

**SECOND AMENDMENT TO SYSTEM AND SERVICES AGREEMENT
BETWEEN BROWARD COUNTY AND REPLAY SYSTEMS, INC.**

This Second Amendment (“Second Amendment”) is entered into by and between Broward County, a political subdivision of the State of Florida (“County”), and Replay Systems, Inc. (“Replay” or “Provider”) (collectively County and Replay are referenced as the “Parties”).

RECITALS

A. The Parties entered into the System and Services Agreement Between Broward County and Replay Systems, Inc., dated June 5, 2018, which was amended by a First Amendment, dated October 29, 2018 (as amended, the “Agreement”).

B. The Initial Term of the Agreement, as defined in Section 4.1 of the Agreement, continued through October 31, 2020. Section 4.2 of the Agreement provides for up to three (3) one-year extension terms as may be elected by County, the first of which was effectively exercised such that the agreement currently expires on October 31, 2021.

C. The Parties desire to further amend the Agreement to provide for an additional scope of services relating to the VRS Refresh Phase II project to be performed through Work Authorization No. 3, attached hereto, to include the Support and Maintenance Services for the software and equipment necessary for such project to be included under the Agreement following County’s approval and acceptance of same, and to modify the term to permit an additional three (3) optional one-year extension terms for a total of six (6) optional one-year extensions and to increase the applicable not-to-exceed amounts, among other changes.

Now therefore, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledge, County and Consultant agree as follows:

1. The above Recitals are true and correct and are incorporated herein by reference. All capitalized terms not expressly defined within this Second Amendment shall retain the meaning ascribed to such terms in the Agreement.
2. Except as modified herein, all terms and conditions of the Agreement remain in full force and effect, including all Exhibits. Amendments are indicated herein by use of strikethroughs to indicate deletions and bold/underlining to indicate additions.
3. The Parties agree that the first one-year extension permitted pursuant to Section 4.2 of the Agreement was effectively exercised by County, extending the term of the Agreement through October 31, 2021. Pursuant to this Second Amendment, the Parties hereby agree that the second one-year extension pursuant to Section 4.2 is hereby extended and the Agreement will expire on October 31, 2022, unless further extended.

4. VRS Refresh Phase II Project Work Authorization. County desires to procure, and Replay has agreed to provide and perform, certain equipment, software, and services relating to the Voice Recording System (VRS) Refresh Phase II project, as set forth in Work Authorization No. 3, attached hereto as Attachment 1. Execution of this Second Amendment constitutes approval of Work Authorization No. 3 as set forth in Attachment 1. The services required to be performed by Replay under Work Authorization No. 3 shall constitute "Services" under the Agreement, and upon County's written notice of Final Acceptance, the software and equipment identified in Work Authorization No. 3 or provided thereunder shall constitute "Software" and "Equipment," respectively, under the Agreement, and be included in the "System" as defined in the Agreement.

5. Section 3.2 of the Agreement is amended as follows:

3.2 Support and Maintenance Services. For so long as requested by County, Provider shall provide Support and Maintenance Services to ensure the proper functioning and optimal performance of the System as set forth in the Documentation pursuant to the terms of Exhibit C. **County may suspend, terminate, or reinstate Support and Maintenance Services for any or all Software or Equipment at any time upon at least thirty (30) days' prior written notice to Provider. Reinstatement of Support and Maintenance Services for Software or Equipment will require payment of the Support and Maintenance fees for that Software or Equipment for the lapsed period and any required time and materials necessary for Provider to bring the Software or Equipment back to full working order.** Support and Maintenance Services shall be invoiced and paid in accordance with the Payment Schedule set forth in Exhibit B. **Upon County's written notice of Final Acceptance of the goods and services provided under Work Authorization No. 3, the Software and Equipment stated therein shall be automatically included in the schedule of support Software (Section 1.A of Exhibit A) and supported Equipment (Section 1.B of Exhibit A), and Provider shall invoice County pro rata for the remaining portion of the annual invoicing period in accordance with Exhibit B. All Support and Maintenance Services, including for goods and services acquired pursuant to Work Authorization, shall be included in the calculation of the not-to-exceed amounts for Support and Maintenance Services under Section 5.1 of the Agreement.**

6. The Parties agree and stipulate that all VPI legacy licenses will be transitioned to NICE licenses, as required by Section 3.2.1 of the Agreement, pursuant to Work Authorization No. 3. The Parties agree and stipulate that upon execution of this Second Amendment, the County is deemed to have fully and timely complied with all conditions and requirements of Section 3.2.1, including as amended herein, relating to the VPI legacy licenses.

7. Section 3.2.1 of the Agreement is amended as follows:

3.2.1 Updates, Upgrades, and Releases. For the duration of this Agreement, Provider shall promptly provide to County, with advance notice and at no additional cost, any and all updates (including error corrections, bug fixes, security updates, and patches), upgrades, or new releases to the Software **other than the NICE Inform Software** (as well

as any firmware included with the Equipment), including all that Provider has made available to other licensees of all or part of the Software licensed pursuant to this Agreement. **NICE Intelligence Center Software upgrades and new releases shall be promptly provided to County, with advance notice and at no additional cost, but new releases for the NICE Inform Software shall be provided at County's request and may be subject to additional cost to County if professional services are required by Provider (which shall be invoiced at the rates set forth in Exhibit B, as amended).** All such updates, upgrades, and new releases shall remain the sole property of Provider and shall be deemed to be included within the scope of the license granted under this Agreement. Provider shall implement NICE's ~~Command~~ **Intelligence Center** as a no cost upgrade to County, inclusive of any installation or professional services fees, subject to County implementing NICE's ~~Command Center~~ **Inform Elite with Intelligence Center** no later than **December 31, 2021**, and County transitioning all required Voice Print International ("VPI") legacy licenses, as determined in the sole discretion of the Contract Administrator, to NICE licenses, which may be effected as Optional Services under this Agreement. NICE ~~Command Center~~ **Inform Elite with Intelligence Center** is a separate platform, provided by third party NICE Ltd., which offers substantially ~~similar~~ **more** functionality as the existing VPI Command Center used by County, and which software Provider shall make available to County under the terms and conditions of this Agreement. Upon transition to the NICE ~~Command Center~~ **Inform Elite with Intelligence Center**, County must transition all VPI legacy licenses to NICE licenses. ~~There shall be no associated increase in Support and Maintenance fees during or as a result of County's transition to the NICE Command Center.~~ The cost to transition all VPI legacy licenses to NICE licenses is outlined in Exhibit B **and Work Authorization No. 3.**

8. Section 4.1 of the Agreement is amended as follows:

4.2 **Extensions.** County shall have the option to renew this Agreement for ~~three (3)~~ **up to six (6)** additional one (1) year terms by sending notice of renewal to Provider at least thirty (30) days prior to the expiration of the then-current term. The Purchasing Director is authorized to exercise this renewal option. In the event that unusual or exceptional circumstances, as determined in the sole discretion of the Purchasing Director, render the exercise of an extension not practicable or if no extension is available and expiration of this Agreement would result in a gap in the provision of services necessary for the ongoing operations of the County, then this Agreement may be extended on the same terms and conditions by the Purchasing Director for period(s) not to exceed six (6) months in the aggregate provided that any such extension is within the authority of the Purchasing Director or otherwise authorized by the Board.

9. Section 5.1 of the Agreement is amended as follows:

5.1 For the duration of the Agreement, County will pay Provider in accordance with Exhibit B up to the following maximum amount(s):

Services/Goods	Term	Not-To-Exceed Amount
Equipment, Software, System, and Services per Exhibit A	Initial Term	\$515,000.00
QA/QI Evaluation <u>Services</u>	Initial Term	\$1,296,000.00
	Each 1-year renewal <u>extension</u> term <u>(Years ending 10/31/21 through 10/31/26)</u>	\$648,000.00 <u>\$558,000.00</u>
	Total for all extension terms (up to 6 years)	\$1,944,000.00 <u>\$3,348,000.00</u>
Support and Maintenance Services per Exhibit C <u>(inclusive of VRS Refresh Phase II Support and Maintenance Services)</u>	Initial Term	\$465,000.00
	Each 1-year renewal <u>extension</u> term <u>(Year ending 10/31/21)</u>	\$385,000.00 <u>\$395,000.00</u>
	<u>1-year extension term (Year ending 10/31/22)</u>	<u>\$452,000.00</u>
	<u>Each 1-year extension term (Years ending 10/31/23, 10/31/24, 10/31/25, and 10/31/26)</u>	<u>\$601,000.00</u>
	Total for all renewal extension terms (up to 6 years)	\$1,155,000.00 <u>\$3,251,000.00</u>
Optional Services	Duration of the Agreement (inclusive of any renewals <u>extensions</u>)	\$1,200,000.00 <u>\$1,940,000.00</u>
Moves, Adds, and Changes (MAC) Hours	Duration of the Agreement <u>(inclusive of any extensions)</u>	\$250,000.00
TOTAL NOT TO EXCEED		\$6,825,000.00 <u>\$11,065,000.00</u>

10. Exhibit C, Support and Maintenance Services, is amended in Section 1 thereto as follows:

1. General System Support and Maintenance Services

Provider shall provide County with Support and Maintenance Services so as to ensure and maintain optimal performance of the System consistent with the Statement of Work and the Documentation, which services shall include the following:

- Timely response and resolution of any errors, defects, malfunctions or other issues affecting the use or performance of the System and not caused by

software or equipment outside the System (collectively, "Events") in keeping with the Required Response Times stated below;

...

11. The Service Level Matrix, Section 4 of Exhibit C, Support and Maintenance Services, is amended as follows:

Required Response Times. Upon notice by County of an Event, Provider shall address and resolve the Event consistent with the following priority, response, and resolution levels:

Service Level Matrix

Severity Level	Definition	Remote Response Time After Notice	Onsite Response Time After Notice	Resolution Time After Notice
1 (Critical) (Emergency Service Times)	Severity Level 1 problems involve a System failure and a major loss of functionality that renders the VRS System, Command Center or the Work Management System <u>or any server</u> inoperable. Other examples of Severity Level 1 issues include, but are not limited to, the following: VRS server failure, P25 server failure and loss of recording or playback capability at one or more PSAPs <u>Loggers, NAS, Capture Nodes, and total loss of access to any server by all configured users.</u>	15 Minutes	2 <u>1</u> Hours	Provider to dedicate available resources and resolve such issues within 4 <u>2</u> hours
2 (Severe) (Emergency Service Times)	Severity Level 2 problems involve the failure or loss of functionality of non-critical components or features, while the System itself remains operable. Severity Level 2 events include, but are not limited to, the following: the inability of one or more positions to retrieve recordings, one or more positions not being recorded, the dashboard is <u>unable to report statistics, the inability to play calls on V-Portal playback calls,</u> major or critical	15 minutes	2 Hours	Provider to dedicate available resources and resolve such issues within 6 <u>4</u> hours or reduced to Severity Level 3 or below

Severity Level	Definition	Remote Response Time After Notice	Onsite Response Time After Notice	Resolution Time After Notice
	alarm conditions, the loss of screen capture capability, failed <u>integrated</u> power supplies <u>or server hardware</u> on an individual server, V-Portal failure, AQUA workstation failure, and inability to access the storage device to retrieve a recording, <u>system backup, data integration failure from CAD, Radio, or MIS, or the inability to create interactions or reconstruction from data such as Text-to-911, video, images, location information sources such as GIS.</u>			
3 (Non-Critical) (Regular Response Times)	This class of problem requires action from the Help Desk within a short time. Severity Level 3 problems may cause performance degradation or system components to malfunction or fail. Examples of Severity 3 issues include, but are not limited to, the following: inability to export calls from V-Portal, individual users unable to access system, and no ANI/ALI in call records, <u>and the System's inability to retrieve ANI from RapidSOS clearinghouse.</u>	2 Hours	8 hours	Replay will work until issue is resolved.
4 (Minor) (Regular Response Times)	Issues under this Severity Level are non-service affecting. This Severity Level also includes enhancement requests (e.g. request to record additional positions, change position IDs, add trunk recordings for select positions).	Next Business Day	Next Business Day	Based on estimate of effort to complete the request

Severity Level	Definition	Remote Response Time After Notice	Onsite Response Time After Notice	Resolution Time After Notice
5 (Inquiries)	Non-urgent inquiries (e.g., what is required to transition to Voice over Internet Protocol recordings).	2 Business Days	May not apply	Based on estimate of effort to complete the request

Notwithstanding the above-stated schedule, Provider shall use best efforts to correct any Events as expeditiously as possible for Severity Level 1, 2, and 3 Events. The Parties shall mutually agree on the initial Severity Level of an Event based on the contractual Severity Level definitions. The Contract Administrator may escalate an Event by notifying Provider, and Provider will make best efforts to respond to County accordingly.

12. This Second Amendment shall be effective when executed by both Parties. Provider acknowledges that, through the Effective Date of this Second Amendment, it has no claims against the County with respect to any of the matters covered by the Agreement.

13. In the event of any conflict or ambiguity between this Second Amendment and the Agreement, the Parties agree that this Second Amendment shall control. Preparation of this Second Amendment has been a joint effort of the Parties and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against one of the Parties than any other.

14. This Second Amendment may be executed in counterparts, each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same agreement.

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IN WITNESS WHEREOF, the parties hereto have made and executed this Second Amendment: BROWARD COUNTY through its BOARD OF COUNTY COMMISSIONERS, signing by and through its Mayor or Vice-Mayor, authorized to execute same by Board action on the ___ day of January, 2021, and Replay Systems, Inc., signing by and through its _____, duly authorized to execute same.

