



MOTOROLA SOLUTIONS

CITY OF SANTA CLARA POLICE DEPARTMENT

NICE INFORM UPGRADE AND MAINTENANCE

PROPOSAL

27 MAY 2021

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Motorola Solutions, Inc.
936 Glennan Dr.
Redwood City, CA 94061

May 27, 2021

City of Santa Clara
601 El Camino Real
Santa Clara, CA 95050
Attn: Joey McDonald

Subject: City of Santa Clara NICE logging recorder upgrade

Dear Ms. McDonald,

Motorola Solutions, Inc. ("Motorola") is pleased to present to the City of Santa Clara a proposal to upgrade the City's local telephony and conventional radio logging recorder. The SVRIA system is being upgraded in November and part of that upgrade is to upgrade the Centralized Logging Recorder to version 9. This proposal will keep the City of Santa Clara logging recorder consistent with the Centralized Logging Recorder to ensure proper operation, allow future expansion, and continue to receive software updates. Additionally, the City's logging recorder system is not currently under a maintenance agreement. This proposal provides a maintenance plan for the system.

The proposal contains:

- Cover Letter
- Statement of Work
- System Description
- Acceptance Test Plan
- Equipment List
- Pricing
- Three Year Maintenance Plan
- Contractual Documentation

The proposal is based upon and subject to the terms and conditions of the Communications Equipment and Services Agreement entered into between Motorola Solutions, Inc., and the Silicon Valley Regional Interoperability Authority (SVRIA), dated June 26, 2020 ("SVRIA Contract"). The incentives offered are based on the SVRIA Contract and subject to the terms and conditions therein. You may accept the proposal by issuing a purchase order consistent with the requirements of the SVRIA Contract. The proposal is valid until June 30, 2021.

Motorola appreciates the opportunity to respond to your communications needs and stands ready to address any questions you may have regarding our submittal. If you have any questions concerning the quotation, please call Sr. Account Executive, Jeff Van Dell, at 650-280-3110.

Sincerely,
MOTOROLA SOLUTIONS, INC.



Mike DeBenedetti
Area Sales Manager

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SECTION 1

SYSTEM DESCRIPTION

Motorola is proposing to the City of Santa Clara Police Department an upgrade to the existing NICE logging recorder. The SVRIA system was upgraded in November of 2020. This upgrade brought the SVRIA centralized logging recorder to version 9. It's recommended that the City of Santa Clara upgrade the local logging recorder to stay in synch with the centralized logging recorder.

Motorola is pleased to present the City of Santa Clara Police Department with this proposal to upgrade their existing local NICE logging recorder.

This proposal provides an upgrade to the City's logging recorder system from Inform v7 to Inform Professional multimedia recording solution. The solution will support 34 primary and 34 Parallel channels with access to the SVRIA centralized logging recorder. The solution includes the following:

- an upgrade to 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, customizable call volume reports
- Inform Verify enables instant replay from the Agents window PC
- The existing NRX HP G9 parallel servers will be retained and receive an In-service Upgrade of the OS and SQL from OS 2012 to 2016.
- The existing Inform Server HP G9 will receive an In-service upgrade; OS & SQL 2012 to 2016.

The NICE Inform Recording (NIR) core will support, 9 VoIP and 25 Analog 2-wire connections. The following Microsoft SQL 2016 licenses will be supplied by NICE:

- Server CALS: 1
- Client/Device CALS: 5

Health Manager, a system monitoring program is included with Inform v9. The City is responsible to provide a Windows 10 workstation running SQL 2017 to host the Health Manager software.

This upgrade includes software only. The existing parallel HP ML350 G9 servers will be utilized. They were purchased in 2016 and have approximately 2-3 more years of support. HP announced End of Support July 2023.



SECTION 2

EQUIPMENT LIST

The below table lists the software necessary for the proposed logging solution upgrade.

