



**Sacramento Regional Fire/EMS Communications Center**  
10230 Systems Parkway, Sacramento, CA 95827-3006  
[www.srfecc.ca.gov](http://www.srfecc.ca.gov)

**9:00 a.m.**

**Wednesday, October 28, 2020**

**SPECIAL MEETING OF THE GOVERNING BOARD OF SRFECC**  
**10545 Armstrong Ave – Room #385**  
**Mather, CA 95655-4102**

**Public Remote Access at:**

**[Join Microsoft Teams Meeting](#)**

[+1 916-245-8065](tel:+19162458065) United States, Sacramento (Toll)

Conference ID: 208 279 827#

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**The Board will convene in open session at 9:00 a.m.**

**Call to Order**

Chairperson

**Roll Call of Member Agencies**

Secretary

**Primary Board Members**

Chris Costamagna, Chairperson  
Paul Zehnder, Board Member  
Chad Wilson, Board Member  
Brian Shannon, Board Member

Deputy Chief, Sacramento Fire Department  
Deputy Chief, Cosumnes Fire Department  
Division Chief, Folsom Fire Department  
Deputy Chief, Sacramento Metropolitan Fire District

**Pledge of Allegiance**

**AGENDA UPDATE:** An opportunity for Board members to (1) reorder the agenda; and (2) remove agenda items that are not ready for presentation and/or action at the present Board meeting.

**PUBLIC COMMENT:** An opportunity for members of the public to address the Governing Board on items within the subject matter jurisdiction of the Board. Duration of comment is limited to three (3) minutes.

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**Please Note:**

The Public's health and well-being are the top priority for the Board of Directors ("Board") of Sacramento Regional Fire/EMS Communications Center and therefore, because of the potential threat of COVID-19 (Coronavirus), public access to this meeting will be available through the link set forth above.

\* INDICATES NO ATTACHMENT

**RECESS TO CLOSED SESSION:**

1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)	Lindsay Moore, Counsel Tyler Wagaman, Executive Director
Employee Organization(s)	Teamsters Local 150 Teamsters Local 856 Unrepresented Administrators

2. PERSONNEL ISSUES\*

Pursuant to California Governing Code Section 54957

a. Employee Evaluation:	Executive Director
b. Public Employment:	Executive Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\*

a. Pursuant to California Government Code Section 54956.9(b)  
The Board will meet in closed session to discuss significant exposure to litigation. One (1) potential case.

RECONVENE TO OPEN SESSION AT ESTIMATED TIME: 10:00 a.m.

**ACTION ITEMS:**

- |    |   |         |
|----|---|---------|
| 1. | Approval of Board Resolution 20-4, Resolution Fixing the Employer's Contribution under the Public Employees' Medical and Hospital Care Act for Calendar Year 2021 | Page 4  |
|    | PROPOSED ACTION: Motion to Approve Board Resolution 20-4  |         |
| 2. | Approval of Teamsters Local 150 Health Care 2021 Agreement and Letter of Understanding  | Page 6  |
| 3. | Approval of Teamsters Local 856 Health Care 20201 Agreement and Letter of Understanding   | Page 11 |
| 4. | NICE Software Upgrade Quotation   | Page 16 |

**ADJOURNMENT:**

The next scheduled Board Meeting is November 10, 2020.

Location: 10545 Armstrong Ave, Mather, CA 95655-4102 Time: 9:00 a.m.  
Board Members, Alternates, and Chiefs

Posted at: 10230 Systems Parkway, Sacramento, CA 95827  
[www.srfecc.ca.gov](http://www.srfecc.ca.gov)  
10545 Armstrong Ave, Mather, CA 95655-4102

**DISABILITY INFORMATION:**

\* INDICATES NO ATTACHMENT

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Executive Director's Office at (916) 228-3070. Notification at least 48 hours prior to the meeting will enable the Center to make reasonable arrangements to ensure accessibility to this meeting.

**POSTING:**

This is to certify that on October 27, 2020, a copy of the agenda was posted:

- at 10230 Systems Parkway, Sacramento, CA 95827
- at 10411 Old Placerville Rd – Suite #210, Sacramento, CA 95827
- on the Center's website which is: [www.srfecc.ca.gov](http://www.srfecc.ca.gov)
- 10545 Armstrong Ave, Mather, CA 95655-4102

A handwritten signature in black ink that reads "Marissa Shmatovich". The signature is written in a cursive, flowing style.

Clerk of the Board



**Sacramento Regional Fire/EMS Communications Center**

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

**RESOLUTION NO. 20-4**

**FIXING THE EMPLOYER'S CONTRIBUTION UNDER THE PUBLIC EMPLOYEES' MEDICAL AND HOSPITAL CARE ACT**

WHEREAS, (1) **Sacramento Regional Fire/EMS Communications Center** is a contracting agency under Government Code Section 22920 and subject to the Public Employees' Medical and Hospital Care Act (the "Act"); and

WHEREAS, (2) Government Code Section 22892(a) provides that a contracting agency subject to Act shall fix the amount of the employer contribution by resolution; and

WHEREAS, (3) Government Code Section 22892(b) provides that the employer contribution shall be an equal amount for both employees and annuitants, but may not be less than the amount prescribed by Section 22892(b) of the Act; and

RESOLVED, (a) That the employer contribution for each employee or annuitant shall be the amount necessary to pay the full cost of his/her enrollment, including the enrollment of family members, in a health benefits plan up to a maximum of:

Medical Group	Monthly Employer Contribution		
	Single	Two-Party	Family
001	\$813.64	\$1,627.28	\$2,115.46

Plus administrative fees and Contingency Reserve Fund assessments; and be it further

RESOLVED, (b) **Sacramento Regional Fire/EMS Communications Center** has fully complied with any and all applicable provisions of Government Code Section 7507 in electing the benefits set forth above; and be it further

RESOLVED, (c) That the participation of the employees and annuitants of **Sacramento Regional Fire/EMS Communications Center** shall be subject to determination of its status as an "agency or instrumentality of the state or political subdivision of a State" that is eligible to participate in a governmental plan within the meaning of Section 414(d) of the Internal Revenue Code, upon publication of final Regulations pursuant to such Section. If it is determined that **Sacramento Regional Fire/EMS Communications Center** would not qualify as an agency or instrumentality of the state or political subdivision of a State under such



## **Sacramento Regional Fire/EMS Communications Center**

10230 Systems Parkway, Sacramento, CA 95827-3006

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final Regulations, CalPERS may be obligated, and reserves the right to terminate the health coverage of all participants of the employer.