COUNTY

ATTEST:

BROWARD COUNTY, by and through its Board of County Commissioners

Broward County Administrator, as ex officio Clerk of the Broward County Board of County Commissioners

By _____
Mayor
____ day of _____, 2021

Approved as to form by
Andrew J. Meyers
Broward County Attorney
Governmental Center, Suite 423
115 South Andrews Avenue
Fort Lauderdale, Florida 33301
Telephone: (954) 357-7600



Digitally signed by RENE D. HARROD
Date: 2021.01.06 14:59:55 -05'00'

By _____
René D. Harrod (Date)
Chief Deputy County Attorney

RDH
Replay Systems Second Amendment
1/5/2021

SECOND AMENDMENT TO SYSTEM AND SERVICES AGREEMENT
BETWEEN BROWARD COUNTY AND REPLAY SYSTEMS, INC.

PROVIDER

WITNESSES:

Replay Systems, Inc.

Signature

By *[Signature]*
Authorized Signor

Print Name of Witness

SCOTT HURLEY, CEO
Print Name and Title

Signature

6th day of JAN., 2021

Print Name of Witness

ATTEST:

[Signature]
Corporate Secretary or authorized agent

(CORPORATE SEAL)



Recurring Fees for Support and Maintenance Services:

Support and Maintenance Services fees shall begin to accrue upon Final Acceptance of the VRS Refresh Phase II. The fees for the Support and Maintenance Services, including all services, software, and equipment listed in Exhibit A and/or necessary for implementation, operation, and Support and Maintenance of the Nice System consistent with Exhibit A, shall be invoiced semi-annually in advance at the rates set forth in the Agreement, including Exhibit B-1, which are **\$390,344.00** per year based upon the current licenses but subject to change based upon any changes in the number of licenses; invoicing shall be in accordance with the existing invoicing schedule for Support and Maintenance Services under the Agreement (the first and last invoice periods pro rata the extent applicable). These amounts shall be allocated to the Support and Maintenance not-to-exceeds provided under the Agreement, and are stated here merely for informational purposes.

County

Digitally signed
by RENE D.
HARROD
Date:
2021.01.06
15:03:23 -05'00'

_____	_____	_____	_____
Project Manager	Date	Contract Administrator	Date
_____	_____	_____	_____
Board or Designee	Date		

Replay

Attest

Signed *Scott Hurley* Date *01/6/21*

Typed Name *SCOTT Hurley*

Title *president / ceo*

Exhibit A – Statement of Work

1. Project Request

Replay shall replace the current Regional and Non-Regional PSAP(s) Voice Print International (VPI) 911 Voice Recording System (VRS) and the QA/QI software platform with the NICE Inform Elite and the Intelligence Center software and related equipment as provided herein (collectively, the “NICE System” or the “System”). The Nice System shall be installed on twelve (12) VRS servers at the Regional and Non-Regional PSAP(s). In addition to the upgrade of the twelve (12) VRS servers with the new software platform, Replay shall repurpose the existing five (5) Regional PSAP(s) servers to be used as NICE Inform servers. The servers that shall be repurposed will be designated as following;

North PSAP: (1) Server repurposed as NICE Inform server.

South PSAP: (1) Server repurposed as NICE Inform server at South PSAP.

Central PSAP: (1) Server repurposed as NICE Inform server, (1) Centralized NICE Inform server, and (1) NICE Intelligence Center server.

The Centralized NICE Inform server shall allow the Replay and Priority Dispatch authorized personnel to access and perform all Quality Assurance and Improvement (QA/QI) Evaluations. The NICE Intelligence Center server shall allow authorized users to access all QA/QI data (e.g. Call Recordings, Evaluations, Reports, and Dashboards) as well as the NICE Intelligence Center Application Suites.

The existing Command Center server at the Central PSAP shall remain functional six months after the NICE Inform Elite implementation has achieved Final Acceptance to enable the users to access to the historical QA/QI records (i.e. Audio recording, Evaluations, and Reports). Thereafter, Provider shall transfer the historical QA/QI data to the new NICE system, verify the accurate transfer of all such data to the new NICE system and full access to all such data and from the new NICE system, and the Command Center shall subsequently be shut down. The NICE Intelligence Center software shall replace the Command Center at the Regional PSAP(s).

There shall no changes to the Coral Springs and Plantation VOICE Recording System for the P25 Talk Groups and playback recordings.

Provider shall ensure that all of the existing Audio Interface Cards within the VRS servers (PSAPs listed below) are replaced as part of the services provided under this Work Authorization.

2. Services Description

The VRS System records all 911 calls and non-emergency calls processed within the Regional and Non-Regional Public Safety Answering Points (PSAPs). The 911 calls and non-emergency calls initiated from the caller is answered and processed by the PSAP, and the VRS system is responsible for recording the entire call.

All installations and services associated with this project shall be performed at the following PSAP(s):

PSAP	PSAP Addresses
Regional PSAP(s)	
Central PSAP	10440 West Oakland Park Blvd., 3rd Floor Sunrise, FL 33351
North PSAP	4900 Copans Blvd, 2nd Floor Coconut Creek, FL 33066
South PSAP	6057 SW 198 Terrace Pembroke Pine, FL 33332
Non-Regional PSAP(s)	
Coral Springs PSAP	2801 Coral Springs Drive Coral Springs, Florida 33065
Emergency Operation Center (“EOC”) PSAP	201 NW 84th Ave Plantation, FL 33324
Plantation PSAP	451 NW 70th Terrace Plantation, FL 33317

A. Software

Replay shall deliver, install, and configure the software listed below per the terms and conditions of the Agreement. Upon Final Acceptance, this software shall be included in the scope of “Software” under the Agreement:

Model	Description	Qty
Central PSAP		
NPS-INF-ELITE-1CH	Audio Recording Channel license with Inform Elite applications support	173
NPS-INF-ELITE-IC-PPC	Channel License to add Intelligence Center to Inform Solution	173
NPS-INF-ELIT-ADDON-1CH	Inform Elite Replay Channel/Resource License for external Logger or Matrix connection (to link multiple Inform System together)	256
NPS-INF-AQUA-API	NICE Inform API for integration with AQUA – per single concurrent user connection	10
North PSAP		
NPS-INF-ELITE-1CH	Audio Recording Channel license with Inform Elite applications support	198
NPS-INF-ELITE-IC-PPC	Channel License to add Intelligence Center to Inform Solution	198
NPS-INF-ELIT-ADDON-1CH	Inform Elite Replay Channel/Resource License for external Logger or Matrix connection (to link multiple Inform System together)	256

Model	Description	Qty
South PSAP		
NPS-INF-ELITE-1CH	Audio Recording Channel license with Inform Elite applications support	127
NPS-INF-ELITE-IC-PPC	Channel License to add Intelligence Center to Inform Solution	127
EOC		
NPS-INF-ELITE-1CH	Audio Recording Channel license with Inform Elite applications support	149
Coral Springs		
NPS-INF-ELITE-1CH	Audio Recording Channel license with Inform Elite applications support	78
Plantation		
NPS-INF-ELITE-1CH	Audio Recording Channel license with Inform Elite applications support	38

Replay shall make available software updates and upgrades for all applications within the System at no cost to the County throughout the duration of the Agreement, including in accordance with Section 3.2.1. Replay shall install and maintain inventory of current and future software revisions during the term of the agreement. All software updates and upgrades must be approved by the County in writing in advance and be implemented through the County's Change Management process.

B. Hardware

Replay shall deliver, install, and configure the equipment listed below, which, upon Final Acceptance, shall be included in the scope of "Equipment" under the Agreement:

Model	Description	Qty
Central PSAP		
NPS-TPS-ELTIMA-LIC	Eltima Serial Splitter Software	2
NPS-MYSQL-STD	MySQL Server license (Standard Edition)	2
NPS-SQL2016-64-CAL-SVR	MS SQL 2016 64 bit Server Client Access License	1
NPS-SQL2016-64-CAL-USR	MS SQL 2016 64 bit User Client Access License	70
RPL-SVR-HPML350-GEN10	HPE ML350 5U Gen10 SFF, Single Intel Xeon 4214 2.2Ghz, 32GB Ram, 2 x 1.2TB SAS 10K SFF SC DS HDD, 2 x 800W HS power supply kit, Windows Server 2016, * Above server can accommodate up to 4 full height, full length PCIe cards	1

Model	Description	Qty
RPL-SVR-2CPU-HPML350	HPE ML350 & DL380 Gen10 Intel® Xeon® E5-2620v4 2.1GHz/8C. Includes (2) HPE 16GB 2Rx4 PC4-2400T-R Kit	5
RPL-SVR-16GB-RAM	Add 16GB Memory to existing HP ML350 and DL380 servers	10
NPS-INF-ADT-FULL	Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	8
North PSAP		
NPS-TPS-ELTIMA-LIC	Eltima Serial Splitter Software	2
NPS-MYSQL-STD	MySQL Server license (Standard Edition)	2
NPS-SQL2016-64-CAL-SVR	MS SQL 2016 64 bit Server Client Access License	1
RPL-SVR-HPML350-GEN10	HPE ML350 5U Gen10 SFF, Single Intel Xeon 4214 2.2Ghz, 32GB Ram, 2 x 1.2TB SAS 10K SFF SC DS HDD, 2 x 800W HS power supply kit, Windows Server 2016, * Above server can accommodate up to 4 full height, full length PCIe cards	1
RPL-SVR-2CPU-HPML350	HPE ML350 & DL380 Gen10 Intel® Xeon® E5-2620v4 2.1GHz/8C. Includes (2) HPE 16GB 2Rx4 PC4-2400T-R Kit	2
RPL-SVR-16GB-RAM	Add 16GB Memory to existing HP ML350 and DL380 servers	10
NPS-INF-ADT-FULL	Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	10
South PSAP		
NPS-TPS-ELTIMA-LIC	Eltima Serial Splitter Software	2
NPS-MYSQL-STD	MySQL Server license (Standard Edition)	2
NPS-SQL2016-64-CAL-SVR	MS SQL 2016 64 bit Server Client Access License	1
RPL-SVR-HPML350-GEN10	HPE ML350 5U Gen10 SFF, Single Intel Xeon 4214 2.2Ghz, 32GB Ram, 2 x 1.2TB SAS 10K SFF SC DS HDD, 2 x 800W HS power supply kit, Windows Server 2016, * Above server can accommodate up to 4 full height, full length PCIe cards	1
RPL-SVR-2CPU-HPML350	HPE ML350 & DL380 Gen10 Intel® Xeon® E5-2620v4 2.1GHz/8C. Includes (2) HPE 16GB 2Rx4 PC4-2400T-R Kit	2
RPL-SVR-16GB-RAM	Add 16GB Memory to existing HP ML350 and DL380 servers	6
NPS-INF-ADT-FULL	Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	8
EOC PSAP		
NPS-TPS-ELTIMA-LIC	Eltima Serial Splitter Software	2

Model	Description	Qty
NPS-MYSQL-STD	MySQL Server license (Standard Edition)	2
RPL-SVR-2CPU-HPML350	HPE ML350 & DL380 Gen10 Intel® Xeon® E5-2620v4 2.1GHz/8C. Includes (2) HPE 16GB 2Rx4 PC4-2400T-R Kit	2
RPL-SVR-16GB-RAM	Add 16GB Memory to existing HP ML350 and DL380 servers	4
NPS-INF-ADT-FULL	Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	4
Coral Springs PSAP		
NPS-TPS-ELTIMA-LIC	Eltima Serial Splitter Software	2
NPS-MYSQL-STD	MySQL Server license (Standard Edition)	2
RPL-SVR-2CPU-HPML350	HPE ML350 & DL380 Gen10 Intel® Xeon® E5-2620v4 2.1GHz/8C. Includes (2) HPE 16GB 2Rx4 PC4-2400T-R Kit	2
RPL-SVR-16GB-RAM	Add 16GB Memory to existing HP ML350 and DL380 servers	4
NPS-INF-ADT-FULL	Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	4
Plantation PSAP		
NPS-TPS-ELTIMA-LIC	Eltima Serial Splitter Software	2
NPS-MYSQL-STD	MySQL Server license (Standard Edition)	2
RPL-SVR-2CPU-HPML350	HPE ML350 & DL380 Gen10 Intel® Xeon® E5-2620v4 2.1GHz/8C. Includes (2) HPE 16GB 2Rx4 PC4-2400T-R Kit	2
RPL-SVR-16GB-RAM	Add 16GB Memory to existing HP ML350 and DL380 servers	4
NPS-INF-ADT-FULL	Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	2

C. Professional Services

Replay shall provide all necessary services to implement the equipment and software and complete the VRS Refresh Phase II project described herein, which services shall include the following:

- Onsite/remote installation services (travel expenses for one day onsite installation permitted, subject to Section 5.3 of the Agreement)
- Project management (travel expenses for one day permitted, subject to Section 5.3 of the Agreement)
- Onsite training (travel expenses for one day training permitted, subject to Section 5.3 of the Agreement)
- Uplift for installation and configuration of Inform Elite Business Intelligence Dashboards

3. Technical Approach

A. Phases

The services shall be provided in the following Phases:

1) Project Kick-Off

The project Kick-Off shall commence no later than five (5) business days after issuing the Notice to Proceed. Replay shall provide a detailed agenda and presentation of Project Overview, Key Milestone, Key Benefits, Implementation Strategy, and Operational and Technical Resources requirements at this meeting at least five (5) business days prior to Kick-Off. All Replay and NICE Technical Project Management resources shall be onsite during this phase.

2) Installation and Configuration

Replay shall be responsible for installation and configuration of all software and hardware. All Replay and NICE Technical Subject Matter Experts (SME) from the software manufacture along with Replay Project Management resources shall work onsite during this phase.

3) Preliminary Acceptance Testing

Preliminary Acceptance Testing shall be performed by County after system testing is completed by Replay. All Preliminary Acceptance Testing criteria is outlined in Section 11 below. All Replay and NICE Technical, SME(s), and Replay Project Management resources shall be onsite during this phase to resolve any issues.

4) Cutover – Go Live

Cutover shall take place after the successful completion of Preliminary Acceptance Testing. All Replay and NICE Technical, SME(s), and Replay Project Management resources shall be onsite during this phase.