QTY	NOMENCLATURE	DESCRIPTION
1	TT3313	NICE UPGRADE OR EXPANSION MODEL
34	TT06303AA	ADD: Audio Recording Channel license with Inform Professional applications support
34	TT06308AA	ADD: Parallel Audio Logging Channels
70	TT06310AA	ADD: Inform Professional Replay Channel/Resource License for external Logger or Matrix connection
104	TT06313AA	ADD: Site License to add Evidence Management to Inform Professional. Applications: Organizer and Media Play
104	TT06314AA	ADD: Site License to add Quality Assurance to Inform Professional. Applications: Evaluator and QA Reports
1	DDN2663	NICE Inform Release 9 Indicator
1	DDN2521	MS SQL 2016 64 bit Server Client Access License
2	DDN2523	MySQL Server license (Standard Edition)
14	DDN2522	MS SQL 2016 64 bit User/Device Client Access License
3	DDN2525	MS Windows Server 2016 64Bit



SECTION 3

STATEMENT OF WORK

The document delineates the general responsibilities between Motorola and the City of Santa Clara as agreed to by contract.

3.1 MOTOROLA RESPONSIBILITIES

Motorola and NICE will be responsible for the following items:

- Conduct a project kick-off meeting with the City of Santa Clara PD to finalize the project implementation plan.
- NICE finalizes the Acceptance Test Plan (ATP), also referred to as Initial Test Plan (ITP).
- Ship new software to the City of Santa Clara PD facility.
- Schedule the implementation in agreement with the City of Santa Clara.
- Coordinate the activities of all Motorola subcontractors under this contract.
- Perform on-site deployment of new licenses and software.
- Complete configuration and testing per the ATP as part of the on-site deployment.
- Provide on-site, instructor-led NICE training for up to 6 students:
 - One 4-hour session covering Inform Health Manager for users
 - One 4-hour Inform refresher training session for users previously trained on NICE Inform
 - One 8-hour session covering NICE Inform QA Pack training (Inform Evaluator and Reporter)
- Provide the Final Acceptance certificate to the City of Santa Clara PD Project Manager upon successful performance of the ATP.

3.2 CITY OF SANTA CLARA RESPONSIBILITIES

The City of Santa Clara 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. The City of Santa Clara's general responsibilities include the following:

- Provide a project manager as the single point of contact with signature authority for signing of project milestones for the duration of the work being performed.
- Participating in the project kick-off meeting to finalize the project implementation plan.
- Approve the Acceptance Test Plan (ATP) document to be used at the completion of the project.
- Provide network connectivity between the City of Santa Clara dispatch center and the centralized logger at Carol Drive, which is assumed to be existing.
- Provide and install a Windows 10 Workstation running SQL Express 2017 for the Health Manager system monitoring program.



- Provide a dedicated delivery point, such as a warehouse, for receipt, inventory and storage of software prior to delivery to the site, if needed.
- Coordinating the activities of all City of Santa Clara personnel or contractors involved in the project.
- Perform any required back-ups.
- Provide a City of Santa Clara IT resource onsite during the NICE on-site deployment.
- Provide access to the existing logging recorder equipment.
- Witness the ATP and sign off once complete.
- Participate in the NICE training sessions (two 4-hour sessions and one 8-hour session for up to 6 students).
- Sign off on Final Acceptance.

3.3 ASSUMPTIONS

Motorola has made several assumptions in preparing this proposal, which are noted below. Motorola will need to verify all assumptions or seek alternate solutions in the case of invalid assumptions. Alternate solutions required may impact the work effort and/or schedule constituting a change order.

- None of the work proposed is a labor category of Prevailing Wage.
- There is no performance bond included.
- Motorola work will be completed during non-holidays Monday – Friday during normal business hours, 8:00 am – 5:00 pm.



SECTION 4

ACCEPTANCE TEST PLAN

Motorola will provide an acceptance test plan for the NICE upgrade during design review phase of the project post contract.



SECTION 5

WARRANTY SERVICES

The recording solution is fully integrated with the Radio Network and benefits from a fully integrated support response. Motorola Solutions offers customers a single/central number to call for all support cases. Equally important, NICE has its own Support Technicians embedded at the Motorola Solutions Solution Support Center (SSC). Motorola Solutions and NICE work together to resolve support cases with unmatched efficiency.

