

The NICE Quality Assurance solution is designed bottom up for Public Safety environments. It is part of the NICE Inform suite and administered here as well. An entire incident can be evaluated, from the 9-1-1 call through dispatch and also include audio and multimedia communication. Module includes evaluator, form designer to create browser based evaluation forms and a reporter module for statistical reporting.

### 1.3.10 Screen Recording

The NICE Screen Recorder solution captures and records every activity on each screen. Those recordings are available to NICE Inform for synchronization with other recorded multimedia information sources such as 9-1-1 calls, radio transmissions, video surveillance and Text-To-9-1-1, for a complete reconstruction of an incident. This provides an accurate understanding of how an event has unfolded,

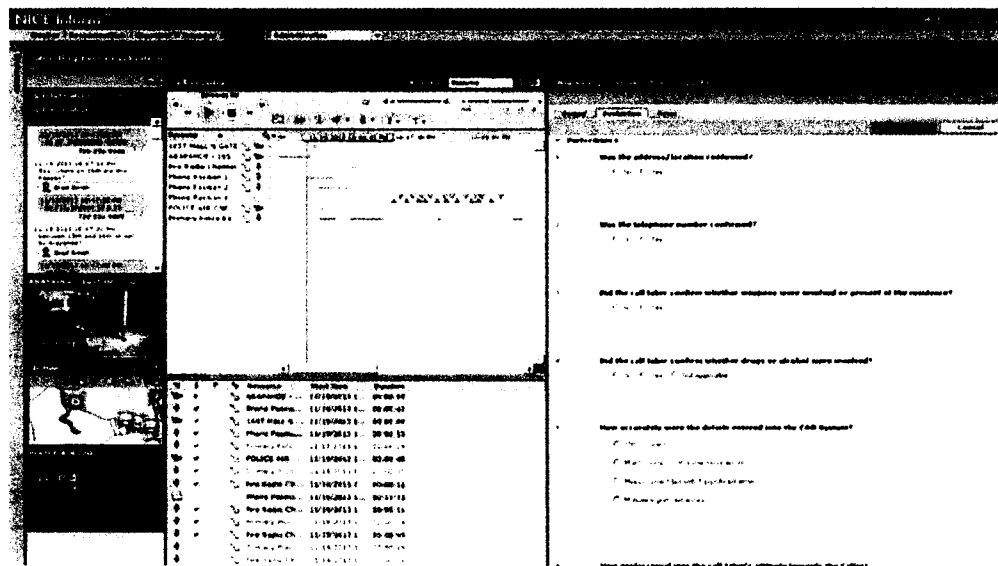
NICE Screen Recording is done through the NICE Recording Platform. The same Platform used to capture audio and Text To - 9-1-1. This provides modularity and flexibility when expansion is required, as well as system management ease. Furthermore, replay of recorded screens can be integrated and viewed from any of the NICE Inform modules, including Reconstruction, Organizer, Evaluator and Media Player.



### 1.3.11 Text To 9-1-1

Text logging is done by the NICE Recording system in compliance with NENA i3 standards supporting MSRP (Message Session Recording Protocol) and ATIS J-STD-110 standards. Text logging captures SMS and the text portion of an MMS. The NICE Text and Data Logging solution has been designed to extend your current logging system in two distinct ways: by building on the NICE Recording platform that is used for audio logging and screen logging, adding text and i3 data; and by seamlessly integrating with NICE Inform, allowing for multimedia incident information management, including: phone, radio, text, video, GIS, screen and other media.

Logging your text-to-9-1-1 communications is just one of the benefits your PSAP can enjoy with the NICE solution. Text logging includes message content, the texter's phone number, location information and timestamp per message. These fields can be used for searching for text interactions, including performing a search based on words mentioned in any of the text messages.



# STATEMENT OF WORK

The document delineates the general responsibilities between Motorola and the Johnson County as agreed to by contract.

## 2.1 MOTOROLA RESPONSIBILITIES

Motorola's general responsibilities include the following:

- Install the new NICE NIR Server
- Perform the configuration of the Motorola/NICE supplied equipment described above.
- Perform the Optimization and Acceptance Test of the new equipment
- Coordinate the activities of all Motorola subcontractors under this contract.
- Administer safe work procedures for installation.
- Provide Johnson County PD with the appropriate system interconnect specifications, *if required*.