5) Post Go Live Support

Replay and NICE Technical resources shall remain onsite for five (5) business days after the successful cutover. Replay and NICE Technical resources shall be responsible for resolving any issues that may occur before closing out the five (5) day support period.

6) Final Acceptance

Upon Go-Live, County shall conduct Final Acceptance Testing for thirty (30) days. County shall conduct the Final Acceptance Testing of the new software platform consistent with the Final Acceptance Test criteria stated in Section 12 below. Replay and NICE shall be responsible for resolving any issues during Final Acceptance Testing.

B. Implementation

1) Site Survey

Replay shall perform a site survey at each of the six (6) PSAPs (South, Central, North, Coral Springs, Plantation, and EOC) within seven (7) business days after Notice to Proceed (“NTP”) is

submitted. Any recommended or remediation actions by Replay shall be completed before commencing installation of all hardware.

During the site survey Replay shall:

- Determine the interface cable lengths.
- Determine the power requirements.
- Determine hardware installation requirements for new software platform servers at each of the six (6) PSAP(s).
- Determine software replacement requirements for all VRS servers for each of the six (6) PSAP(s).
- Provide a site summary and recommendation within two (2) business days following each site survey.
- Determine rack usage space for the new servers at each of the six (6) PSAP(s).

2) Implementation Strategy

Replay shall configure and implement the new software platform (NICE Inform Recorder) in the following order at each of the six (6) Regional and Non-Regional PSAP(s):

Regional PSAP(s):

1. Replay shall install the three (3) new NICE Inform Recorder servers (purchased by the County) at each of the Regional PSAP(s) to serve as the NICE Inform Recorder Primary server.
2. Upon successful implementation of the NICE Inform Recorder Primary server, Replay then shall be disconnecting the current VRS VPI Redundancy server and install the new software platform (NICE Inform Elite version) to serve as NICE Inform Recorder Redundancy server.
3. The current VRS VPI Primary server at Regional PSAP(s) shall remain active for the duration of the retention period (40 days). Once the retention period is expired, Replay shall then remove the VPI Primary server.
4. Upon implementation of the new software platform, Replay shall ensure that the current usernames and roles has been re-configured in the NICE Primary and Redundancy servers based on the existing roles. During this process, Replay shall ensure that the Primary server is recording all 911 and non-emergency calls and it can be accessed by the user with no issues.
5. Replay shall repurpose the existing central PSAP QA VPortal server from the Regional PSAP to server as the new Centralized NICE Inform server at Central PSAP. The Centralized NICE Inform server shall enable Replay and Priority Dispatch (third party Vendor) to perform all QA/QI Evaluations.
6. Replay shall repurpose the existing North PSAP QA VPortal server to serve as the NICE Intelligence server at Central PSAP that shall allow the user to access the NICE Inform

application suite and all recording and access/store all QA/QI Evaluations, Reports, and Dashboard data in new software platform environment.

7. Replay shall develop and migrate all existing QA/QI reports into the NICE Inform software platform and be available to the users upon completion of the project.
8. Replay shall repurpose the existing Regional PSAP Screen Capture servers to serve as NICE Inform servers at each of the Regional PSAP(s).
9. Replay shall repurpose the existing two (2) QA Database servers at Central and North PSAP(s) to serve as the NICE P25 database server for the Talk Group playback channels at Regional PSAP(s).
10. Replay shall ensure that the existing QA/QI Command Center server at the Central PSAP shall remain connected to the network so the users can access the historical QA/QI records (i.e. Audio recording, Evaluations, and Reports). The historical QA/QI data shall be transferred to the new system, and the Command Center shall be maintained for such duration as requested by County (whether virtual or otherwise) and then shut down at such other time as otherwise requested by County.
11. Replay shall ensure that there is no impact to the operation at any time during the software platform installation.
12. Replay shall ensure that the retention data (minimum of 40 days) shall be available to the user upon completion of the software platform implementation.
13. All hardware replacement and software upgrades shall take place from 11:00 PM - 6:00 AM (Eastern) Monday through Thursday.

Non-Regional PSAP(s):

Replay shall configure and implement the new software platform (NICE Inform Recorder) in the following order at each of the three (3) Non-Regional PSAP(s):

1. Replay shall install the pre-configured NICE Inform Recorder server to serve as the Primary server for the NICE Inform Recorder.
2. Upon successful implementation of the NICE Inform Recorder Primary server, Replay then shall disconnect the existing VRS VPI Redundancy (Logger 2) server and install the new software platform (NICE Inform Elite version) to serve as NICE Inform Recorder Redundancy server.
3. The VPI logger one (1) at Coral Springs and Plantation PSAP(s) shall remain active and connected to the network to allow the Talk Group channels playback for the authorized users. However, upon successful implementation of the NICE Inform platform, the Coral

Springs QA team shall be able to perform QA/QI evaluations using the NICE Inform logger one (1).

4. The existing VRS VPI Primary server (Logger 1) at EOC PSAP shall remain active for the duration of the retention period (40 days). Once the retention period is expired, Replay shall disconnect and remove the server from each EOC PSAP.
5. Upon implementation of the new software platform, Replay shall ensure that the current usernames and roles has been re-configured in the NICE Primary and Redundancy servers based on the existing roles. During this process, Replay shall ensure that the Primary server is recording all 911 and non-emergency calls and it can be accessed by the user with no issues.
6. Replay shall ensure that all the current QA/QI data (i.e. Evaluations) at the Coral Springs PSAP is available to the authorized QA user to access.
7. Replay shall ensure that there is no impact to the operation at any time during the software platform installation.
8. Replay shall ensure that the retention data (last 40 days) shall be available to the user upon completion of the software platform implementation.
9. All hardware replacement and software upgrades shall take place from 11:00 PM - 6:00 AM (Eastern) Monday through Thursday.

C. Recording Channels

Replay shall configure and implement the following Recording Channels at the Regional and Non-Regional PSAP(s):

PSAP	911 Console (VOIP)	911 Console (Analog)	Trunk (VOIP)	Radio Console (Analog)	BU Radio Console (Analog)	MARS Phone (Analog)	Cisco Phone (VOIP)	Total Channel Licensing
North	24	24	70	39	39	2	0	198
Central	28	28	65	25	25	2	0	173
South	29	29	23	22	22	2	0	127
Coral Springs	15	15	36	5	5	2	0	78
Plantation	12	12	6	6	0	2	0	38
EOC	27	27	35	0	0	2	58	149
Grand Total	135	135	235	97	91	12	58	763

- 1) Replay shall ensure that all calls processed using the Remote VPN Laptops **shall be** recorded via Intrado IP trunk recording licenses (or such other method as agreed by the Parties) and accessible through the NICE Inform platform and Intelligence Center for the Regional and Non-Regional PSAP(s).
- 2) As a part of the scope of this project, the Talk Group Channels will no longer need to be recorded at any of the Regional and Non-Regional PSAP(S) via the VRS servers. These channels shall be recorded independently by the County Radio team and Non-Regional Radio team via the P25 servers through the Motorola P25 project.
- 3) Replay shall provide the ability to playback the Talk Group recording channels on the Regional NICE Inform System for all recordings captured on the VPI System.
- 4) The 911 Console Channels shall be recorded in both VOIP (Digital) and Analog recording format. Thus, each 911 Console Channel shall require two (2) Licensing Channels.
- 5) The 911 Trunk Channels shall be recorded only in the VOIP (Digital) recording format.
- 6) With the NICE Inform System (Elite version), Replay shall provide the redundant recordings for all Channels specified herein for Regional and Non-Regional PSPA(s).

D. System Data/Reports/Views:

Replay shall ensure that the NICE Inform Intelligence Center provides the following data analysis/mining and reporting/views functionalities:

- 1) An advanced reporting software/ platform that can be used for business intelligence, analysis, and data mining. At minimum, the solution shall provide users with the following data mining and analysis capabilities:
 - (a) Tools allowing data pattern/trend analyses
 - (b) Ability to export the data in required format (i.e., csv, excel, pdf)
 - (c) Common data mining functions (e.g., pivoting data, grouping, sorting, and filtering)
 - (d) Data grids and/ or spreadsheet views
 - (e) Customized calculations and metrics; statistical functions
 - (f) Incident reconstruction
 - (g) Access to real time or near real time data
- 2) The solution shall include all available operational and system data related to the Regional PSAP(s), including but not limited to: phone calls (voice, text, and any other call receipt methods in place) and calls for service, radio transmissions and activity, mapping and locations (Latitude and longitude, ESRI, RapidSOS, etc.),

quality assurance evaluation results, employee activity, performance and productivity, and any other component required for business intelligence and in which data is available.

(a) Required data sources are as follows:

- 1) CAD (Motorola P1 database and PCAD historical database)
- 2) Radio (New P25 system-database)
- 3) Phone (Intrado/ VIPER, MIS, and historical databases)
- 4) QA/QI (Aqua database and Replay historical database)
- 5) Protocol (EMD, EFD, and EPD ProQA databases)
- 6) VRS (Voice Recording System; data only, no audio)

(b) Replay shall make associations between data from different source systems. Below are examples of the type of associations Replay shall need to build/develop:

- 1) Identify and connect related Phone system and CAD system database fields, including UCID
 - 2) Identify and connect related Protocol and CAD database fields
 - 3) Identify and connect related QA/QI and CAD database fields
 - 4) Identify and connect related Protocol and QA/QI database fields
- 3) Develop (5) five custom dashboards and (10) custom reports for different user groups/ roles (customizable permissions), access via web browser, and scheduling/ email auto delivery capabilities. The custom reports will contain data from database fields collected from different interfaces identified within the project. The custom dashboards will be unique for each of the following agencies after a joint development meeting(s) is held: E911, Communications & Technologies Division, BSO, Coral Springs, and Plantation
- 4) The County and Replay shall collaboratively develop process maps to visualize business processes. A process map is required to define the:
- (a) communication and process flow for database maintenance; upgrades to the source systems and databases that may result in changes to database fields reports, and dashboards.
 - (b) post-go live process for requests and modifications to reports, dashboards, and database fields. This includes requests for new and additional reports/ dashboards, additional databases, and new associations.

E. New Features Introduced with NICE Inform Elite Version:

1) Audio (Analog & Digital), Screen, and Text-to-911 Recording:

The System shall provide all recordings of 911 calls (digital, analog, and VoIP), conventional and P25 radio transmissions, text-to-911 interactions, video, images, console screens, and location information from the geographic information systems (GIS).

Note: The Screen Capture feature shall be dependent on the CAD integration, scheduling, and availability of resources with the CAD team.

2) CAD Incident Analytics Integration:

The System shall provide search capability for all calls, radio, and text recordings related to an incident using CAD Incident # and automatic creation of complete incident timelines (including all 911 call and recordings and CAD events associated with the same incident).

3) Multimedia Incident Reconstruction:

The System shall provide the ability to assemble and organize any number of call records into the system folders created for each incident which shall provide a single point of access for each incident. Each incident folder shall include recordings captured by NICE 911 call recording system such as audio, SMS text messages and screen files, geographic information (GIS), RapidSOS data, and notes entered by end-users.

The System shall provide the ability to add documents, photos, video clips, audio, and virtually any other 3rd party content, including accident or crime scene evidence from citizen mobile phones.

4) Incident Intelligence Dashboards & Reporting:

The NICE Inform Intelligence Center reporting system shall provide capability of near real-time analytical tools and metrics within the user reach, all in one place, to identify, understand, and address the factors that drive operational performance. The Intelligence Center shall provide breaks down of data analysis by leveraging GIS mapping and consolidating information from the Computer Aided Dispatch (CAD), phone, radio, NICE recording, Quality Assurance (QA) systems, and RapidSOS.

5) RapidSOS Integration and Extensive ANI/ALI Data Capture:

The System shall provide capability to use the Automatic Number Identification (ANI) associated with each call to request the device location data from the RapidSOS Clearinghouse (for the device making the call). Once the device location data is captured in NICE Inform, it can be used in a variety of ways:

- a) Visual Searching – Users can draw a box around an area on a map and immediately see all recorded calls that came in during a specific time period, along with the precise call locations.
- b) Precise Incident Visualization and Playback – When selecting any call for playback, users can visualize the movement of the caller on a map, while synchronously listening to the call recording as it plays back.
- c) Incident Intelligence – Users can quickly pinpoint and visualize the precise location of calls related to any large-scale Police, Fire or EMS incident, and see what types of incidents are occurring where.

6) **Quality Assurance and Improvement (QA/QI):**

The System shall provide capability to reduce risk and improve the effectiveness of your telecommunicators' emergency communications by proactively identifying and mitigating knowledge gaps and compliance issues. It can also help improve employee engagement, accountability, and job satisfaction by identifying and recognizing exemplary performance or strengths in incident response.

QA Arbitration Process- The System shall provide capability to the Employee dispute process and employee/supervisor sign-off built into QA workflow recommended by APCO/NENA QA Standard QA E-Mail Notifications – The System shall provide capability to notify both supervisors and call takers/dispatchers about completed QA evaluations.

7) **Web based Dashboard built for Public Safety:**

The System shall provide capability to customize charts and widgets developed specifically for public safety to monitor and help improve 911 performance.

The System shall provide capability to filter chart views by incident types, priorities and first responders (Police, Fire, EMS).

The System shall provide capability to create multi-layer drill downs from metrics into incidents and recordings pinpoint what is performing or not and why.

8) **Integration to VIPER Enhanced Call Detail Record (ECDR):**

The System shall provide capability of the following:

- a) Enhanced metadata capture
- b) Certified solution
- c) Cleaner installation – Connection to VIPER network switch (es) which means no need to punch down individual pairs.
- d) Metadata enhanced search criteria for finding recordings and used for reporting PSAP performance via NICE Intelligence Center.
- e) Provide call taker ID for each recording used for tracking recordings for QA evaluations.