- RESOLVED, (d) That the executive body appoint and direct, and it does hereby appoint and direct, **Executive Director** to file with the Board a verified copy of this resolution, and to perform on behalf of **Sacramento Regional Fire/EMS Communications Center** all functions required of it under the Act

Adopted at a Special meeting of the Governing Board at 10545 Armstrong Blvd; Mather, CA – Room #385, this 28<sup>th</sup> day of October, 2020.

Signed: \_\_\_\_\_  
Chris Costamagna – Chairperson of the Board

Attest: \_\_\_\_\_  
Clerk of the Board

**AGREEMENT and LETTER OF UNDERSTANDING  
BY AND BETWEEN  
TEAMSTERS LOCAL 150  
AND  
SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER**

**RECITALS**

1. The Sacramento Regional Fire/EMS Communications Center (“Center”) and Teamsters Local 150 (“Local 150”) are parties to a Memorandum of Understanding with a term of July 1, 2018 through June 30, 2021 (“MOU”).
2. Local 150 is the exclusive representative for employees in the classification of Dispatch Supervisor.
3. Article 11 of the MOU, entitled Health Insurance and Other Benefits, refers to Appendix B to the MOU, which governs the Center’s Health Benefit “Pool.”
4. On or about September 11, 2020, Teamsters Local 150 (“Local 150”) filed a Level 1 Grievance regarding Article 11: Health Insurance and Other Benefits of the MOU, specifically regarding funding of the Health Benefits “Pool” as described in Appendix B to the MOU.
5. On or about September 25, 2020, the Center provided a Level 1 written response denying the Grievance.
6. Local 150 and the Center have engaged in discussions about the Grievance in order to determine if a settlement and resolution of these issues, short of arbitration, is possible.
7. During those discussions, the parties also discussed the practicality of retaining the Health Benefit Pool as a means to fund employee funding.
8. Through those discussions, the parties have reached a resolution as to the pending Grievance and also one to amend the MOU between the parties regarding the funding of health care going forward. The parties contend that this resolution is to the benefit of the Center and the bargaining unit and provides for administrative ease and clarity with regard to health care funding going forward.

**TERMS**

1. The preceding Recitals are incorporated as though fully set forth below.
2. Nothing in this Agreement constitutes, or shall be construed as implying, any admission of wrongdoing or misinterpretation in violation of the MOU by either of the Parties.
3. Effective for the calendar year, January 1, 2021 through and until a successor MOU is negotiated and agreed to by the parties:
  - Appendix B of the MOU shall be amended to reflect that the Center will pay fixed amounts for medical, vision and dental per employee as set forth in the amended Appendix B which is attached; and
  - Article 20 shall be amended to exclude paragraph 20.5.3.

4. Nothing in this Agreement affects any other provision of the MOU or any other provision of Article 11 or Article 20..
5. This shall fully and finally resolve all grievances, claims, complaints, causes of action, lawsuits, charges, expenses, demands, damages, back pay, attorney's fees, reinstatement and/or other injunctive relief arising out of the Grievance referred to above.
6. The Parties acknowledge and agree that the terms and provisions of this Agreement have been negotiated and discussed between them, and that this Agreement reflects their mutual agreement regarding the subject matter of this Agreement. Because of the nature of such negotiations and discussions, neither party shall be deemed to be the drafter of this Agreement, and therefore no presumption for or against the drafter shall be applicable in interpreting or enforcing this Agreement.
7. If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid in whole or in part for any reason, the validity and enforceability of the remaining provisions, or portions of them, will not be affected, unless an essential purpose of this Agreement would be defeated by the loss of the illegal, unenforceable, or invalid provision.
8. This Agreement is the full and complete Agreement between the Parties. It can be changed or modified only in writing, which must be signed by the Parties or their successors-in-interest to this Agreement.
9. This Agreement may be executed simultaneously, or in several counterparts. Each such executed counterpart shall be deemed an original.
10. This Agreement is subject to ratification by the Center's Governing Board and, since it amends the MOU, by majority vote/acceptance by the bargaining unit. Should the Governing Board or bargaining unit fail to ratify this Agreement, the Agreement shall be null and void.

**FOR THE SACRAMENTO REGIONAL  
FIRE/EMS COMMUNICATIONS CENTER**

**FOR TEAMSTERS LOCAL 150**

## **APPENDIX B**

### **SACRAMENTO REGIONAL PUBLIC SAFETY COMMUNICATIONS CENTER INSURANCE AND OTHER BENEFITS**

The Center shall provide insurance and other benefits as set forth in this Appendix.

#### **1. PLANS AVAILABLE**

##### **a. Medical Insurance**

The Center shall provide each full-time unit member, and his/her dependents, with the option of enrolling in any medical insurance plan available through its contract with the Health Division of CalPERS.

##### **b. Dental Insurance**

Each full-time unit member, and his/her dependents, may enroll in the dental plan selected by the Center.

##### **c. Vision Plan**

Each full-time unit member, and his/her dependents, may enroll in the vision plan selected by the Center.

##### **d. Life Insurance, Accidental Death and Dismemberment, and Long-Term Disability**

Each full-time unit member shall be enrolled in the term life insurance, accidental death and dismemberment, and may elect to be enrolled in long-term disability policies selected by the Center. Unit member pays for Long-Term Disability Insurance.

