MOTOROLA *SOLUTIONS*

CITY OF ROUND ROCK

NICE 911 and Phone Logger & Inform Server Upgrade   **August 10, 2022**

TABLE OF CONTENTS

Contents

City of Round Rock
NICE 911 and Phone Logger & Inform
Server Upgrade

Submission Date
Use or disclosure of this proposal is subject
to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

Table of Contents   i

August 10, 2022

Chris Bakas
City of Round Rock
221 East Main St
Round Rock, Tx 78664

Subject: Nice Logger and Inform upgrade
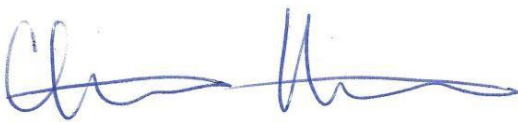
Dear Mr Bakas,

Motorola Solutions, Inc. (Motorola) is pleased to present to you the enclosed proposal for the
NICE Software and Server Upgrade. The Proposal is based upon and subject to the Terms and
Conditions Communication Products Agreement and consists of this cover letter, the
Statement of Work and Equipment List.

This proposal is subject to the terms and conditions of the Agreement and remains valid for a period of
ninety (90) days from the date of this letter. This proposal may be accepted by issuing a purchase order
that specifically references, Motorola would be happy to discuss any concerns the City may have with
the Proposal.

For any issues or concerns please contact your Account Manager, Marty Saucedo , at 210-237-2936

Sincerely,

Chris Matthieu
Motorola Soultions INC.
Area Sales Manager

SECTION 1

SYSTEM DESCRIPTION

1.1   SYSTEM DESCRIPTION

Motorola and NICE is pleased to provide a quote for an upgrade of the NICE 911 and Phone Logger and Inform Server from Inform R7 Professional to Inform R10 Professional multimedia recording solution. An ML350 G10 NICE logger is included and will continue to support 40 analog channels.

A new Inform server will be deployed at the Main site in a customer-provided VM, built and configured on customer-provided server hardware in accordance with NICE requirements, specifications, and guidance. Customer will be responsible for providing operating system and MS SQL licensing on any VMs.

The solution includes the following Inform Modules:

- Inform Reconstruction – for incident recreation.
- Inform Evidence Compliance – for incident retention.
- Media Player – for data distribution.
- Inform QA – allows evaluation and reporting of interactions and people.
- Inform Reporter - provides pre-defined, customization call volume reports.
- Inform Verify - provides Inform Verify enables instant replay from the customer's client PC.
- Health Manager – tool to monitor and manage the logging system.

Motorola has provided services for a professional deployment and cut-over including on-site installation, configuration, and testing as well as remote project management and training to ensure a smooth transition. A new Storage server will be virtualized on a dedicated VM with sufficient disk space allocated to support Round Rock PD's recording retention requirements for the life of the proposed solution.

NICE personnel will migrate the legacy database to the new server, but chain-of-custody concerns preclude NICE personnel from migrating media files. NICE will provide detailed instructions and may provide some scripting to help automate the media migration as much as possible, though the customer will need to perform these tasks. The existing NRX database and media files will be migrated onto the Storage Server VM as a legacy data source for continued access to and retrieval of historical recordings. This will also facilitate the reallocation/reconfiguration of some of the current analog channels to connect to different audio sources to better fit the customer's needs.

 Proposed training includes the following:

- One half-day (4 hrs) NICE Inform Refresher class for up to six (6) students to reinforce earlier training and familiarize users with new features and functions
- One half-day (4 hrs) NICE Inform Health Manager (NIHM) class for up to six (students) to train users on the configuration, customization, and use of the monitoring tool.
- One full-day NICE Evaluator/QA training class for up to six (6) students to train users on how to utilize the QA pack included in this proposal

All proposed training will be delivered remotely. If customer requires on-site training, additional fees for trainer travel expenses will need to be added to this proposal.

NICE Logger & Inform Server Upgrade

Use or disclosure of this proposal is subject to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

System Description   1-1

SECTION 2

STATEMENT OF WORK

Motorola is proposing to Round Rock an upgrade of the NICE Logger and Inform Server. The document delineates the general responsibilities between Motorola and Round Rock as agreed to by contract.