9) **Elasticsearch Data & Dashboards:**

The Elasticsearch shall provide the following capabilities and features:

- a) Elasticsearch is a full-text, distributed NoSQL database
 - Optimized for very large Datasets
 - Data stored in **JSON** format within the Index
 - Capabilities within Elasticsearch are exposed via a **RESTful API**
 - Data shall be exported from Elasticsearch in **CSV** format
- b) Distribute search and analytics capabilities.
- c) Expose the data within the index to users allowing them to create a customized report.

- d) Although NICE IC uses a NoSQL Elastic data processing engine, however, there shall be an SQL driver available to query the data.

10) Integrated Health Manager:

- a) The System shall provide a detailed device monitoring with tracking, visualizing and rapidly alerting to specific events, based on rules that categorize event types by severity and other criteria, and promptly initiate the appropriate response to designated users.
- b) The System shall provide capability to monitor Simple Network Management Protocol (SNMP) traps for all NICE solution components, + 3rd party devices.
- c) The System shall provide capability to access all information and configuration in web based and rich clients.
- d) The System shall provide capability to search and filter Alarm Management Audits of user actions and devices, such as SNMP traps or the history of memory or CPU utilization, etc.

11) Automated File Authentication:

The System shall provide capability to save each audio file with a unique hash code generated and stored in the NICE Inform server. If any audio recordings are tampered with or modified in any way, the system shall use the MD5 hash to flag them.

12) Criminal Justice Information Services (CJIS) Compliance:

The System shall provide all necessary features to allow a law enforcement agency to meet its CJIS obligations with respect to the data held in NICE Inform. These include, but are not limited to, access controls, auditing, logon banners, etc.

13) Enhanced Data Security:

The System shall provide encryption of all call record data at rest and in transit between the Inform server and the Inform server connection.

14) Environmental System Research Institute (ESRI):

The System shall provide the ability to associate a radio transmission or telephone calls for an individual geographic location and multiple geographic locations displayed graphically on a map display. This integration shall enable synchronization with the other elements of the Inform multimedia capture such as audio, CAD metadata and screen recording to provide single comprehensive record of data associated with the call.

F. System Configuration and Development

The following configuration and development requirements have been identified:

REQ ID	Requirement	Notes
Software		
SW001	Install the new software platform for all twelve (12) VRS servers at Regional and Non-Regional PSAP(s).	NICE Inform Recorder (Elite version) new software platform installation.
SW002	Install the new software platform for the NICE Inform servers at Regional PSAPs.	NICE Inform servers (3)
SW003	Install new software platform for the NICE Inform Center server at Central PSAP.	Centralized NICE Inform server
SW004	Install new software platform for the NICE Intelligence Center server at Central PSAP.	NICE Inform Intelligence Center server
Hardware		
HW001	<p>New Hardware (server) Installation: Install the new NICE Inform Recorder Primary servers at each Regional PSAP(s)</p> <p>Repurpose existing servers at Regional PSAP(s) for:</p> <ul style="list-style-type: none"> - NICE Intelligence Center server at Central PSAP - NICE Inform servers (Regional PSAPs) - Centralized NICE Inform server at Central PSAP - NICE Inform Recorder Primary servers (Non-Regional PSAPs) 	<p>Regional PSAP(s):</p> <p>VRS new Primary servers: North (1), Central (1), south (1)</p> <p>NICE Inform server (3), NICE Centralized Inform server (1), and NICE Intelligence server (1)</p> <p>Non-Regional PSAP(s):</p> <p>VRS new Primary server (repurposed from Regional PSAPs):</p> <p>Coral Springs (1), Plantation (1), and EOC (1)</p>
HW002	Audio Interface Card: Replace and install the Audio Interface Cards for all twelve (12) VRS servers outlined in section 3.3 at the Regional and Non-Regional PSAP(s)	North (8), Central (10), South (8), Coral Springs (4), EOC (4), and Plantation (2)
Configuration		
CNF001	Replay shall ensure that the current database (last 40 days) for all Regional and Non-Regional PSAP(s) shall be accessible via the VPI Primary server to the user after implementation is completed.	40 days of recorded Calls retention policy. Any records flagged for investigation shall be migrated over to the new system regardless of the age of the data.
CNF002	Replay shall ensure that the current Usernames and Roles shall be re-configured in the Primary & Redundancy NICE servers based on the existing Roles which shall allow access to the system successfully.	User access and Role Configuration.
CNF003	Replay shall ensure that all QA/QI Evaluations, Reports, and Dashboard shall be developed and migrated into the Centralized NICE Inform	Replay and the authorized user to access the QA/QI data.

REQ ID	Requirement	Notes
	server and NICE Intelligence server at Central PSAP.	
CNF004	Replay shall ensure that the new NICE Inform Primary server (logger 1) at Coral Springs is configured to allow the Coral Springs PSAP authorized users to conduct/view new QA/QI evaluations in NICE software platform environment.	Coral Springs QA user access to conduct new QA/QI Evaluations.

G. Customization & Enhancement

Upon implementation of the NICE Inform System (Elite version) and hardware replacement, Replay shall ensure that the following customization and enhancements are implemented.

1) Username and Role:

- (a) Replay shall review and edit naming convention for recorded channels for all Regional and Non-Regional PSAP(s).
- (b) Replay shall perform user profile cleanup for all the users who have not logged into the system for last six (6) months shall be notified and removed.
- (c) Replay shall configure all NICE Inform System servers to use the standard User Administration configuration shown in the table below:

Parent Group	Group	User
V-Portal		All V-Portal users
Talk Group		All Talk Groups
Phones Lines		All Phones Lines
Radio Consoles		All Radio Consoles
P911 Console		Desk xx P911-xx
Desks	Desk xx	Desk xx P911-xx
Desks	Desk xx	Desk xx Radio
Desks	Desk xx	Desk xx
Municipality zz	Radios and Talk Groups associated with Municipality zz	Municipality zz

H. Interfaces

The following interfaces will be provided by Replay, complying with the following requirements:

REQ ID	Interface Name	Data Flow Description	Business Owner	Source Application	Target Application	Frequency	Interface currently exists?	Comments
INT01	Intrado VIPER Data	911 Calls & Non-Emergency Calls	Intrado/E911	VIPER	VRS	Real Time	Yes	Data shall be passed on by VIPER to the VRS when calls are received & recorded.
INT02	Motorola CAD System	Motorola P1 database and PCAD historical database	Motorola/E911 RPSA Team	Premier One	NICE Inform & Intelligence Center servers	Real Time	Yes	Motorola P1 database and PCAD historical database
INT03	Radio Talk Group Channels Playback	New Motorola P25 project	Motorola/E911 Radio Team	Motorola P25 Servers	NICE Inform & Intelligence servers	Real Time	No	P25 Radio Talk Group channels playback recording
INT04	QA/QI AQUA Workstations	AQUA database & Replay historical database	Replay/E911	AQUA Workstation servers	NICE Inform Center and Intelligence servers	Real Time	No	QA/QI AQUA database at North and Central PSAP.
INT05	EMD, EFD, and EPD ProQA databases	ProQA databases for EMD, EFD, and EPD	Replay/E911	Pro QA	NICE Inform Center and Intelligence servers	Real Time	No	Pro QA database for EMD, EFD, and EPD
INT06	QA/QI AQUA Workstations	EMD, EFD, and EPD evaluations	Replay/Priority Dispatch	Remote desktop connection	Pro QA via Aqua Workstations	Real Time	Yes	Ability to stream audio and data to perform QA/QI by sub-vendors

I. Installation

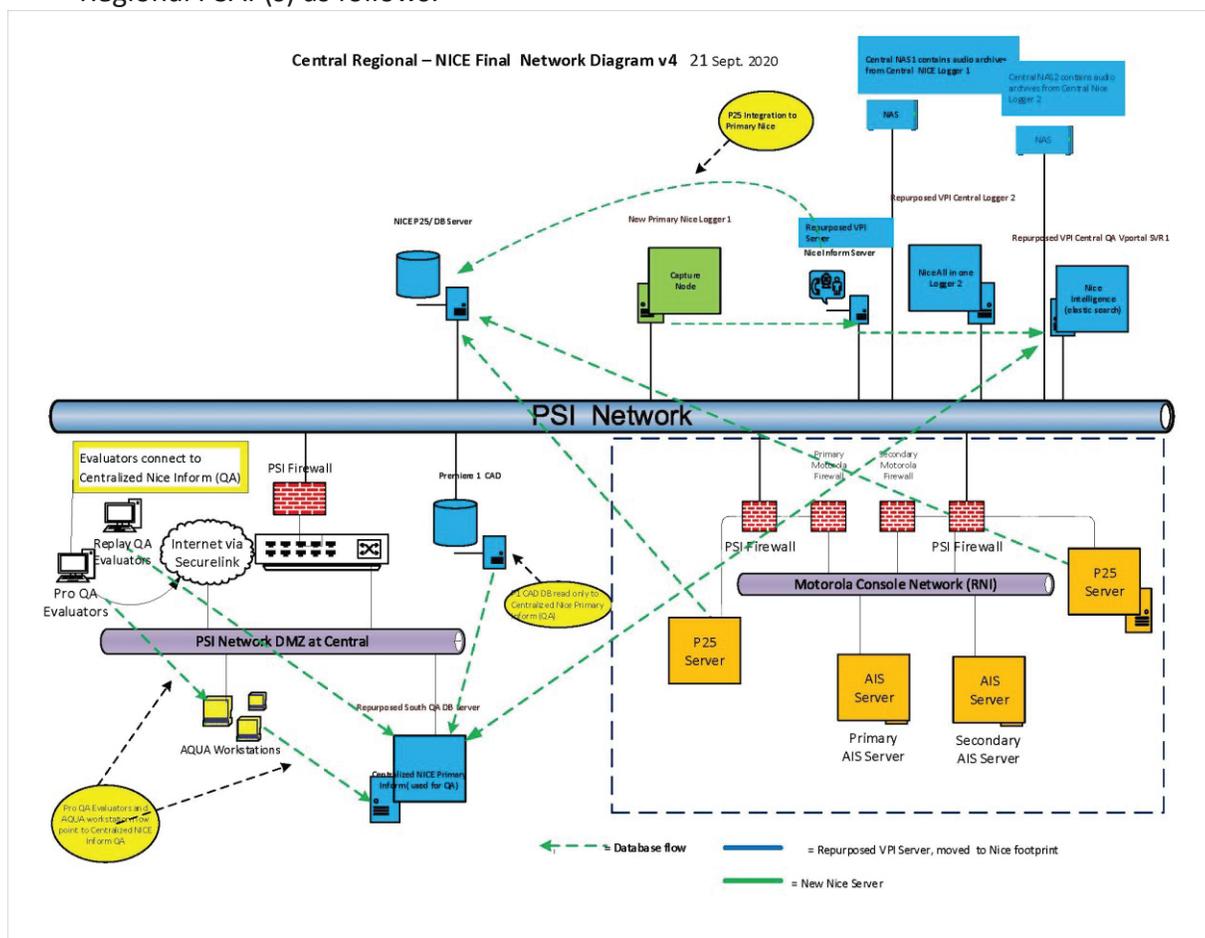
The following services shall be provided and performed by Replay:

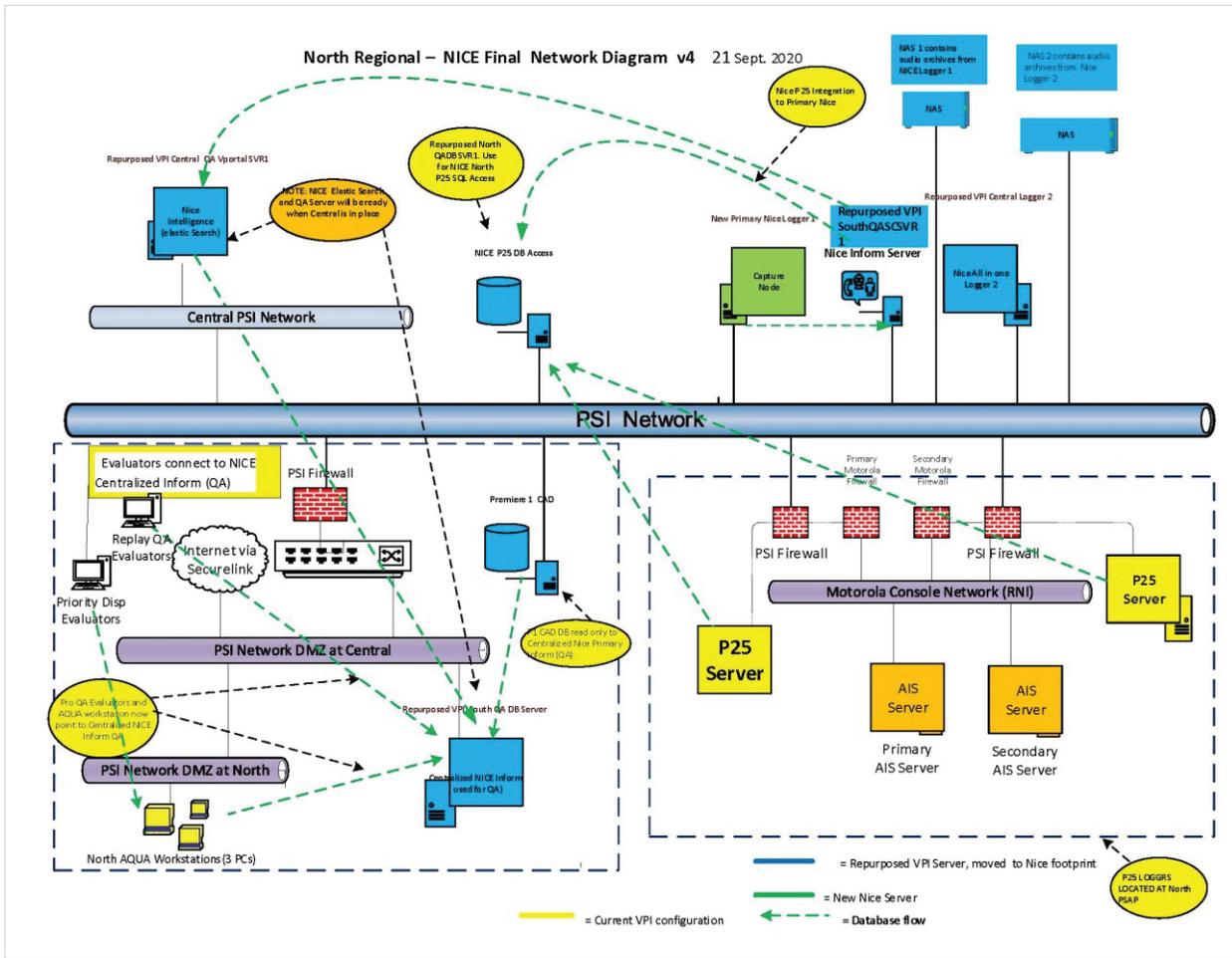
1. Replay shall install all hardware and software listed in Section 2.A and 2.B (above) at the Regional and Non-Regional PSAP(s) identified in this Statement of Work.
2. Replay shall install all cabling and label equipment and wiring.
3. Replay shall deinstall and re-install, set up, and configure the repurposed Regional PSAP Screen Capture servers to serve as NICE Inform servers, Centralized Inform server, and NICE Intelligence server.
4. Replay shall deinstall and re-install, set up, and configure the three (3) Regional PSAP VPI primary servers and repurposed them to serve as NICE primary servers at Non-Regional PSAPs.