##### **e. State Disability Insurance**

Each full-time unit member shall participate in the State Disability Insurance (SDI) Program. Unit member pays for State Disability Insurance.

##### **f. Employee Assistance Program**

The Center shall provide each full-time unit member with access to the Employee Assistance Program selected by the Center. The Center shall pay the monthly premium for this plan.



2. MONTHLY PREMIUMS AND OTHER COSTS

a. Premiums

- (1) Beginning January 1, 2021, the Center will pay, up to the following amounts on behalf of all full-time unit members unless the unit member exercises the Center's Health Benefit (Medical, Dental, Vision) Opt-Out benefit option described below. In the event that a unit member selects a Health Benefit plan that is less than the Center's contribution stated below, the Center shall only pay the amount of the premium selected by the unit member.

For Medical:

Single	Employee Plus One	Family
\$813.64	\$1627.28	\$2115.46

For Dental:

Single	Employee Plus One	Employee Plus Children	Family
\$61.44	\$132.58	\$157.75	\$228.89

For Vision:

Single	Employee Plus One	Employee Plus Children	Family
\$7.65	\$13.12	\$13.39	\$21.59

For Opt-Out Benefit:

Any unit member who chooses to Opt-Out of the Center's Health Benefits (Medical, Dental and Vision) shall receive Four Hundred Fifty Dollars (\$450.00) per month. The unit member shall be required to sign an Opt-Out Benefit waiver.

- (3) On any subsequent January 1, if the increase in the premium cost for any plan (medical, dental or vision) is greater than five percent (5%) of the above amounts, the Center's obligation shall be limited to five percent (5%) for that plan.
- (4) Only unit members actually enrolled in a Center-provided plan will receive an employer contribution for that insurance. If a unit member enrolls in a non-Center Plan they will not receive the Center's Health Benefit Contribution.

b. IRC Section 125 Plan

- 1) The Center shall establish, and maintain, an IRC Section 125 Plan for the benefit of its employees.
- 2) Monthly costs, if any, shall be borne by employees.

3. PAYROLL DEDUCTION

Any unit member who is enrolled in one or more of the plans set forth above which costs more than the Center's required specific monthly contribution is required to sign a payroll deduction form and pay the monthly difference by payroll deduction. Failure to execute a payroll deduction form will result in immediate cancellation of insurance for non-payment of premiums.

**AGREEMENT and LETTER OF UNDERSTANDING  
BY AND BETWEEN  
TEAMSTERS LOCAL 856  
AND  
SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER**

**RECITALS**

1. The Sacramento Regional Fire/EMS Communications Center (“Center”) and Teamsters Local 856 (“Local 856”) are parties to a Memorandum of Understanding with a term of July 1, 2018 through June 30, 2021 (“MOU”).
2. Local 856 is the exclusive representative for employees in the classification of Dispatcher.
3. Article 11 of the MOU, entitled Health Insurance and Other Benefits, refers to Appendix C to the MOU, which governs the Center’s Health Benefit “Pool.”
4. On or about September 11, 2020, Teamsters Local 856 (“Local 856”) filed a Level 1 Grievance regarding Article 11: Health Insurance and Other Benefits of the MOU, specifically regarding funding of the Health Benefits “Pool” as described in Appendix C to the MOU.
5. On or about September 25, 2020, the Center provided a Level 1 written response denying the Grievance.
6. Local 856 and the Center have engaged in discussions about the Grievance in order to determine if a settlement and resolution of these issues, short of arbitration, is possible.
7. During those discussions, the parties also discussed the practicality of retaining the Health Benefit Pool as a means to fund employee funding.
8. Through those discussions, the parties have reached a resolution as to the pending Grievance and also one to amend the MOU between the parties regarding the funding of health care going forward. The parties contend that this resolution is to the benefit of the Center and the bargaining unit and provides for administrative ease and clarity with regard to health care funding going forward.

**TERMS**

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3. Effective for the calendar year, January 1, 2021 through and until a successor MOU is negotiated and agreed to by the parties:
  - Appendix C of the MOU shall be amended to reflect that the Center will pay fixed amounts for medical, vision and dental per employee as set forth in the amended Appendix C which is attached; and
  - Article 20 shall be amended to exclude paragraph 21.5.3.
4. Nothing in this Agreement affects any other provision of the MOU or any other provision

of Article 11 or Article 21.

5. This shall fully and finally resolve all grievances, claims, complaints, causes of action, lawsuits, charges, expenses, demands, damages, back pay, attorney's fees, reinstatement and/or other injunctive relief arising out of the Grievance referred to above.
6. The Parties acknowledge and agree that the terms and provisions of this Agreement have been negotiated and discussed between them, and that this Agreement reflects their mutual agreement regarding the subject matter of this Agreement. Because of the nature of such negotiations and discussions, neither party shall be deemed to be the drafter of this Agreement, and therefore no presumption for or against the drafter shall be applicable in interpreting or enforcing this Agreement.
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9. This Agreement may be executed simultaneously, or in several counterparts. Each such executed counterpart shall be deemed an original.
10. This Agreement is subject to ratification by the Center's Governing Board and, since it amends the MOU, by majority vote/acceptance by the bargaining unit. Should the Governing Board or bargaining unit fail to ratify this Agreement, the Agreement shall be null and void.