2.1 MOTOROLA RESPONSIBILITIES

Motorola's general responsibilities include the following:

- Motorola will schedule NICE to come onsite to perform the upgrade of the NICE Logger and Inform Server from Inform V7 Professional to Inform 10 Professional multimedia recording solution.
- Schedule the implementation in agreement with the City of Round Rock.
- Coordinate the activities of all Motorola subcontractors (NICE) under this contract.
- Administer safe work procedures for installation.
- Install new servers.
- Configure NICE solution server as required e.g. IP address/Hostname/Time (Per Server)
- Install all Operating System and Database technologies necessary to support NICE supplied software on the server hardware including relevant/mandatory Operating System patches and updates
- Install interface cards if included in the solution
- Install and configure User Interface Applications
- Configure media archiving, as necessary
- Perform and complete the system ITP
- Provide the City of Round Rock with the appropriate system interconnect specifications.
- Schedule with the City of Round Rock and NICE for training on NICE Inform Modules:
  - Training will be a 2-day remote live (not pre-recorded) class
  - Up to 6 personnel
  - Training Course Covers: Verify, Monitor, Reconstruction, Organizer, Reporter, and QA, as well as administration applications.

2.2 CITY OF ROUND ROCK RESPONSIBILITIES

The City of Round Rock will assume responsibility for the installation and performance of all other equipment and work necessary for completion of this project that is not provided by Motorola. General responsibilities for the City of Round Rock include the following:

- Provide a location for equipment delivery and storage.
- Provide a server to specification to VM the Inform Server and Storage Space.
- Configure the customer's network to provide network connectivity between the Analog logger, IP logger and Inform Server.
- Provide any necessary network firewall between the customer's network and the radio network.
- Round Rock to provide time and location that can accommodate the instructor and personnel for the training.
- Ensure communications sites meet space, grounding, power, and connectivity requirements for the installation of all equipment.
- Coordinate the activities of all Round Rock vendors or other contractors.

NICE Logger & Inform Server Upgrade

Use or disclosure of this proposal is subject to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

Statement of Work 2-1

- Configure customer's network to provide a path from the Battalion Chief's PC to the NICE Inform Server.

2.3 PROJECT ASSUMPTIONS

All assumptions have been listed below for the City of Round Rock's review. Should Motorola's assumptions be deemed incorrect or not agreeable to the City of Round Rock, a revised proposal with the necessary changes and adjusted costs will be required. Changes to the equipment or scope of the project after contract will require a change order. Refer to the Statement of Work for the specific list of responsibilities to be performed by the City of Round Rock and Motorola.

- Motorola assumes the NICE Inform system is functional and operational at the time of installation.

- NICE Systems shall be responsible to perform the installation and configuration on the logger associated with this project. NICE shall also perform the installation of the licenses on the Inform servers.

- Motorola assumes available electrical circuit for the existing and proposed equipment. All existing sites or equipment locations will have adequate electrical power in the proper phase and voltage and site grounding to support the requirements of the system described.

- Motorola assumes rack space is available to house both the existing and proposed equipment.

- Any site/location upgrades or modifications are the responsibility of the customer.

- Motorola assumes all audio feed to be existing and functioning properly. No services is included to upgrade or expand the recording capability.

- Health Manager shall reside on the existing Inform Server.

- Motorola assumes the Battalion Chief shall have access to the Round Rock's customer network.

- The customer shall be responsible for any network configuration required on the customer's network and firewall.

- Any required system interconnections not specifically outlined here will be provided by the Customer. These may include dedicated phone circuits, microwave links or other types of connectivity.

Use or disclosure of this proposal is subject
to the restrictions on the cover page.

NICE Logger & Inform Server Upgrade

2-2 Statement of Work

Motorola Solutions Confidential Restricted

WARRANTY/SERVICE

Per Round Rock's request, due to the cost of the NICE maintenance and SUA support it has not been included in the offer.