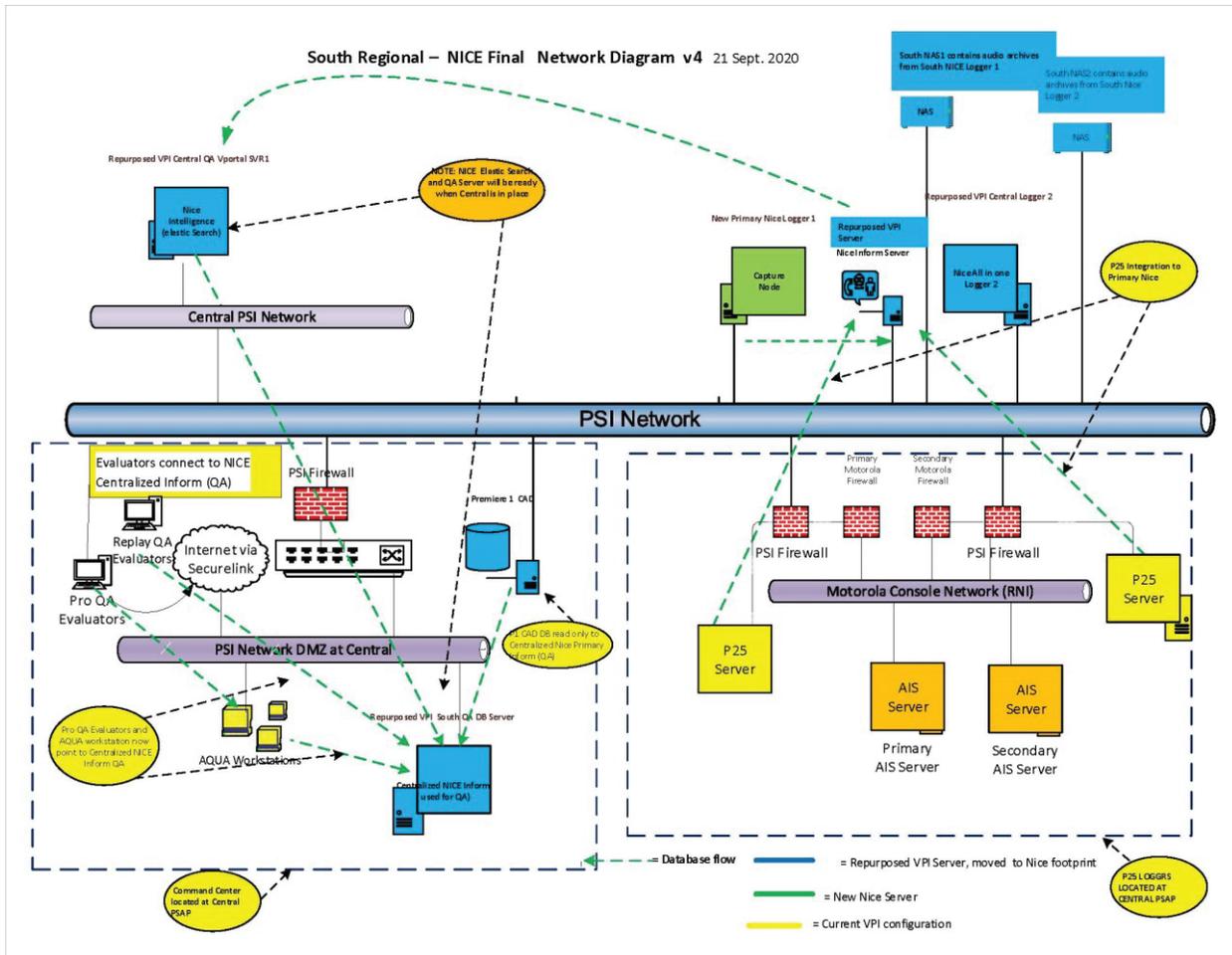
5. Replay shall migrate all Regional PSAP Command Center server QA/QI historical data to the NICE Inform/DB platform which will be accessed by the authorized County end-user.
6. Replay shall perform all installation and setup of software, hardware, and interfaces without adverse impact to the operations for Regional and Non-Regional PSAP(s). If there are interfaces that are unavailable by the County at the time of implementation, Replay shall work with the County to provide the services at a later time when the interfaces become available at no charge to the County.
7. Replay shall ensure that all project installation activities are complete before the installation team leaves the PSAP(s).
8. All critical or major issues (as determined by County Contract Administrator) related to installation shall be resolved before the installation team leaves the PSAPs.

J. Network Diagram

Replay shall configure the network of the NICE Inform platform for both Regional and Non-Regional PSAP(s) as follows:

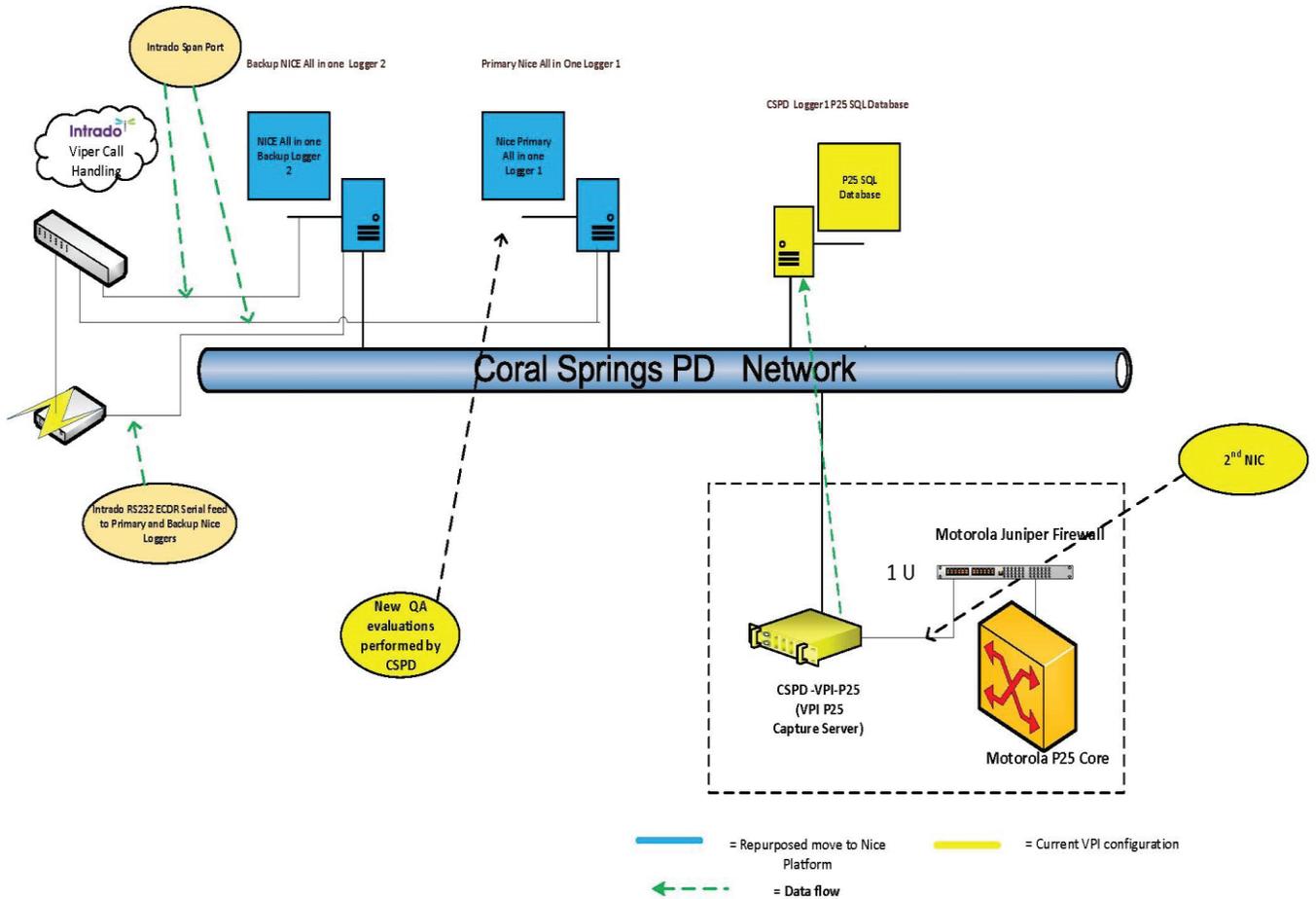


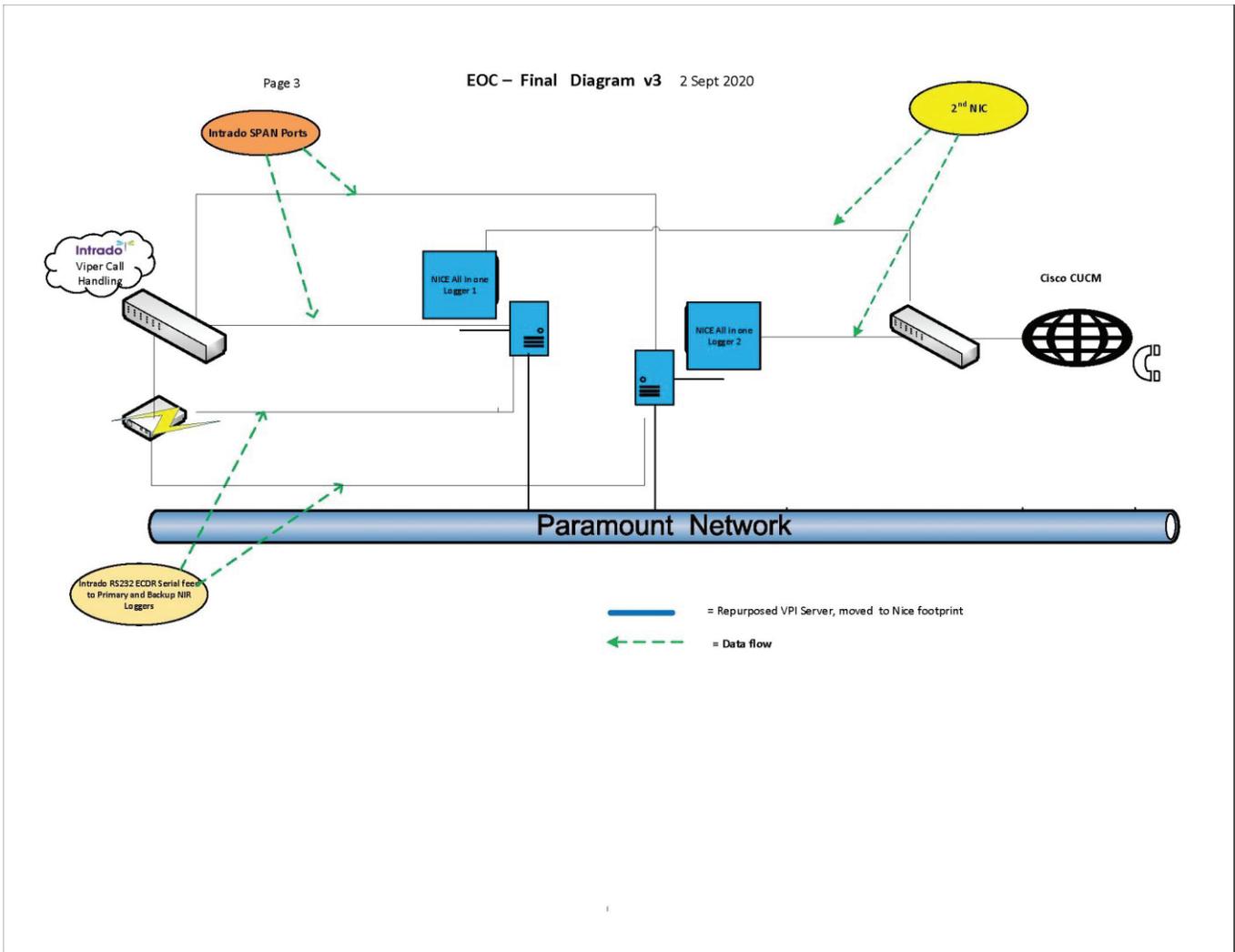


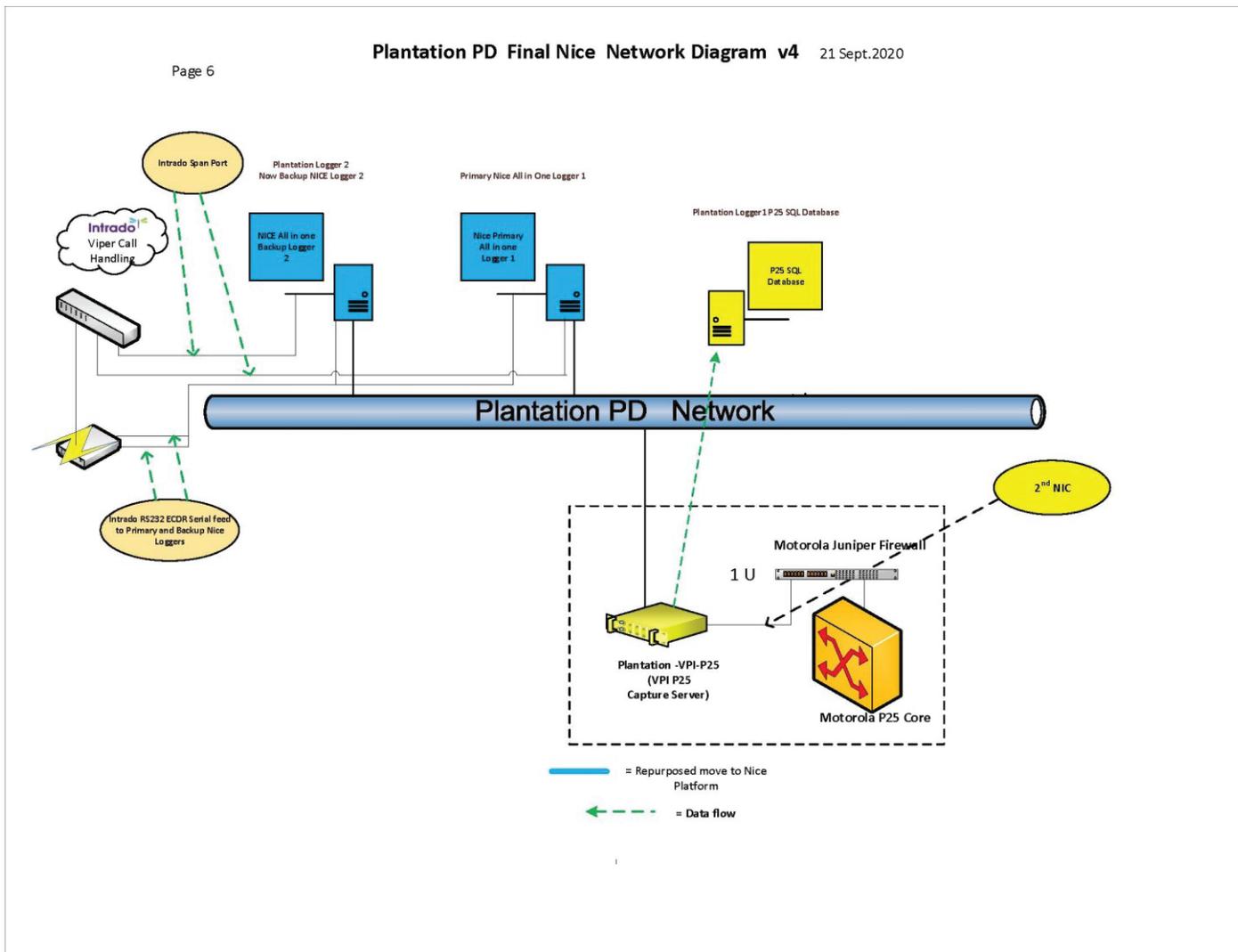


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K. Project Management

Replay shall assign a dedicated Project Manager who, for the duration of the project, shall:

1. Schedule, coordinate, and complete site survey and review site locations to verify that the system environment is ready for installation.
2. Ensure the Scope of Work is completed (includes a Project Schedule of key milestones).
 - a. Project Kick-Off
 - b. Testing schedule
 - c. Go-Live schedule
3. Ensure Project kick-off meeting is scheduled with the end customer (including PSAP's team).
4. A comprehensive project schedule shall be provided and presented at the project kick off meeting.
5. Perform comprehensive risk assessment and mitigation planning.

6. Perform overall project coordination.
7. Ensure weekly project status meetings are scheduled, led, documented, and meeting minutes are distributed.
8. Review NICE Inform Elite platform design prior to implementation with the County's Project Manager.
9. Ensure site and/or network diagrams are updated as required prior to implementation.
10. Maintain issue log and ensure all issues are prioritized and worked in a timely manner.
11. Maintain all project related communications and documentation.

L. Replay Responsibilities

Replay and NICE from the software manufacture shall be responsible for the following details which include:

1. Software

Replay and NICE Technical SME from the software manufacturer shall be responsible for the installation of all software listed above in Section 2.A for both Regional and Non-Regional PSAP(s).

2. Equipment and Configuration

Replay and NICE Technical SME from the software manufacturer shall be responsible for delivery, installation, and configuration of the hardware listed above in Section 2.B for both Regional and Non-Regional PSAP(s).

Replay shall provide all firewall policy requirement that are needed on the Public Safety Intranet (PSI) network sixty (60) days prior to installation for County review and approval prior to implementation.

3. Equipment Staging

Replay shall stage the new equipment on a date mutually agreed upon after receipt of County's feedback on the approval of the Site Survey document, utilizing the County's approved information gathered during the Site Survey.

4. Testing

Replay and NICE Technical SME from the software manufacturer shall conduct a thorough System Integration testing of the NICE Inform System to ensure that it provides the functions specified herein. Such testing shall include all test items listed in the Preliminary Acceptance Testing identified in this Statement of Work.

5. Security (System Anti-Virus, User's Credential, and User Access)

Replay shall work with the County to ensure that all system software maintains the latest security patches, revision updates, release upgrades, and security certificates. The following

security requirements have been identified and Replay shall perform and configure the system as follows:

REQ ID	Requirement	Notes
SN001	Replay shall re-install the Anti-virus protection software for all Regional servers upon successful completion of the new software platform implementation.	Anti-virus Software Installation
SN002	Replay shall enhance user password security by configuring the system that will force the end-user to change default password upon logging in for the first time.	User Password
SN003	Replay shall ensure that each user has unique ID and password to access the VRS platform. Replay shall ensure that the System is not configured to use generic or default usernames and passwords.	User Credentials
SN004	All built-in user profiles shall be cleaned up before migrating to the new system/platform. New/refreshed user list/user role list shall be created. - Identify activity level of users and delete non active users Replay shall perform user profile clean up (The users who have not logged into the system for last six (6) months shall be notified and removed)	User Profile Clean Up
SN005	Replay shall ensure that the System enforce the password complexity requirement (i.e. use of lower/upper case, numbers, and special characters)	User password complexity
SN006	Replay shall ensure that the System will enforce the user's password include a minimum length of 8 or higher with complex characters.	User password length
SN007	Replay shall ensure that the System remembers the last 3 previous user's passwords.	Users password entry
SN008	Replay shall ensure that the System will expire the user's password after 90 days and will prompt the user to change it prior to the 90 days expiration period.	User password expiration period
SN009	Replay shall ensure that the System will lock the user out of the System after five (5) times wrong password attempts.	User password attempts
SN010	The vender shall ensure that all network connectivity to the system follow https and SSL security protocols.	Networking

The Replay shall work with the County to implement the security requirements outlined in the matrix above. Prior to implementation, a network security strategy plan shall be provided to the County for review and approval, setting forth the details of how Replay will provide and configure these security requirements.

6. Implementation

Replay shall be responsible for ensuring that the NICE Inform Intelligence Center provides all data analysis/mining and reporting/views functionalities which is outlined in this Statement of Work.

Replay shall ensure all new features outlined in Section 3.E are provided upon completion of NICE Inform platform for Regional and Non-Regional PSAP(S).

All installation and setup of hardware, software, and interfaces shall be completed without impact to the operations. Replay staff shall ensure that all activity associated with this project are completed without disrupting daily operations. All assigned work areas assigned to Replay staff must be maintained and kept in working order throughout the entire project.

Replay shall provide support and services for Preliminary Acceptance Testing and Go-Live.

M. Documentation

Replay shall provide a draft of the step by step Event Plan at least four (4) weeks prior to “Go-Live” for County review and approval. At County’s request, Replay shall incorporate all of County’s requested changes and implement the revised Event Plan upon County’s approval.

4. Testing

There are three (3) stages of testing for this project. They include the following:

- a) The NICE Inform platform testing confirms that the new software platform has been installed and configured as requested by County. This testing is performed by Replay prior to the commencement of the Preliminary Acceptance Testing.
- b) The Preliminary Acceptance Testing (PAT) will allow County to verify all configuration requirements and interfaces. The Preliminary Acceptance Testing will be conducted by County and commence immediately after installation and notification by Replay that the system is ready.
- c) The Final Acceptance Testing (FAT) shall be performed by Replay resource(s) and County per the criteria in the table shown in the Final Acceptance Testing Section 12 below.

5. Security and Access

All Replay personnel performing the NICE Inform platform implementation activities at any of the six (6) PSAP(s) must be escorted by Replay’s authorized support staff personnel or PSAP’s designated personnel. Replay shall cooperate with County and provide any and all information

that County may request in order to determine appropriate security and network access restrictions and verify Replay compliance with County security standards.

Security Access levels shall be defined by the County during the configuration phase.

Replay shall ensure that no other entity be allowed to access County data other than approved authorized sub-vendors or stakeholders. All subcontractors of Replay shall adhere to the County's security standards for remote access and is subject to change based on recommendations of new evolving security technologies and best practices. All remote access connections to the Regional and Non-Regional equipment by Replay or sub-vendors shall meet CJIS security requirements for VPN access onto the private networks. Replay shall work with the County to provide firewall policy requirements that prevents the ability of access to the network through unauthorized connections or ports from unknown users.

6. Managerial Approach & Communication

A. Managerial Approach

Replay shall ensure that the persons responsible for the performance of the services under this Agreement and, to the extent applicable, identified below (collectively "Key Personnel"), are appropriately trained and experienced and have adequate time and resources to perform in accordance with this Statement of Work (SOW). To the extent Replay seeks or is required to make any change to the composition of the Key Personnel, Replay shall provide the County with thirty (30) days advance notice (or as much advance notice as is possible if thirty (30) days' notice is not possible) regarding such changes and the management plan associated with such changes. County shall not be responsible for any additional costs associated with a change in Key Personnel.

Name	Title	Email
TBD*	Replay - Project Manager	TBD
TBD*	NICE Software Manufacture	TBD
Tony Villanueva	Replay – Technical Engineer	Tony.villanueva@replaysystems.com
Ryan Hurley	Replay – Account Manager	ryan.hurley@replaysystems.com

*Replay shall provide the name, email, and phone number of the Project Manager and Technical Engineer prior to or during the kickoff call.

B. Communications Matrix

Event	Objective	Medium/ Frequency	Resources Assigned	Owner	Deliverable
Project Kick-off	Introduce the project team and the project. Review project objectives and management approach.	Onsite Meeting	Project Team, End Users	Replay/ NICE Technical SME / County's Project Manager	Agenda; Meeting Minutes
Event Plan review and Technical Design	Discuss and develop technical design solutions for VRS Refresh Phase II project implementation.	Conference Call	Project Technical Staff	Replay/ NICE Technical SME /County's Technical Lead and Project Managers	Agenda; Meeting Minutes
Project Status Reports	Report the status of the project including activities, progress, and issues.	Email/ Weekly	Project Team, End Users	County's Project Manager	Project Status Report and Project schedule
Installation, Configuration, Cutover, and Post Cutover Support	Installation and configuration, cutover and post cutover shall be done by onsite Technical resources scheduled and developed by Replay.	Daily status briefings until post support is complete.	Project Manager and Technical Subject Matter Expert (SME)	County, NICE Technical SME, and Replay	All phases of the project are complete.

7. Training

Replay shall provide the following training sessions:

REQ ID	Requirement	Notes
TRN001	Replay shall provide onsite user training on the new software platform (NICE Inform Elite) to the authorized BSO Communications staff ten (10) days prior to new software implementation. Training shall include accessing recorder playback and location features, dashboards and reports, and QA/QI related features.	Number of users to be defined by BSO team.
TRN002	Replay shall provide advanced onsite training on the new software platform (NICE Inform Elite) to the County CTD employees (Communications and Technology Division) ten (10) days prior to the System Go-Live. Training shall include	13 members of the CTD team (E911 & Operation) shall be trained on the new software platform.

REQ ID	Requirement	Notes
	user training and advanced instruction on Elastic Search and Kibana.	
TRN003	Replay shall provide onsite training on the new software platform (NICE Inform Recorder) to the authorized County Municipalities ten (10) days prior to new software implementation.	The users and number of users will be defined by the Municipalities. The training shall include how to login to the NICE Inform recorder and be able to retrieve recorded calls.
TRN004	Replay shall provide onsite training on the new software platform (NICE Inform Recorder) to the authorized Coral Springs and Plantation PSAP staff ten (10) days prior to new software implementation.	Number of users to be defined by Coral Springs and Plantation team.
TRN005	Replay shall provide detail training on how to access and conduct QA/QI activities (i.e. Evaluations, Report, and Dashboard) to the Coral Springs PSAP QA team.	Coral Springs PSAP QA/QI data.

Replay shall provide a training curriculum at least twenty (20) business days prior to commencing training for review and approval by County. Replay shall provide training documents that can be used during training and referenced by the users after the training.

8. Deliverables

Replay shall provide the following deliverables:

- a) Installation of the three (3) new pre-configured NICE Inform servers at Regional PSAP to serve as NICE Inform Primary servers.
- b) Installation the three (3) pre-configured NICE Inform servers at Non-Regional PSAPs to serve as NICE Inform Primary servers.
- c) Installation of the new software platform for all six (6) Redundancy servers at all Regional and Non-Regional PSAP(s).
- d) Repurposing the three (3) existing Regional PSAP QA/QI Screen Capture servers (HP DL380) to serve as NICE Inform servers at Regional PSAP(s).
- e) Repurposing one of the QA/QI data server (HP DL380) to serve as NICE Inform Centralized server at Central PSAP.
- f) Repurposing one of the QA/QI data server (HP DL380) to serve as NICE Intelligence Center server at Central PSAP.