**FOR THE SACRAMENTO REGIONAL  
FIRE/EMS COMMUNICATIONS CENTER**

**FOR TEAMSTERS LOCAL 856**

## APPENDIX C

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#### 1. PLANS AVAILABLE

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QUOTE#Q-26475 Jeffrey Visger

Proposal Date:	10/23/2020
Proposal Valid Until:	12/29/2020

Customer Name:	Sacramento Regional Fire - Public Safety	NICE Account Executive:	Jeffrey Visger
Opportunity Number:	OP-00344557	Phone Number:	
City, State:	Sacramento	E-Mail:	jeff.visger@nice.com
Zip code:		Quote Creator:	Kevin Wolter
Country:	United States	Phone Number:	(360) 543-9090
Currency:	USD	E-Mail:	kevin.wolter@nice.com

Proposal Description:	<p>NICE is pleased to provide this proposal to upgrade the Inform V6 system to Inform Professional. The system will support 43 primary and resilient channels. The solution will connect to the 50 channel Motorola trunk radio system. The solution includes Inform Reconstruction incident recreation.</p> <p>The existing servers will be replaced by two new servers.</p> <p>The first ML350 will have the NIR recorder supporting 24 analog and 19 VOIP in addition NICE Inform will be installed on this server. The server will be equipped with an RDX driver for backup purposes.</p> <p>The second ML350 will have the resilient NIR recorder supporting 24 analog and 19 VOIP in addition NICE Inform will be installed on this server. The server will be equipped with an RDX driver for backup purposes.</p> <p>The existing hardware will be left in place for legacy playback.</p> <p>Onsite install with remote training. Customer to rack servers and provide KVM, power, etc.</p> <p>The quote will add 6 positions to access 9-1-1 recordings via the Aqua user interface. The Priority Dispatch system will need to be on the Priority Dispatch ESP support plan using; ProQA Paramount V5.1 or later, AQUA Evolution V6.1.0.11 or later, with XLerator V4.0 and a Database server.</p> <p>Customer workstations running AQUA will need to be on a network that will allow a connection with the NICE Inform server. Your system administrator will need to contact your Priority Dispatch Customer support representative to acquire the appropriate update pack. This work will be done remotely.</p>
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Total Software	50,550.00
Total Hardware	27,368.00
Total Products	77,918.00
Total Professional Services	20,000.00
Total Subscription Service	0.00
Total Maintenance	7,213.50
Total Quote	105,131.50

**PRODUCTS**



## SOFTWARE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Audio Recording Channel license with Inform Professional applications support - Upgrade	NPS-INF-PROF-1CH	43.00	390.00		390.00	16,770.00
Inform Professional Replay Channel/ Resource License for external Logger or Matrix connection (to link multiple Inform Systems together) - Upgrade	NPS-INF-PROF-ADDON-1CH	50.00	120.00		120.00	6,000.00
Parallel Audio Logging Channels. - Upgrade	NPS-INF-PROF-RES-PPC	43.00	120.00		120.00	5,160.00
Resilient Inform Professional Replay Channel/Resource License for external Logger or Matrix connection (to link multiple Inform Systems together) - Upgrade	NPS-INF-PROF-ADDONRES-1CH	50.00	60.00		60.00	3,000.00
Site License to add Evidence Management to Inform Professional. Applications: Organizer and Media Player. - Upgrade	NPS-INF-PROF-ECPACK-PPC	93.00	120.00		120.00	11,160.00
NICE Inform API for integration with AQUA - per single concurrent user connection.	NPS-INF-AQUA-API	6.00	1,000.00		1,000.00	6,000.00
MySQL Server license (Standard Edition)	NPS-MYSQL-STD	2.00	220.00		220.00	440.00
Splits a single serial feed into four separate virtual COM port interfaces.	NPS-TPS-ELTIMA-LIC	2.00	210.00		210.00	420.00
MS SQL 2016 64 bit Server Client Access License	NPS-SQL2016-64-CAL-SVR	2.00	200.00		200.00	400.00
MS SQL 2016 64 bit User/Device Client Access License	NPS-SQL2016-64-CAL-USR	6.00	200.00		200.00	1,200.00

## HARDWARE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	NPS-INF-ADT-FULL	2.00	2,000.00		2,000.00	4,000.00
Converts RS232 serial to ethernet / IP. Used where the source is an extended distance from the recorder. Requires Null Modem Cable	NPS-NR-MOXA-N-1	1.00	310.00		310.00	310.00
Split Serial Cable RS232 10 meter (used for CDR)	NPS-NR-SPLIT-SERIAL-CABLE	1.00	178.00		178.00	178.00
HPE ML350 Gen10 4LFF, 2 x Xeon-Silver 4110 (2.1GHz/8-core), 32GB RAM 2 x HPE 2TB SAS 7.2K LFF Hot-Plug HPE P408i-a/2GB + Battery Storage Controller 2 x 800W Hot-Plug Power Supply HPE ML350 Gen10 Tower to Rack Conversion Kit (1U Sliding Shelf) 4-Port 1 Gigabit Ethernet Adapter Win Svr 2016	NPS-NR-SRV-ML350-G10	2.00	8,700.00		8,700.00	17,400.00
RDX Internal Docking Station, internal USB cable, Cable Kit with Fan Blank for Long LTO, HPE RDX 2 TB Removable Disk Cartridge for ML350 Gen10.	NPS-NR-RDX-INT-ML350G10	2.00	1,400.00		1,400.00	2,800.00

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
HPE 2TB 12G SAS HDD for ML350 Gen10.	NPS-NR-HD2TB-ML350G10	4.00	670.00		670.00	2,680.00
<b>Total Software:</b>						50,550.00
<b>Total Hardware:</b>						27,368.00
<b>Total Products:</b>						77,918.00

## PROFESSIONAL SERVICES

### EDUCATION SERVICES

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Remote NICE Inform Standard training - 6 hour. Up to 6 students. Instructor-led training delivered using Webex and client's solution. Customer is responsible for downloading Webex. Covers Inform Verify, Monitor & Reconstruction, plus basic coverage of User Admin and System Admin.	PS-TR-EU06-PS	1.00	1,500.00		1,500.00	1,500.00

