



MOTOROLA

Williamson County

NICE Storage Center

March 25, 2016

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Section 1. High Level System Description

1.1 System Overview

Motorola Solutions, Inc. and NICE Systems, Inc. are proud to present a quote for a server for the NICE storage center. This proposed server is a replacement for the existing NICE storage center that is coming to end of life. The proposed server will have 7 TB of storage space.

The following components are included as part of this proposal:

- 1 x HP DL380 Server Hardware
- 2U server 2 x E5-2620V3 2.4 GHz 6 Core CPUs, 16GB Memory, 1 TB storage (RAID 1)
- Win 2008 Std. R2 64 bit Emb. Telco
- HP RDX 500GB Internal (USB3.0) Removable Disk Backup System (Incl. 1 Disk)
- 2 x HP 6 TB 3.5" Internal Hard Drive - SAS - 7200 rpm
- Remote Project Management
- Installation at Customer Site During Normal Business Hours
- User Manuals

1.2 Acceptance Test

Acceptance of the console site is based on a completion of a Functional Acceptance Test Plan (FATP). The FATP tests the function of all installed equipment to verify operation of the Screen Recorder.

1.3 Cutover

A detailed cutover process will be discussed with Austin and Williamson County during the DDR process. It shall outline the requirements and steps that will be taken during the cutover process to ensure minimal interruption of service.



Section 2. Statement of Work

Motorola is proposing to Williamson County the installation and configuration of the following equipment at the specified locations.

Site Name	Major Equipment
NICE storage center	<ul style="list-style-type: none">• 1 x HP DL380 Gen 9 Server Hardware• 2x1TB + 2x6TB HDDs, 16GB RAM• Server 2008 R2• Win 2008 Std. R2• RAID 1 Resiliency• Hot Swappable Redundant Power Supply 1+1• Qty 2, 1 x 6 TB LFF Drive Additional Internal Storage

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

2.1 Motorola Responsibilities

Motorola's general responsibilities include the following:

- ◆ Perform the installation of the Motorola supplied equipment described above.
- ◆ Schedule the implementation in agreement with Williamson County.
- ◆ Coordinate the activities of all Motorola subcontractors under this contract.
- ◆ Administer safe work procedures for installation.
- ◆ Provide Williamson County with the appropriate system interconnect specifications.

2.2 Williamson County Responsibilities

Motorola has based the system design on information gathered from meeting with Williamson County. All assumptions have been listed below for Williamson County's review. Should Motorola's assumptions be deemed incorrect or not agreeable to Williamson County, 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 Williamson County and Motorola.

This section identifies the assumptions and dependencies used in developing this offering.

- Motorola assumes available space and adequate power to install the replacement HP server at Williamson County's ESOC center. The additional rack space will allow for an installation and cutover plan that would minimize down time of the storage recording. In the event no available space is available for the replacement server, a longer downtime shall be experienced during the installation and cutover.
- The replacement of the storage center shall cause some downtime. The customer is responsible to find an alternative for recording storage during this interval of installation and cutover.
- Motorola assumes the NICE Inform system, server and clients, are functional and operational at the time of installation of the storage server replacement and license(s) associated with the replacement.
- Williamson County is responsibility to provide availability and accessibility to the NICE Inform clients, server, and facility to allow NICE and Motorola personnel to perform the installation.
- ◆ Obtain all licensing, site access, or permitting required for project implementation.
- ◆ Customer will provide a dedicated delivery point, such as a warehouse, for receipt, inventory and storage of equipment prior to delivery to the site(s).
- ◆ All existing sites or equipment locations will have sufficient space available for the system described as required/specified by R56.
- ◆ 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.
- ◆ Any site/location upgrades or modifications are the responsibility of the customer.
- ◆ Approved local, State or Federal permits as may be required for the installation and operation of the proposed equipment are the responsibility of the customer.
- ◆ 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.



Section 3. Service / Warranty

The following services have been included as part of this proposal.

3.1.1 NICE Support Services

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

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

Gold Level

Support Coverage	Twenty-four (24) hours, seven (7) days per week. (24x7)
Call Back Response Time	Sixty (60) minutes after receipt of call from authorized representative
On-Site Response Time for Priority 1 Service Issues	Four (4) hours



Section 4. Equipment List

TT2693B	NICE Storage Center Hardware and Software Bundle
	Included in Storage Center Bundle
Included in bundle	Storage Center Software and License
Included in bundle	HP DL380 Gen9 Server with 2x1TB + 2x6TB HDDs, 16GB RAM Server 2008 R2
Included in bundle	Windows Server 2008 R2
Included in bundle	RAID 1 Resiliency
Included in bundle	Hot Swappable Redundant Power Supply 1+1
Included in bundle	7 TB of Storage
Included in bundle	HP Standard Rack Mount Kit for 4-post rack or cabinet
Services Include	Remote Project Management
Services Include	Installation During Normal Business Hours
	ADDITIONAL STORAGE
DDN2110A	Addl Internal Storage 1 x 6TB LFF Drive (2 required for RAID 1, 3 for RAID 5)



Section 5. Pricing

Total solution price per equipment and services outlined in this proposal

NICE Storage Center Project	\$55,784.00
HGAC Discount	\$6,018
GRAND TOTAL with Discounts	\$49,766.00

TOTAL COST SUMMARY (Main Offering)

Equipment **\$24,073**

Services **\$25,692**

Project Management

Instillation and Optimization

Contractor Provided Hardware

ESS Support and Extended 24x7 Warranty

Engineering Services

ST Integration Services

Estimated Ongoing Services – Gold 24x7 Support

Year 2 – \$6,998

Year 3 – \$7,208

Year 4 – \$7,425

Year 5 - \$7,647

Year 6 - \$7,877