- g) Set up and configure the link between the Motorola P25 servers and VRS servers for Talk Group channels recording playback in NICE Inform platform environment.
- h) Installation and configuration of the new Audio Interface Cards at Regional and Non-Regional PSAP(s).
- i) Migration of all Regional PSAP QA/QI data to the NICE Intelligence Center server.
- j) Configuring the User Name and Role as set forth in this Statement of Work, including set up and configuration of the end users to access the new NICE Inform system.
- k) Trainings outlined in Section 7.
- l) All necessary services, software, and equipment for the implementation and operation of the Nice System consistent with Exhibit A, and, following Final Acceptance, Support and Maintenance Services inclusive of the Nice System.

9. Timeline

The VRS Refresh Phase II (hardware and software) project Key Milestone (Regional and Non-Regional) shall comply with the following timeline, unless modification is approved by the Contract Administrator:

Task/Activity	Estimated Timeframe
Project Kick-Off with Replay (Regional and Non-Regional)	1Q, 2021
Regional PSAP(s)	
Site Survey	1Q, 2021
Equipment Delivery	1Q, 2021
Install, Set Up & Configuration of new servers, repurposed servers, and new software platform (hardware and software)	1Q, 2021
Conversion and Migration of QA/QI reports	1Q, 2021
System Integration Testing	1Q, 2021
Preliminary Acceptance Testing	1Q, 2021
Onsite Training (Regional and Non-Regional)	1Q, 2021
Go-Live (Implementation)	1Q, 2021
Non-Regional PSAP(s)	
Site Survey	2Q, 2021

Task/Activity	Estimated Timeframe
Equipment Delivery	2Q, 2021
Install, Set Up & Configuration of repurposed servers and new software platform (hardware and software)	2Q, 2021
System Integration Testing	2Q, 2021
Preliminary Acceptance Testing	2Q, 2021
Onsite Training (Non-Regional)	2Q, 2021
Go-Live (Implementation)	2Q, 2021
Address any remaining open issues (Regional and Non-Regional)	3Q, 2021
Final Acceptance (Regional and Non-Regional)	3Q, 2021

10. Payment Schedule

Total Project Cost (not to exceed)

Item	Total Cost
Hardware	\$127,229.40
Software	\$748,970.00
Implementation Services	\$111,000.00
Other Professional Services (not to exceed)	\$25,000.00
Total Cost of Project (not to exceed)	\$1,012,199.40

The above-stated Total Cost of Project shall be invoiced and paid in accordance with the following Milestone Payments. For each Milestone indicated below, Replay shall invoice County the Invoice Amount only after receipt of written confirmation from the County Contract Administrator that the Milestone has been satisfactorily achieved.

Milestone (Fixed Fees)	Percentage	Invoice Amount
Project Kick-Off	20%	\$ 197,439.88
Start of Installations	20%	\$ 197,439.88
Successful Completion of Preliminary Acceptance Testing (Regional and Non-Regional)	20%	\$ 197,439.88
Go-Live (Regional and Non-Regional)	10%	\$ 98,719.94
Successful Completion of Final Acceptance Testing (Regional and Non-Regional)	30%	\$ 296,159.82
Total Fixed Fee Amount	100%	\$987,199.40

11. Preliminary Acceptance Test (PAT) Plan

The following test cases shall be performed by County during Preliminary Acceptance Testing for both Regional and Non-Regional PSAP(s) to ensure that the NICE Inform System is functioning per County requirements.

Test #	Test Case	County Verifiable Test Criteria
Position Recording		
PAT001	Verify recording and playback of all recording channels and the Remote VPN Laptops at each Regional and Non-Regional PSAP(s) with new Software Platform (NICE Inform System) for Logger 1 & 2.	Successfully verified that all calls were recorded (including the Remote VPN Laptops) in the VRS loggers for all Regional and Non-Regional PSAP(s) with good audio quality (No Echo & Background Noise).
PAT002	Verify complete ANI/ALI from a 911 call recording including the Remote VPN Laptops	Successfully verified that ANI/ALI were stored in all 911 call recordings including the Remote VPN Laptops.
PAT003	Verify complete ANI from a non-911 call recording including the Remote VPN laptops	Successfully verified that ANI is stored in all non-911 call recordings including the Remote VPN Laptops where ANI was received.
PAT004	Verify the Channel Names are correct	Successfully verified that the audio recording channel is matching the channel list.
PAT005	Verify Users, Groups, and Roles.	Successfully verified that the Users, Groups name, and Role are valid.
PAT006	Verify that the VOX/ Loop Detection settings included in Channel List.	Loop detection channel can be activated for testing purposes.
PAT007	Verify that the 911 Consoles including the Remote VPN Laptops are recorded in both format (VOIP and Analog)	Successfully verified that the 911 Consoles including the Remote VPN Laptops are recorded in both format for all positions within Regional PSAP(s).
PAT008	Verify Search and Playback function	Successfully was able to search for a specific recording and able to playback the recording.
PAT009	Verify all idle channel alarms	Successfully verified that all alarms were received.
PAT010	Verify that the authorized users (Broward, Coral Springs, Plantation, BSO, Priority Dispatch, and Replay) can log into NICE Inform servers based on their assignment.	Successfully verified that the authorized users can login into the NICE servers.
PAT011	Verify that all required fields in the NICE Inform recorder, NICE inform Center, and NICE Intelligence are populated (i.e. Call-	Successfully verified that the required fields in the NICE Inform recorder,

Test #	Test Case	County Verifiable Test Criteria
	Taker ID/Name, channel, call duration, etc.)	NICE inform Center, and NICE Intelligence are populated.
PAT012	Verify different phone calls appear as different audio segments.	Successfully verified that different calls are not combined into one audio segment.
PAT013	Verify P25 Radio system recordings are accessible and can be searched/ played back (Regional Only)	Successfully verified that the P25 Talk Group recordings can be played back.
System Failure Alarm		
PAT014	Test all Alarms that have been requested by Broward County (CTD) to Replay	Successfully verify that the system shall generate alarm notification for system failure.
PAT015	Verify that the 911 Trunk are recorded in VOIP format	Successfully verified that all 911 Trunk are recorded in VOIP format within Regional and Non-Regional PSAP(s).
Power Supply Redundancy		
PAT016	Verify that the VRS servers continue recording by disconnecting one of the Power connections from the VRS Servers (all Regional and Non-Regional PSAPs)	Successfully verified that the VRS server is up and running by disconnecting one of the power supply cord from one of the VRS server.
NIC (Network Interface Card) Redundancy		
PAT017	Verify NIC connection for VRS servers 1 & 2 (all Regional and Non-Regional PSAPs)	Successfully verified that the VRS server is up and running after disconnecting one of the NIC Connector.
Text Messaging Recording		
PAT018	Verify that the 911 Text Message transcript is recorded and viewable.	Successfully verified that the entire 911 Text message transcript has been recorded within the new software platform and can be viewed.
PAT019	Verify 911 Text message ANI/ALI	Successfully verified that the Text message ANI/ALI has been recorded in the Text message transcript.
RapidSOS Messaging		
PAT020	Verify that the RapidSOS data is provided within the NICE Inform System.	Successfully verified that the RapidSOS messaging data (i.e. Caller Information and Location Data) were captured and displayed in the NICE Inform GUI.
PAT021	Verify that the RapidSOS data can be used for visual searching, incident visualization and playback, and incident intelligence	Successfully verified that RapidSOS data can be used for visual searching, incident visualization and playback, and incident intelligence.

Test #	Test Case	County Verifiable Test Criteria
Retention Data Validation (40 days)		
PAT022	Verify that the Historical Database (including flagged files) still exist on the Primary VPI server and can be accessed and played back by the user (all Regional and Non-Regional PSAPs).	Successfully logged in to the VRS Primary server and verified that the Historical database exist on the server and all calls can be played in VPI platform.
PAT023	Verify the new VRS retention period is set to 40 days	Successfully verified a retention period of 40 days.
Data Conversion		
PAT024	Verify that all Historical Data has been converted, maps to the agreed upon specification, and accurately matches all Power MIS source data.	Successfully verified that the converted data is accurate and mapped to the specification defined during the mapping phase of the project.
Citrix Server Login (CTD Users Only) Verification		
PAT025	Verify login to VRS Servers (1 & 2) at each Regional PSAP(s) in new Software Platform - Citrix Access	Successfully logged in to the VRS servers Logger 1 & 2 and new software platform is installed.
PAT026	Verify login to NICE Intelligence Server at Central PSAP in new Software Platform - Citrix Access	Successfully logged in to the NICE Intelligence server and new software platform is installed.
QA/QI Data Validation		
PAT027	Verify that the authorized users (Broward County and BSO QA team) can access the NICE Inform Intelligence Center server from their PCs to perform all QA/QI activities.	Successfully verified that the Broward County and the BSO QA team were able to access the NICE Inform Intelligence Center server and performed QA/QI activities.
PAT028	Verify that Replay and Priority Dispatch team can access the NICE Inform Center server to perform the QA evaluations through the AQUA workstation.	Successfully verified that Replay and Priority Dispatch team can access the NICE Inform Center server and performed the QA evaluations.
PAT029	Verify that the authorized users (Broward County and BSO QA team) can access the NICE Inform Intelligence Center server remotely from their PCs to perform all QA/QI activities.	Successfully verified that the Broward County and the BSO QA team were able to access the NICE Inform Intelligence Center server remotely and performed QA/QI activities.
PAT030	Verify that the Coral Springs PSAP authorized user can conduct QA/QI evaluations from NICE Inform Logger 1 (NICE Primary logger).	Successfully was able to login to the Coral Springs NICE Inform recorder (Logger 1, Primary) and conduct/view QA/QI data.
PAT031	Verify that all QA/QI Reports have been migrated to the new software platform	Successfully verified that all QA/QI Reports have been migrated to the

Test #	Test Case	County Verifiable Test Criteria
	and are displaying accurately (Regional PSAPs).	new software platform and are displaying accurately
PAT032	Verify that all QA/QI completed Evaluations (historical) have been migrated to the new software platform (Regional PSAPs).	Successfully verified that all QA/QI completed Evaluations (historical) have been migrated to the new software platform.
PAT033	Verify that all QA/QI Dashboards have been migrated to the new software platform (Regional PSAPs).	Successfully verified that all QA/QI Dashboards have been migrated to the new software platform.
PAT034	Verify QA evaluations can be searched by Incident Number	QA evaluations can be searched by Incident Number
PAT035	Verify the system can deliver completed evaluations to a Supervisor and/ or Call taker (Regional PSAPs).	The system delivered the completed evaluation to the Supervisor and/or Call Taker (Agent).
PAT036	Verify the system provides template evaluation forms as defined by the customer (Regional PSAPs).	The system provides all the required template evaluation forms.
PAT037	Verify that the Intelligence Center provides a method for users to appeal an evaluation after reviewing it (Regional PSAPs).	Agent can dispute the evaluation by adding a comment at the bottom of the evaluation. She/he has to inform the supervisor according to the established process.
PAT038	Verify in the Intelligence Center that any evaluation shall include digital timestamp for each activity that occurs (Regional PSAPs).	Completed evaluations have the start and end time stamp time displayed on the screen.
Inform Intelligence Center (Regional PSAPs)		
PAT039	Verify the NICE Intelligence Center can send an email with attached reports to a group email addresses.	Successfully was able to email the group with an attachment. The email and attachment were received by the users.
PAT040	Verify that calls can be searched by Incident Number, call Discipline (Medical, Fire, Police), and Agency (e.g., Fort Lauderdale, Hollywood, Pompano, etc.).	Calls can be searched in the system by Incident Number, Discipline (Police, Medical, and Fire), and Agency (e.g., Fort Lauderdale, Hollywood, Pompano, etc.).
PAT041	Verify that the system performs incident reconstruction and allow the user to review an entire incident from start to finish (including call taking, dispatching, and unit response).	Successfully verified that the system performs incident reconstruction and allows the user to review an entire incident from start to finish.

Test #	Test Case	County Verifiable Test Criteria
PAT042	Verify a report can be added to “My Dashboard” to display the information.	A Report can be displayed in the Dashboard.
PAT043	Verify the system provides reporting for daily, weekly, monthly, quarterly, and annually.	Generated report based on the time frame selected.
PAT044	Verify the Intelligence Center software has tools to identify data patterns and perform trend analysis.	Successfully verified that the Intelligence Center software has tools to identify data patterns and perform trend analysis.
PAT045	Verify the software assists with data mining and reporting by allowing data to be pivoted, grouped, sorted, and filtered.	Successfully verified that the software assists with data mining and reporting by allowing data to be pivoted, grouped, sorted, and filtered.
PAT046	Verify the data can be presented within the software as a grid and/ or spreadsheet format	Successfully verified that the data can be presented within the software as a grid and/ or spreadsheet format
PAT047	Ad-hoc and custom reports and dashboards can be created by County utilizing the Intelligence Center tools and available data fields.	Successfully verified that the Ad-hoc and custom reports and dashboards can be created by user utilizing the Intelligence Center tools and available data fields.
PAT048	Custom calculations and metrics (statistical functions) can be incorporated into reports and dashboards by the County.	Successfully verified that the Custom calculations and metrics (statistical functions) can be incorporated into reports and dashboards.
PAT049	Verify reports and dashboards can be exported by the user in different formats (PDF, excel,-csv)	Successfully verified that the reports and dashboards can be exported by the user in different formats (PDF, excel,-csv)
PAT050	Verify customer pre-defined reports and dashboards are accessible and accurate	Successfully verified that the customer pre-defined reports and dashboards are accessible and accurate
PAT051	Verify a SQL-based driver/ tool is available and allows users to query ElasticSearch data fields.	Successfully verified that the SQL-based driver/toll is available and allows the user to query ElasticSearch data filed.
PAT052	Verify custom searches can be performed within Intelligence Center. Test examples: <ol style="list-style-type: none"> 1. find phase 2 calls with more than 2 rebids 2. remove cloned incidents from a dataset 	Successfully verified that the custom search can be performed within Intelligence Center server.