### INSTALLATION/INTEGRATION

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Remote installation/configuration of ProQA AQUA integration to NICE Inform per concurrent user - max 2 workstations configured	PS-IN-ASC40-PS	6.00	1,000.00		1,000.00	6,000.00
First day per person per week. For preparation, review etc.	PS-IN-RPI31-PS	1.00	1,000.00		1,000.00	1,000.00
Global T&E per person. Not required for remote installations. Please quote appropriate quantity of this item to cover all T&E costs. This item is non discountable	PS-IN-RPI38-PS	3.00	1,000.00		1,000.00	3,000.00
Uplift for installation and configuration of NICE Inform Health Manager. Max 5 devices configured and 2 client workstations installed. Covers installation and configuration of NICE Inform Health Manager Server with up to 5 devices configured for monitoring and 2 client workstations installed. Includes device relay board client software installation if required.	PS-IN-ASC44-PS	1.00	1,000.00		1,000.00	1,000.00

### TECHNICAL IMPLEMENTATION BUNDLE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Tech Implementation: First Recording System, up to 48 audio channels	PS-TEC-IEIP-01-PS	1.00	6,500.00		6,500.00	6,500.00
Tech Implementation: Additional Recording System, Same Site, up to 48 audio channels	PS-TEC-IEIP-04-PS	1.00	1,000.00		1,000.00	1,000.00

**Total Services:** 20,000.00

## MAINTENANCE

### 1st Year Warranty

Description	Service Identifier	Maintenance Percentage	Discount Percentage	Net Annual Maintenance	Term (Years)	Total Maint. Price
Gold Support During Warranty (1st Year). Coverage: 24x7 for remote critical, all others 8 to 5. Remote response: 2 hrs. For call back response time and on-site response time please see the relevant NICE customer maintenance agreement. All on-site response times are in effect following the determination that on-site support is required. Includes software hot fixes, update packs and minor version upgrades. Excludes major version upgrades.	SP-CO-MAIN02-PS	9.00		7,213.50	1.00	7,213.50
<b>Total Warranty 1st Year:</b>						7,213.50
<b>Total Maintenance:</b>						7,213.50

<b>Total Quote:</b>	105,131.50
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# NICE ■ Inform

## ASSUMPTIONS AND DEPENDENCIES FOR IMPLEMENTATION SERVICES

Rev: 06/2019

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## TABLE OF CONTENTS

<b>NICE Systems General Overview of Implementation Services .....</b>	<b>3</b>
NICE Systems Remote Project Management .....	3
Demarcation.....	3
NICE Implementation Tasks and Responsibilities .....	4
Task and responsibility Summary .....	4
Training .....	5
NICE is committed to Customer Satisfaction.....	5
<b>Additional Assumptions and Dependencies.....</b>	<b>6</b>
Cabinet and Rack Mounting .....	6
Facilities (Electrical, HVAC and Dimensions) .....	6
Integration to CAD .....	7
Labor .....	7
NICE Inform Interface and INfrastructure .....	7
Network.....	7
Archiving .....	8
Implementation and Cut-Over.....	8
Project Completion, Post Implementation, and Maintenance .....	9
<b>Appendix A – Integrations.....</b>	<b>Error! Bookmark not defined.</b>
ANI/ALI Location .....	10
Telephony Integrations .....	10
AQUA/Priority Dispatch Integration .....	10
Motorola MCC 7500 IP Trunked Radio integration.....	10
Staging of MCC 7500 IP Radio Logger .....	11
Additional Notes on motorola integration.....	11
CAD Integrations.....	11
<b>Rack Specifications .....</b>	<b>13</b>

## NICE SYSTEMS GENERAL OVERVIEW OF IMPLEMENTATION SERVICES

This document outlines, in general terms, the various responsibilities and actions that NICE assumes as part of the services proposed in this quote. Furthermore, it seeks to outline responsibilities of the **Purchaser** (defined as Partner, Vendor or Customer).

This document is designed to be for information purposes only. Implementation details specific to each project will be provided by a NICE Project Manager during the project kick-off meeting. NICE assigns a Project Manager after receipt of a Services Purchase Order.

Similarly, the outline below is oriented toward installing systems. While much of it may also be applicable to other project types, such as upgrades, moves, expansion and other changes, this document is not designed to address the individual characteristics of those project types.

This document will also provide a brief overview of the tasks and responsibilities that are not included in the proposal and are assumed to be the responsibility of the Purchaser.

### NICE SYSTEMS REMOTE PROJECT MANAGEMENT

NICE will assign a Project Manager (PM) to a project within 7 business days of receiving a services Purchase Order. The NICE PM will:

- Initiate and/or participate in a Project Kick-off meeting.
- Work with the Purchaser to establish mutually agreed project implementation dates, related milestones, and project communication cadence.
- Provide the Purchaser with site-prep requirements/documentation. This will be reviewed during kick-off and mutually agreed/confirmed between NICE and the Purchaser.
- Assign a project implementation resource (NICE Internal Process) and book that resource according to the agreed upon schedule.
  - Execution phase is typically 8 weeks from receipt of order to allow for all initiation, planning and risk mitigation work to commence.
  - NICE will assign an engineer to remote into the Purchaser system 2 weeks prior to the execution phase to validate readiness. The Purchaser will make the system and access available.

### DEMARCATION

Unless specifically stated otherwise, the demarcation point is defined as the back of the recorder and/or other server hardware that NICE provides. NICE ONLY supplies services or materials to connect media and data feeds from the demarcation point to the NICE equipment.

Racking and stacking the equipment is the responsibility of the owner of the rack (Purchaser).

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 provided for the NICE equipment, the owner/provider of the rack is responsible for supplying a suitable alternative.

The Purchaser is responsible for providing power and an operating environment that allows the hardware to function within factory specifications and tolerances.

- Purchaser is responsible for ensuring the availability and proper function of all audio for recording up to and including the demarcation point.
- Purchaser 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.
- Purchaser is responsible for all wiring up to and including the demarcation point to include audio signaling, network and antennae (if required).
- Unless specifically stated and previously agreed by both parties, all telephony audio feeds for recording must be in two-wire format.
- All Analog/TDM inputs to be recorded must be presented to punch-blocks within 10 meters (30 feet cable length) of the rear of the logger servers.
- Refer to the NICE Parrot-DSC card Installation Guide and 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.