NICE Logger & Inform Server Upgrade

Use or disclosure of this proposal is subject
to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

Warranty/Service   3-1

EQUIPMENT AND SERVICES LIST

QTY	NOMENCLATURE	DESCRIPTION	Amount	
1	TT3805	SINGLE NIR VOIP TELEPHONY ONLY	$	8,940
1	TT3810	UPLIFT FOR NIR ML360 SERVER LOGGER SWAP	$	2,860
40	TT06303AA	ADD: PROFESSIONAL RECORDING CHANNEL	$	20,796
60	TT06310AA	ADD: INFORM PRO PER ADD ON PER MATRIX CHANNEL PER RESOURCE	$	9,092
60	TT06305AA	ADD: ASTRO RECORDING CHANNEL	$	9,092
100	TT06313AA	ADD: INFORM PRO EVIDENCE COMPLIANCE PACK ORGANIZER AND MEDIA PLAYER	$	15,780
100	TT06314AA	ADD: INFORM PRO QA PACK EVALUATOR AND REPORTER	$	15,780
1	DDN3308A	INFORM R10 VERSION FLAG		
2	DDN2523	MYSQL SERVER LICENSE STANDARD EDITION	$	334
5	DDN3314A	MS SQL 2019 64 BIT USER CLIENT ACCESS LICENSE	$	2,000
1	DDN3313A	MS SQL 2019 64 BIT SERVER CLIENT ACCESS LICENSE	$	400
2	DDN3172	6TB HDD EXPANSION FOR NIR ML350 G10	$	2,105
2	DDN2487	ANALOG DIGITAL TRUNK FULL LENGTH PCI E INTERFACE BOARD WITH NO CABLE	$	2,404
2	DDN2502	CONNECTION CABLE 10M FOR ANALOG DIGITAL CARDS	$	271
1	DDN3169	OPTIONAL RDX DRIVE FOR NIR ML350	$	1,286
2	DDN2876	HP 16GB MEMORY MODULE (1 X 16GB) FOR DL360, DL380 & ML350 G10	$	1,648
		Equipment Total	**$**	**92,788**
1		Project Management	$	21,251
1		Engineering/System Technologist	$	23,377
1		Installation/Implementation	$	43,906
1		Warranty Wrap	$	11,802
		Services Total	**$**	**100,336**
		System Total	**$**	**193,124**

Use or disclosure of this proposal is subject
to the restrictions on the cover page.

The Proposal Title Goes Here and Breaks Like This

4-2   Equipment And Services list

Motorola Solutions Confidential Restricted

SECTION 5

PRICING

Motorola is pleased to provide the following equipment and services to Customer Name:

Project Cost	$ 242,212.00
Strategic Customer Discount	-$ 49,088.00
Total System Cost	**$ 193,124.00**

NICE Logger & Inform Server Upgrade

Use or disclosure of this proposal is subject
to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

Pricing   5-1

SECTION 6

CONTRACTUAL DOCUMENTATION

Please Refer to the attached Product Agreement

NICE Logger & Inform Server Upgrade

Use or disclosure of this proposal is subject
to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

Contractual Documentation   6-1

SECTION 7
OUR COMMITMENT

Motorola Solutions creates innovative, mission-critical communication solutions and services that help public safety and commercial customers build safer cities and thriving communities. You can find our products at work in a variety of industries including law enforcement, fire, emergency medical services, national government security, utilities, mining, energy, manufacturing, hospitality, retail, transportation and logistics, education, and public services.

Founded in 1928, Motorola Solutions has a history of innovation that has revolutionized communications. From pioneering mobile communications in the 1930s and making equipment that carried the first words from the moon in 1969, to supporting modern-day emergency response equipment for disaster relief efforts around the world, Motorola Solutions has a global footprint with products that demonstrate its thought leadership.

Throughout its history, Motorola Solutions has transformed innovative ideas into products that connect people to each other and the world around them. Moving forward, the company strives to keep its commitment of make things better and life easier, to make sound recommendations that will guide you in linking your current and future communication needs and objectives with technology's ever-evolving promise.

NICE Logger & Inform Server Upgrade

Use or disclosure of this proposal is subject to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

Our Commitment 7-1