Test #	Test Case	County Verifiable Test Criteria
	<ol style="list-style-type: none"> 3. find CAD CFS where the caller was transferred to language line 4. identify number of CAD CFS without UCID and identify their source 5. identify units that were recommended to the dispatcher for an incident 6. Find all CFS entered from a dual-call taker/dispatcher position and list their source 7. Find all CAD CFS that received a Replay and Priority Dispatch QA evaluation 	
PAT053	Verify data associations between different systems have been made within the ElasticSearch and are retrievable in Intelligence Center for use in reports and dashboards.	Successfully verified that the data can be retrieved using ElasticSearch with the NICE Intelligence servers.
PAT054	Verify data is available in real time or near real time (within 5 seconds).	Successfully verified that the data provided within the NICE Inform System is near real time.

12. Final Acceptance Test (FAT) Plan

After successful Preliminary Acceptance Testing and Go-Live, County shall conduct Final Acceptance Testing alongside Replay personnel.

Prior to County issuing written notice of Final Acceptance, the following test cases for Final Acceptance shall be performed for both Regional and Non-Regional PSAPs to ensure that the new software platform is fully functioning.

Test #	Test Case	County Verifiable Test Criteria
Position Recording		
FAT001	Verify recording and playback of all recording channels and the Remote VPN Laptops at each Regional and Non-Regional PSAP(s) with new Software Platform (NICE Inform System) for Logger 1 & 2.	Successfully verified that all calls were recorded (including the Remote VPN Laptops) in the VRS loggers for all Regional and Non-Regional PSAP(s) with good audio quality (No Echo & Background Noise).
FAT002	Verify complete ANI/ALI from a 911 call recording including the Remote VPN Laptops	Successfully verified that ANI/ALI were stored in all 911 call recordings including the Remote VPN Laptops.

Test #	Test Case	County Verifiable Test Criteria
FAT003	Verify complete ANI from a non-911 call recording including the Remote VPN laptops	Successfully verified that ANI is stored in all non-911 call recordings including the Remote VPN Laptops where ANI was received.
FAT004	Verify the Channel Names are correct	Successfully verified that the audio recording channel is matching the channel list.
FAT005	Verify Users, Groups, and Roles.	Successfully verified that the Users, Groups name, and Role are valid.
FAT006	Verify that the VOX/ Loop Detection settings included in Channel List.	Loop detection channel can be activated for testing purposes.
FAT007	Verify that the 911 Consoles including the Remote VPN Laptops are recorded in both format (VOIP and Analog)	Successfully verified that the all 911 Consoles including the Remote VPN Laptops are recorded in both format for all positions within Regional PSAP(s).
FAT008	Verify Search and Playback function	Successfully was able to search for a specific recording and able to playback the recording.
FAT009	Verify all idle channel alarms	Successfully verified that all alarms were received.
FAT010	Verify that the authorized users (Broward, Coral Springs, Plantation, BSO, Priority Dispatch, and Replay) can log into NICE Inform servers based on their assignment.	Successfully verified that the authorized users can login into the NICE servers.
FAT011	Verify that all required fields in the NICE Inform recorder, NICE inform Center, and NICE Intelligence are populated (i.e. Call-Taker ID/Name, channel, call duration, etc.)	Successfully verified that the required fields in the NICE Inform recorder, NICE inform Center, and NICE Intelligence are populated.
FAT012	Verify different phone calls appear as different audio segments.	Successfully verified that different calls are not combined into one audio segment.
FAT013	Verify P25 Radio system recordings are accessible and can be searched/ played back (Regional Only)	Successfully verified that the P25 Talk Group recordings can be played back.
System Failure Alarm		
FAT014	Test all Alarms that have been requested by Broward County (CTD) to Replay	Successfully verified that the system shall generate alarm notification for system failure.
FAT015	Verify that the 911 Trunk are recorded in VOIP format	Successfully verified that all 911 Trunk are recorded in VOIP format

Test #	Test Case	County Verifiable Test Criteria
		within Regional and Non-Regional PSAP(s).
Power Supply Redundancy		
FAT016	Verify that the VRS servers continue recording by disconnecting one of the Power connections from the VRS Servers (all Regional and Non-Regional PSAPs)	Successfully verified that the VRS server is up and running by disconnecting one of the power supply cord from one of the VRS server.
NIC (Network Interface Card) Redundancy		
FAT017	Verify NIC connection for VRS servers 1 & 2 (all Regional and Non-Regional PSAPs)	Successfully verified that the VRS server is up and running after disconnecting one of the NIC Connector.
Text Messaging Recording		
FAT01*	Verify that the 911 Text Message transcript is recorded and viewable.	Successfully verified that the entire 911 Text message transcript has been recorded within the new software platform and can be viewed.
FAT019	Verify 911 Text message ANI/ALI	Successfully verified that the Text message ANI/ALI has been recorded in the Text message transcript.
RapidSOS Messaging		
FAT020	Verify that the RapidSOS data is provided within the NICE Inform System.	Successfully verified that the RapidSOS messaging data (i.e. Caller Information and Location Data) were captured and displayed in the NICE Inform GUI.
FAT021	Verify that the RapidSOS data can be used for visual searching, incident visualization and playback, and incident intelligence	Successfully verified that RapidSOS data can be used for visual searching, incident visualization and playback, and incident intelligence.
Retention Data Validation (40 days)		
FAT022	Verify that the Historical Database (including flagged files) still exist on the Primary VPI server and can be accessed and played back by the user (all Regional and Non-Regional PSAPs).	Successfully logged in to the VRS Primary server and verified that the Historical database exist on the server and all calls can be played in VPI platform.
FAT023	Verify the new VRS retention period is set to 40 days	Successfully verified a retention period of 40 days.

Test #	Test Case	County Verifiable Test Criteria
Data Conversion		
FAT024	Verify that all Historical Data has been converted, maps to the agreed upon specification, and accurately matches all Power MIS source data.	Successfully verified that the converted data is accurate and mapped to the specification defined during the mapping phase of the project.
Citrix Server Login (CTD Users Only) Verification		
FAT025	Verify login to VRS Servers (1 & 2) at each Regional PSAP(s) in new Software Platform - Citrix Access	Successfully logged in to the VRS servers Logger 1 & 2 and new software platform is installed.
FAT026	Verify login to NICE Intelligence Server at Central PSAP in new Software Platform - Citrix Access	Successfully logged in to the NICE Intelligence server and new software platform is installed.
QA/QI Data Validation		
FAT027	Verify that the authorized users (Broward County and BSO QA team) can access the NICE Inform Intelligence Center server from their PCs to perform all QA/QI activities.	Successfully verified that the Broward County and the BSO QA team were able to access the NICE Inform Intelligence Center server and performed QA/QI activities.
FAT028	Verify that Replay and Priority Dispatch team can access the NICE Inform Center server to perform the QA evaluations through the AQUA workstation.	Successfully verified that Replay and Priority Dispatch team can access the NICE Inform Center server and performed the QA evaluations.
FAT029	Verify that the authorized users (Broward County and BSO QA team) can access the NICE Inform Intelligence Center server remotely from their PCs to perform all QA/QI activities.	Successfully verified that the Broward County and the BSO QA team were able to access the NICE Inform Intelligence Center server remotely and performed QA/QI activities.
FAT030	Verify that the Coral Springs PSAP authorized user can conduct QA/QI evaluations from NICE Inform Logger 1 (NICE Primary logger).	Successfully was able to login to the Coral Springs NICE Inform recorder (Logger 1, Primary) and conduct/view QA/QI data.
FAT031	Verify that all QA/QI Reports have been migrated to the new software platform and are displaying accurately (Regional PSAPs).	Successfully verified that all QA/QI Reports have been migrated to the new software platform and are displaying accurately
FAT032	Verify that all QA/QI completed Evaluations (historical) have been migrated to the new software platform (Regional PSAPs).	Successfully verified that all QA/QI completed Evaluations (historical) have been migrated to the new software platform.

Test #	Test Case	County Verifiable Test Criteria
FAT033	Verify that all QA/QI Dashboards have been migrated to the new software platform (Regional PSAPs).	Successfully verified that all QA/QI Dashboards have been migrated to the new software platform.
FAT034	Verify QA evaluations can be searched by Incident Number	QA evaluations can be searched by Incident Number
FAT035	Verify the system can deliver completed evaluations to a Supervisor and/ or Call taker (Regional PSAPs).	The system delivered the completed evaluation to the Supervisor and/or Call Taker (Agent).
FAT036	Verify the system provides template evaluation forms as defined by the customer (Regional PSAPs).	The system provides all the required template evaluation forms.
FAT037	Verify that the Intelligence Center provides a method for users to appeal an evaluation after reviewing it (Regional PSAPs).	Agent can dispute the evaluation by adding a comment at the bottom of the evaluation. She/he has to inform the supervisor according to the established process.
FAT038	Verify in the Intelligence Center that any evaluation shall include digital timestamp for each activity that occurs (Regional PSAPs).	Completed evaluations have the start and end time stamp time displayed on the screen.
Inform Intelligence Center (Regional PSAPs)		
FAT039	Verify the NICE Intelligence Center can send an email with attached reports to a group email addresses.	Successfully was able to email the group with an attachment. The email and attachment were received by the users.
FAT040	Verify that calls can be searched by Incident Number, call Discipline (Medical, Fire, Police), and Agency (e.g., Fort Lauderdale, Hollywood, Pompano, etc.).	Calls can be searched in the system by Incident Number, Discipline (Police, Medical, and Fire), and Agency (e.g., Fort Lauderdale, Hollywood, Pompano, etc.).
FAT041	Verify that the system performs incident reconstruction and shall allow the user to review an entire incident from start to finish (including call taking, dispatching, and unit response).	Successfully verified that the system performs incident reconstruction and allows the user to review an entire incident from start to finish.
FAT042	Verify a report can be added to "My Dashboard" to display the information.	A Report can be displayed in the Dashboard.
FAT043	Verify the system provides reporting for daily, weekly, monthly, quarterly, and annually.	Generated report based on the time frame selected.

Test #	Test Case	County Verifiable Test Criteria
FAT044	Verify the Intelligence Center software has tools to identify data patterns and perform trend analysis.	Successfully verified that the Intelligence Center software has tools to identify data patterns and perform trend analysis.
FAT045	Verify the software assists with data mining and reporting by allowing data to be pivoted, grouped, sorted, and filtered.	Successfully verified that the software assists with data mining and reporting by allowing data to be pivoted, grouped, sorted, and filtered.
FAT046	Verify the data can be presented within the software as a grid and/ or spreadsheet format	Successfully verified that the data can be presented within the software as a grid and/ or spreadsheet format
FAT047	Ad-hoc and custom reports and dashboards can be created by County utilizing the Intelligence Center tools and available data fields.	Successfully verified that the Ad-hoc and custom reports and dashboards can be created by user utilizing the Intelligence Center tools and available data fields.
FAT048	Custom calculations and metrics (statistical functions) can be incorporated into reports and dashboards by the County.	Successfully verified that the Custom calculations and metrics (statistical functions) can be incorporated into reports and dashboards.
FAT049	Verify reports and dashboards can be exported by the user in different formats (PDF, excel,-csv)	Successfully verified that the reports and dashboards can be exported by the user in different formats (PDF, excel,-csv)
FAT050	Verify customer pre-defined reports and dashboards are accessible and accurate	Successfully verified that the customer pre-defined reports and dashboards are accessible and accurate
FAT051	Verify a SQL-based driver/ tool is available and allows users to query ElasticSearch data fields.	Successfully verified that the SQL-based driver/toll is available and allows the user to query ElasticSearch data filed.
FAT052	Verify custom searches can be performed within Intelligence Center. Test examples: <ol style="list-style-type: none"> 1. find phase 2 calls with more than 2 rebids 2. remove cloned incidents from a dataset 	Successfully verified that the custom search can be performed within Intelligence Center server.

Test #	Test Case	County Verifiable Test Criteria
	<ol style="list-style-type: none"> 3. find CAD CFS where the caller was transferred to language line 4. identify number of CAD CFS without UCID and identify their source 5. identify units that were recommended to the dispatcher for an incident 6. Find all CFS entered from a dual-call taker/dispatcher position and list their source 7. Find all CAD CFS that received a Replay and Priority Dispatch QA evaluation 	
FAT053	Verify data associations between different systems have been made within the ElasticSearch and are retrievable in Intelligence Center for use in reports and dashboards.	Successfully verified that the data can be retrieved using ElasticSearch with the NICE Intelligence servers.
FAT054	Verify data is available in real time or near real time (within 5 seconds).	Successfully verified that the data provided within the NICE Inform System is near real time.

13. Additional Optional Professional Services:

Upon County written issuance of Notice(s) to Proceed specifically for Additional Optional Professional Services, and solely to the extent of such Notice(s) to Proceed, Replay shall provide up to 125 hours of additional consulting and/or professional services at the hourly rate of \$200.00/hour and any actual costs for equipment or materials, for a maximum not-to-exceed amount of **\$25,000.00**. These services shall be utilized only on a time and materials basis and shall in no way duplicate the work required to be provided for the VRS Refresh Phase II under any of the foregoing sections of this Statement of Work.

14. Support and Maintenance Services

Support and Maintenance Services Fees shall begin to accrue upon Final Acceptance and shall be invoiced semi-annually in advance (with the first year invoiced pro rata to coincide with semi-annual invoicing consistent with the then-current annual invoicing schedule for other Support and Maintenance Services Fees) at the rates set forth in the Agreement, including Exhibit B-1, which are **\$390,344.00** per year based upon the current licenses but subject to change based upon any changes in the number of licenses. These Support and Maintenance Services Fees shall be charged against the Support and Maintenance not-to-exceed amounts under the Agreement.