## NICE IMPLEMENTATION TASKS AND RESPONSIBILITIES

- All on-site work only performed during normal business hours unless quote stipulates otherwise.
- 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
- Install and configure NICE supplied Alarm Management (if included in the solution)
- Configure media archiving, as necessary
- Perform and complete the system ITP

## TASK AND RESPONSIBILITY SUMMARY

TASK	RESPONSIBILITY
Rack and Stack Equipment	Purchaser
Power (primary and back-up)	Purchaser
Audio Cabling	Purchaser
Call Data Feeds (e.g. ANI/ALI)	Purchaser
Install Microsoft Software (on servers provided by NICE)	NICE
Install NICE Software	NICE

<b>Optimize NICE Servers</b>	NICE
<b>Install / Supply Anti-Virus Software</b>	Purchaser
<b>Training Facility</b>	Purchaser
<b>Training and Documentation</b>	NICE
<b>Perform / Complete the ITP</b>	NICE
<b>Network Configuration Outside the Server, Including Firewalls, WAN</b>	Purchaser

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## TRAINING

Prior to Implementation, the NICE PM will schedule training as purchased at a date mutually agreed upon by all parties. The PM will remind the Purchaser of the limitations on the maximum number of students for the respective training course.

Please note that cancellations/rescheduling within 15 days of the agreed-upon training date will result in a cancellation fee.

The NICE PM will review the Purchaser requirements for facilitating successful on-site training (if purchased). In general terms, the following will be required:

- Comfortable conditions for the training sessions
- Playback PC workstations connected to the Inform server (in adequate numbers)
- Projector connected to a Playback PC
- A whiteboard or flip chart is desirable

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## NICE IS COMMITTED TO CUSTOMER SATISFACTION

Upon completion of the ITP, if the Purchaser is not satisfied with the implementation, then any issues will be addressed by NICE Support, rather than NICE/Purchaser Implementation team. NICE will make every effort to accommodate an implementation schedule requested by the Purchaser, but NICE cannot guarantee availability of resources for the required dates when the services PO is received less than 8 weeks from the day required on-site.



## ADDITIONAL ASSUMPTIONS AND DEPENDENCIES

- Purchaser will 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 Purchaser must notify NICE of any compulsory Site Safety induction required for site access. Non-notification will result in project delays and incur additional services costs. Any Site Safety induction / access limitation that exceeds 1 hour in duration will require additional service fees.
- The Purchaser must notify NICE of any compulsory server hardening policies PRIOR TO TAKING A PURCHASE ORDER. Otherwise, this will be determined as being out of scope.

### 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 Purchaser from a vendor other than NICE, all mounting hardware is the responsibility of the Purchaser.
- Whenever 2-post racks/cabinets are to be used, it is up to the supplier of the cabinet to provide appropriate 2-post to 4-post conversion or shelving for all hardware purchased from NICE. NICE provides no shelving.
- 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.
- NICE does not decommission legacy hardware or product; This is the responsibility of the Purchaser

### FACILITIES (ELECTRICAL, HVAC AND DIMENSIONS)

- Purchasers 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.
- Purchasers are responsible for providing heating, ventilation and air-conditioning capabilities that provide sufficient heat dissipation for the proposed system as defined in the environmental specifications (separate document).
- If Purchaser wishes to have parallel operation of new NICE system and legacy recording system, the Purchaser 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 Uninterruptible 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.

- Purchaser 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.
- It is the Purchaser's responsibility to load UPS software or connect UPS hardware to the NICE equipment for auto shutdown on power fail.
- More information is available in the Rack Specifications below.

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## INTEGRATION TO CAD

- Where integration to the Purchaser's CAD system has been purchased, the Purchaser is responsible for providing / supporting connectivity either to the CAD system backup/reporting/main Microsoft SQL database or to a CAD system API as appropriate to the integration. Please refer to the NICE Inform Solution Integrations Description Document for specific CAD systems and versions supported and Appendix A – Integrations for specific details.

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## LABOR

- Purchaser 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 Purchaser is responsible for all aspects of Union or other labor negotiations, procurement, contracting, use and payment. If the Purchaser requires the use of union or other labor for part or all work to be performed, the Purchaser 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 NICE Implementation engineer. The cost of non-NICE labor is not reflected in this SOW.
- Purchaser will not require union or other "non-NICE" labor after siting (placement and wiring) of equipment.

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## NICE INFORM INTERFACE AND INFRASTRUCTURE

- Purchaser supplied replay workstations must support the Microsoft .NET infrastructure.
- Purchaser is responsible for all on-going management of all sub-systems in the solutions (e.g. NICE Inform Recorder, MCC7500 IP Radio Logger, NICE Inform, including database back-ups, archive management, windows updates, HP drivers, Anti-Virus (exclusion files are found on ExtraNICE) etc.

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## NETWORK

- Purchaser 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 Purchaser will provide one network connection (minimum CAT5e/RJ45 cable) for each system component requiring network access.

- Network utilizes Microsoft's TCP/IP protocol stack.
- Network supports minimum 100BaseT Ethernet.
- Purchaser will provide signals from the Purchaser network on minimum CAT 5e/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 a separate SOW documentation.
- The Purchaser is responsible for any Port spanning/mirroring or packet duplication to facilitate passive VOIP recording.
- The Purchaser is responsible for any configuration of duplicate audio/SIP streams for "2N" or secondary recording system.
- The Purchaser is responsible for providing the required network bandwidth for archiving and streaming of all recorded media. The requirements of this are covered in the Sales discovery process.

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## 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) which 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 Purchaser generates each day.
- The solution includes a SQL database (with appropriate SQL licensing) for each logger. It is the responsibility of the Purchaser to back-up these databases on a regular basis.
- The storage in the recorder for SQL database tables is not unlimited. If Purchaser retention requirements are measured in years rather than months, it is the responsibility of the Purchaser to raise this subject with NICE prior to the final system configuration. This will help ensure the Purchaser receives a solution that will meet retention requirements.
- If the Purchaser is archiving to network storage, the LAN/WAN latency in the network is assumed to be less than thirty (30) milliseconds.
- Any network storage used for archiving becomes the primary storage for playback of audio. It is the Purchaser responsibility to ensure that Purchaser provided storage is designed to last for the media retention period required.