## 2.2 JOHNSON COUNTY RESPONSIBILITIES

Johnson County will assume responsibility for all other equipment and work necessary for completion of this project that is not provided by Motorola. Johnson County PD general responsibilities include the following:

- Provide adequate space in the equipment room and rack required for system installation
- Insure the communication site meets space, grounding, power, and connectivity requirements for the installation of all equipment.
- Obtain all licensing, site access, or permitting required for project implementation, *if required*.
- Johnson County will provide a dedicated delivery point, such as the designated site or a warehouse, for receipt, inventory and storage of the equipment prior to delivery to the final equipment room or location.
- Coordinate the activities of all Johnson County vendors or other contractors.

Motorola has made a few assumptions in preparing this proposal, which are noted below. If any assumption is invalid, Motorola will need to provide an alternate solution based upon valid assumptions.

## 2.3 ASSUMPTIONS

- Motorola assumes that there is sufficient rack space in existing network equipment rooms to accommodate the proposed logging recorder hardware which includes an HP G10 Server and Keyboard Video Mouse (KVM) device.
- There will be sufficient space and power at all proposed locations to install the proposed logging recorder.
- Any site/location upgrades or modifications are the responsibility of the customer.
- The County will provide the analog audio and VoIP feeds to the NIR server.
- No additional networking equipment is proposed. Motorola assumes existing networking hardware will be in place to accommodate the proposed logging equipment.
- The County will be responsible to assure with the CAD vendor that the NICE Screen agent is allowed to run on the CAD system.

SECTION 3

# SERVICE/WARRANTY

## 3.1 WARRANTY SERVICES

Motorola will provide warranty services per our standard warranty terms and conditions as outlined within the **Communication Systems Agreement** within this proposal. In addition to the Standard Commercial Warranty, the service products that comprise the Custom Warranty package are listed below along with a brief description.

### NICE Logging Recorder

On Motorola's behalf, NICE Systems, Inc. will provide enhanced support services during the warranty period on the proposed NICE Logging system. Warranty support services will be enhanced to NICE's Gold Level of support, providing 24x7 on-site support services. These Gold Level support services are also available for purchase post-warranty.

This Gold Level bundle of NICE support services to be delivered is outlined below:

- Standard Warranty is One Year of 8 x 5 coverage (remote and on-site)...
- Gold Upgrades the Warranty to 24 x 7 remote and on-site support coverage
- Phone/Remote Support -Twenty-four (24) hours, seven (7) days per week
- On-Site Support -Twenty-four (24) hours, seven (7) days per week
- Callback Response time is Sixty (60) minutes after receipt of call from Motorola
- On-Site Response Time for Critical (Priority / Severity 1) issues is 4 hours

### PRIORITY DEFINITIONS

**Priority 1/ Critical** - Critical Failure – In a 100% recording environment, any Failure of equipment, NICE software or communications to the NICE products which results in loss of recording channels or data. or if allowed to persist will result in such recording loss.

**Priority 2 / High** - Major Problem - Any problem resulting in loss of ability to retrieve calls or loss of replay functionality for majority of workstations and presented by the client as Major problem.

**Priority 3 / Medium** - Product Anomaly - Any problem affecting one or more workstations which does not result in a loss of recording or replay but nevertheless results in diminished Product response or performance. For example: An administrator loses the ability to add or delete users.

**Priority 4 / Low** - System inquiry, planned intervention or request for information

*Please note that priority levels and the associated response times only apply to warranted systems and customers who have purchased maintenance contracts on the NICE equipment. All non-warranted and Time/Materials (T&M) customers will require a purchase order. These calls will be managed by the resources available at that time.*

## 3.2 POST WARRANTY SERVICES

As Motorola's continuing commitment to supporting your system, warranty services can be extended after the first year to provide maintenance and service support in future years. Any of the services that we identify can be customized in future years, and are available for purchase either in "System Support Services" packages or as individual service offerings. These system support services significantly benefit Johnson County because the system can be effectively supported after the warranty period, thereby maximizing the operational capabilities and useful life of the system and protecting your investment in the system.

Post warranty services are not included with this offering. Pricing is provided for informational and planning purpose.

## 3.3 SYSTEM UPGRADE AGREEMENT (SUA) II

The SUA II is a complete package of hardware, software and implementation services required to update the proposed NICE Inform and NIR telephony recording system to an eligible system release with an equivalent level of functionality.