5.1 RAPID RESOLUTION

Because our business is Public Safety, we understand that minutes matter. For this reason, our response begins with prompt remote diagnostics.

Over 95% of all support cases are resolved remotely. Average case resolution via remote support requires only half the time or less, when compared to on-site service.

Motorola has included Gold Lite support services, so NICE will have a resource on-site within 6 hours for critical failures.

5.2 PRIORITY DEFINITIONS – SEVERITY LEVELS

NICE Support Program identifies four levels of severity that determine the priority in queue and SLA commitments. These priority levels are defined as follows:

Level	Description
Priority 1 Critical	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 Major	Any problem resulting in loss of ability to retrieve calls or loss of replay functionality for two or more workstations.
Priority 3 Anomaly	Any problem affecting one or more workstations that does not result in a loss of recording or replay, but nevertheless results in diminished product response or performance, e.g. if an administrator loses the ability to add or delete users.
Priority 4 Inquiry	An incident that has no business impact on a Production System, such as system inquiry, planned intervention requests for documentation, or request for information.



5.3 GOLD LITE LEVEL SUPPORT

Motorola has included Gold Lite Support services pricing for the warranty year that covers the all of the City of Santa Clara's NICE logging solution. This includes the upgrade software and existing hardware. Gold Lite Support services is described in the below table:

Service and Response Time by Priority Gold Lite Level	Priority 1	Priority 2	Priority 3	Priority 4
Phone – Remote Support Availability	24x7	24x7	24x7	24x7
Support Coverage	8-5x5	8-5x5	8-5x5	8-5x5
Call Back Response Times	60 minutes	120 minutes	24 hours	24 hours
On Site Response Times	6 hours	24 hours	48 hours	48 hours

Motorola has included pricing for additional years of Gold Lite Support services in the Pricing section of this proposal.



SECTION 6

PRICING

6.1 PRICING SUMMARY

The proposed pricing is based on the SVRIA contract with Motorola Solutions, Inc. The incentives offered are based on the purchase of a certain minimum amount of equipment and services under the SVRIA contract.

NICE Logging Upgrade	List Price	SVRIA Discount
NICE Software and Licenses	\$28,410	(\$3,977.00)
Equipment Subtotal	\$28,410	\$24,433.00
Implementation Services		
Implementation Services: NICE Services, Project Management, System Engineering, System Technologist		\$43,860.00
Implementation Services		\$43,860.00
NICE Upgrade		\$68,520.00
System Discount based on the purchase of Year 1 Maintenance		(\$10,020.00)
Estimated Sales Tax @ 9.0% of Software* (Taxes are Customer's Responsibility)		\$0.00
NICE Upgrade TOTAL		\$58,500.00

*NICE Software and Licenses are delivered electronically via download, and therefore are not taxable.

Below is pricing to purchase additional years of NICE Gold Lite maintenance and support services for Santa Clara's NICE logging solution (including hardware):

Service	Year 1	Year 2	Year 3
NICE Gold Lite Maintenance & Support	\$17,988.89	\$18,886.67	\$19,831.11

6.2 PAYMENT SCHEDULE

- 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 and in accordance with the following milestones.



**Total Contract Price Fixed Network Equipment (FNE) (not including
Subscribers and Subscriber Related Services Contract Price)**

1. Equipment will be invoiced upon shipment.
2. Implementation Services will be invoiced upon System Acceptance.

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. For invoicing purposes only, discounts will be applied proportionately to the FNE and Subscriber equipment values to total contract price. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Maintenance and Support Services:

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



SECTION 7

CONTRACTUAL DOCUMENTATION

The proposal is based upon and subject to the terms and conditions of the Communications Equipment and Services Agreement entered into between Motorola Solutions, Inc., and the Silicon Valley Regional Interoperability Authority (SVRIA), dated June 26, 2020 ("SVRIA Contract"). The incentives offered are based on the SVRIA Contract and subject to the terms and conditions therein. You may accept the proposal by issuing a purchase order consistent with the requirements of the SVRIA Contract