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## IMPLEMENTATION AND CUT-OVER

- If parallel recording is included in this proposal, it will be the responsibility of the Purchaser to provide all duplicate/parallel connectivity and data feeds to enable the second/parallel system to capture the desired audio and associated data.
- NICE is not responsible for the moving or removal of legacy recording system.
- Purchaser is responsible for all replay workstations unless specifically stated otherwise.
- Purchaser 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 Purchaser is responsible for notifying the identified NICE Point of Contact (POC) in writing at least 14 days in advance of schedule change or cancellation of services. Exception: Training (see Training section above).
- For User Training, the Purchaser is responsible for notifying the identified NICE POC in writing at least fifteen (15) days in advance of the schedule change or cancellation.
- Purchaser 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.
- Purchaser 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.

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## PROJECT COMPLETION, POST IMPLEMENTATION, AND MAINTENANCE

- Purchaser will ensure that all radio, dispatch, telephony and network systems are available and fully operational prior to the arrival of the NICE equipment.
- Purchaser 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.
- Purchaser 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.
- Purchaser is responsible for full-time system management subsequent to completion of implementation and training of Purchaser staff.
- Purchaser is responsible for provision of direct remote access to support either implementation or maintenance of the solution. NICE expect direct access that does not require Purchaser interaction or time to connect. The NICE Project Manager will confirm with the Purchaser the mode of operation in the preparation stage.
- There are a range of NICE maintenance agreements offering differing levels of coverage. Please see the relevant NICE customer maintenance agreement for remote, call back and on-site response times. All on-site response times come into effect following the determination that on-site support is required.
- Systems under NICE maintenance agreements are deemed mission critical and the application of hot fixes, update packs and minor version upgrades will be taken into individual consideration and discussed with the client. For any system at risk due to a systemic issue that will impact operation, NICE will proactively engage the Purchaser to schedule the update.

## APPENDIX A - INTEGRATIONS

The primary dependency of any integration is to have correct connectivity to the systems and resources that need to be recorded.

The baseline connectivity need is for all systems and resources that need to be recorded to adhere to the DEMARCATION assumptions and dependencies defined earlier in this document

Specific integration needs outside of or differing from those defined in the following sections may be subject to further refinement during the discovery / negotiation process with the Purchaser.

### ANI/ALI LOCATION

- If ANI/ALI is delivered via Serial RS232, the cable supplied by the Purchaser must be terminated in a DB9 FEMALE connector at the rear of the logging server.
- Purchaser is responsible for providing a data capture file and/or written specification defining the structure of their ANI/ALI feed prior to confirmation of ANI/ALI driver operation. Ideally this should be provided to the NICE PM at or soon after the project kick-off meeting.
- Purchaser is responsible for the provision of cabling and configuration of their systems in order to deliver identical location information to two separate logging servers in a 2N resilient environment.

### TELEPHONY INTEGRATIONS

Purchaser 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.

### AQUA/PRIORITY DISPATCH INTEGRATION

NICE only provides integration access to its systems for the Priority Dispatch solution to access captured media and associated metadata. NICE does not deliver installation and configuration services, nor does it provide end user training.

The NICE PM will coordinate installation and configuration activities that are carried out by the integration owner, Word Systems. All integration and configuration activities will ONLY be provided by remote dial-in access to the Purchaser site and it is the Purchaser responsibility to provide appropriate access.

End User training must be arranged directly by the Purchaser with Priority Dispatch or their agents.

### MOTOROLA MCC 7500 IP TRUNKED RADIO INTEGRATION

The NICE Inform MCC 7500 IP Logging Solution resides on the Motorola Radio Network (RNI) and provides Motorola certified capture of IP radio and associated metadata as well as full integration with the Motorola alarm management infrastructure.

The Archive Interface Server (AIS) is the primary interface connection for the NICE MCC 7500 IP Logging Solution. This is a Motorola product and only Motorola can provide it.

The Purchaser is responsible for procurement and installation of all required IP infrastructure and AIS devices.

- NICE MCC 7500 IP Logging Solution is certified by Motorola and can only reside inside the Motorola Border Router, on the Motorola RNI.
- It is the Purchaser/Motorola engineering responsibility to configure the AIS to output desired Talk Group audio and associated metadata to the NICE MCC 7500 IP Logging Solution
- The following audio is NOT recorded by the Solution:
  - Audio associated with talk groups NOT affiliated with an AIS in MCC 7500 based IP Systems
  - Please note the Logging solution will not record audio on Talk Groups that are not programmed into the AIS.
  - Also, depending on how the solution is configured, the Logging system may not record audio when the radio system reverts to fail-safe mode. If recording while in fail-safe mode is a requirement, please discuss with Motorola to ensure the recording solution is properly configured to do so.
- The Purchaser is responsible for ensuring that their Motorola technician is present or available during the installation and configuration of the NICE MCC 7500 IP Logging Solution installation.

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## **STAGING OF MCC 7500 IP RADIO LOGGER**

The NICE MCC 7500 IP Radio Logger and User Interface may be first installed at Staging in Elgin. The proposal may include services for Staging in Elgin or performing the whole installation at the Purchaser site. However, please note that the proposal does not include fees for Staging at a different facility - or if NICE is required to make two separate trips to the Purchaser site to install (one for Staging and one for Commissioning). Additional travel fees will be required if Staging is to occur at a site other than CCSi in Elgin or the final Purchaser site.