As major NICE Inform and NIR software releases become available, the SUA II configuration covers up to one major release upgrade per every two-year contract term.

Major releases may include commercial OS and application software updates as well as NICE system release software to improve the system functionality and operation from previous releases as well as significant new feature enhancements that are available for purchase.

With each ASTRO system upgrade, the NICE SUA II may include upgrading the Inform User Application software to the Inform Release that is Motorola Ship Accepted at that time.

The SUA II agreement is for eight years and includes up to four software upgrades and up to one hardware upgrade during the contract.

The SUA II may provide for a like-for-like upgrade of the existing Inform applications and modules. It will not include additional or new Inform applications or licenses that the Customer did not have at the start of the SUA II contract. New/additional Inform applications and modules can be purchased separately at any time.

Any changes to the County's telephone/communication environment during the life of the SUA contract may require changes to the telephone logging interface. County changes to the telephone/communication environment are not covered in the SUA and may result in additional fees to accommodate the changes to the Logger interfaces and hardware. This includes, but is not limited to, upgrading the phone system to a newer version or changing the brand or model of the phone system.

## SECTION 4

# EQUIPMENT LIST

Quantity	Description
1	NICE UPGRADE OR EXPANSION MODEL
1	NICE APPLICATIONS SERVER
6	ADD: SCREEN RECORDING CHANNEL
54	ADD: INFORM PRO QA PACK EVALUATOR AND REPORTER
24	ADD: PROFESSIONAL RECORDING CHANNEL
30	ADD: INFORM PRO PER ADD ON PER MATRIX CHANNEL PER RESOURCE
30	ADD: ASTRO RECORDING CHANNEL
5	MS SQL 2016 64 BIT USER CLIENT ACCESS LICENSE
1	MS SQL 2016 64 BIT SERVER CLIENT ACCESS LICENSE
1	SNMP MANAGEMENT APPLICATION
1	NICE INFORM 9 CHANNEL FLAG
4	HP 6TB 6G SAS HDD
1	MYSQL SERVER LICENSE STANDARD EDITION
1	NICE UPGRADE DISCOUNT - APPROVAL REQUIRED

This section lists the

equipment necessary for the proposed solution.

## SECTION 5

# PRICING

Motorola is pleased to provide the following equipment and services to Johnson County:

Description	
Professional Services & Equipment List Price	\$136,653.00
One year lifecycle services	Included
Texas DIR-TSO-4101 Contract Discount	(\$13,313.00)
<b>System Total</b>	<b>\$123,340.00</b>

Lifecycle Services	Post-Warranty	System Upgrade Agreement (SUA)-II
Year 1	Included	Included
Year 2	\$16,192.00	\$21,727.00
Year 3	\$16,678.00	\$22,379.00
Year 4	\$17,178.00	\$23,050.00
Year 5	\$17,694.00	\$23,742.00





SECTION 6

# 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.

# JOHNSON COUNTY, TX

## NICE LOGGING SOLUTION UPGRADE and Quality Assurance – BUDGETARY QUOTE

September 20, 2019

### Solution Overview

Motorola is pleased to provide this budgetary quote to Johnson County, TX for an upgrade to the City's NICE Logging Solution.

Proposal provides for:

- Inform Upgrade from V7 to V9 Professional
- New HP DL380 G10 Server
- Recording 24 channels of Vesta v7.1 Passive IP
- Quality Assurance – Six workstations each with up to three monitors, 54 total channels (includes both radio channels and telephony channels)
- Castle Rock system monitoring software

Assumptions/Dependencies:

- Customer provides a Span port, static IP or MAC address from each phone end point, search is by time date and channel and ANI/ALI is provided via RS232 Cable
- Existing recording server to remain powered up for historical audio & data
- No additional CEN or networking gear has been included and is assumed to be already present
- All new audio recorded is archived to a customer provided Network device
- Customer provides an admin workstation or server to host Castle Rock software

Description	Price
Proposed NICE Logging Solution Upgrade, includes 1 year warranty	\$123,340
Post-Warranty Maintenance for one year (increases 3% per year for up to 4 years)	\$16,193
System Upgrade Agreement II – Two upgrades within four year period after warranty expires. Requires post-warranty maintenance purchase for four year period.	\$102,678

Pricing provided for informational and planning purposes only, not an offer for sale.