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## **ADDITIONAL NOTES ON MOTOROLA INTEGRATION**

All projects are governed by the Terms and Conditions in the existing Servicer Subcontractor Agreement dated June 15, 2006 between NICE and Motorola, and subsequent amendments. Below is a list of some of the most relevant T&C's:

- NICE invoices product on shipment
- NICE invoices services upon completion of the milestones listed in the Statement of Work
- Motorola and the end User are invited to participate in the ITP, but their participation is not mandatory
- Some additional information. - Please allow up to 60 days for delivery (from date Purchase Order is received)
- Purchaser is responsible for any return shipping costs.

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## **CAD INTEGRATIONS**

Specific CAD integrations require the following:

- Spillman FLEX CAD 6.1 or later\* – provide network access from the Inform server(s) to the Spillman FLEX Data Exchange API with a suitably configured login account.
- Motorola PremierOne CAD 4.1 or later\* - provide network access from the Inform server(s) to the Reporting Data Warehouse database and a SQL account on that database with read-only access to the 'Master' and 'Standard' views or equivalents.
- Hexagon Intergraph CAD 9.2 or later\* - provide network access from the Inform server(s) to the back-up (or main) CAD database and a SQL account on that database with read-only access to all tables in the database.
- Superior CAD 18.0 or later\* - provide network access from the Inform server(s) to the main CAD database and a SQL account on that database with read-only access to all tables in the database.
- TriTech TotalCommand CAD 2.9.1\* - provide network access from the Inform server(s) to the CAD Data Warehouse database and a SQL account on that database with read-only access to all tables in the database.
- TriTech Inform CAD 5.8 or later\* - provide network access from the Inform server(s) to the CAD Reporting database and a SQL account on that database with read access to all tables in the database and also with EXECUTE permissions for the FN\_ConvertToRealLatitude and FN\_ConvertRealLongitude functions.

\* Please refer to the latest NICE Inform Solution Integrations Description Document for specific CAD systems and versions supported.

\* For the implementation of any CAD integration, NICE requires credentials to Purchaser database and firewall ports.

# RACK SPECIFICATIONS

## Equipment Dimensions and Power Requirements

Equipment Dimensions and Power Requirements												
Imperial											Voltage	
Component	HP Quick Specs	Weight (lbs.)*	Height (in)	Width (in)	Depth (in)	Height in Units (U)	Watts (joules/sec)	Thermal Diss BTU/hr.	Amps	Inlets (# of PSU's)	Static IP Addressees Required	Network Drops Required
Motorola IP Logger (HP DL 360p <b>Gen10</b> )	<a href="#">Link</a>	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1
Motorola IP Logger Backup (HP DL 360p <b>Gen10</b> )	<a href="#">Link</a>	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1
Motorola IP Logger (HP DL 360p <b>Gen9</b> )	<a href="#">Link</a>	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1
Motorola IP Logger Backup (HP DL 360p <b>Gen9</b> )	<a href="#">Link</a>	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1
NICE Inform Server (HP DL380p Gen9 or Gen10)	<a href="#">Link</a>	51.0	3.44	17.5	28.8	2.0	800	3207	7.27	2	1	1
NICE Storage Center Server (HP DL 380p Gen9 or Gen10)	<a href="#">Link</a>	51.0	3.44	17.5	28.8	2.0	800	3207	7.27	2	1	1
NRX/NIR Server - ML350 Gen9 or Gen10	<a href="#">Link</a>	121.0	8.58	17.5	29.4	5.0	500	1979	4.55	2	1	1
Monitor/Keyboard/Mouse	N/A	42.0	1.80	19.0	23.6	1.0	24	82	0.22	1	0	0
KVM	N/A	38.1	1.75	19.0	17.5	1.0	48	164	0.44	1	0	0
		<b>525.7</b>			<b>29.4</b>	<b>19.0</b>	<b>5317.0</b>	<b>17763.4</b>		<b>18.0</b>	<b>8.0</b>	<b>8.0</b>
* Maximum possible weight. Configured server may weigh less												
* All HP Servers with come with HP Rack Mount Kit for 4-post cabinet/rack. <b>If 2 post rack is being used, Purchaser must provide appropriate 4 post conversion kit and bracing</b>												



<b>NICE Systems Monitor - KVM Package:</b>													
<b>Monitor</b>		17" in a 1U slide-away package with mouse and keyboard											
		Requires PC or KVM with PS/2 connectors											
		Comes with a KVM connector cable and power cord											
<b>KVM</b>		16 Port											
		Supports PS/2 and USB connectors											
Note: The above information is meant to be guidelines only. For specific information about hardware specifications, please consult manufacturer's literature.													

## SYSTEM INLET TEMPERATURE

Standard Operating Support 10° to 35°C (50° to 95°F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8°F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 20°C/hr (36°F/hr). The upper limit and rate of change may be limited by the type and number of options installed. System performance during standard operating support may be reduced if operating with a fan fault or above 30°C (86°F). For approved hardware configurations, the supported system inlet range is extended to be: 5° to 10°C (41° to 50°F) and 35° to 40°C (95° to 104°F) at sea level with an altitude derating of 1.0°C per every 175 m (1.8°F per every 574 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft).

Performance may be reduced if operating in the extended ambient operating range or with a fan fault.

## RELATIVE HUMIDITY (NON-CONDENSING)

Operating 8% to 90% - Relative humidity (Rh), 28°C maximum wet bulb temperature, non-condensing.

Non-operating 5 to 95% relative humidity (Rh), 38.7°C (101.7°F) maximum wet bulb temperature, non-condensing.

## ALTITUDE

Operating 3050 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min). Non-operating 9144 m (30,000 ft).

Factory warranty may be affected by operating outside of the environmental conditions specified, additional fees may be required to effect repairs.

## Important Notice

NICE shall bear no responsibility or liability to a client or to any person or entity with respect to liability, loss or damage caused or alleged to be caused directly or indirectly by any NICE product. This includes, but is not limited to, any interruption of service, loss of business or anticipatory profits or consequential damage resulting from the use or operation of any NICE products. Information in this document is subject to change without notice and does not represent a commitment on the part of NICE Ltd. The systems described in this document are furnished under a license agreement or non-disclosure agreement.

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