**WORK AUTHORIZATION FOR SYSTEM AND SERVICES AGREEMENT BETWEEN BROWARD COUNTY AND NICE SYSTEMS, INC.**

Contract Number: TEC2126907A1
Work Authorization No. **WA-ORCAT-NICE-002**

This Work Authorization is between Broward County ("County") and NICE Systems, Inc. ("Contractor"), pursuant to the Technology Products Agreement, executed on July 21, 2023. In the event of any inconsistency between this Work Authorization and the Agreement, the provisions of the Agreement shall govern and control.

**Services to be provided:**

Contractor shall provide all software, hardware, configurations, and services for the Voice Recording System (VRS) at the Regional and Non-Regional Public Safety Answering Points (PSAPs). This project shall include replacement of existing equipment, a software upgrade, and the acquisition of additional new equipment. Contractor shall also provide installation, project management, and training as part of the services outlined in Exhibit A - Statement of Work.

The amount permitted under the Agreement for Optional Services is $3,200,000.

The time period for this Work Authorization shall be from the County's notice to proceed for a period of three hundred and sixty (360) calendar days, unless otherwise extended or terminated in writing by the Contract Administrator.

**Fixed Fee Determination:** Payment for fixed fee services under this Work Authorization is as follows and shall be invoiced in accordance with Section 17 Financials of Exhibit A:

| | |
|---|---|
| Hardware Fees | $529,519.20 |
| Software Fees | $656,045.00 |
| Professional Services | $294,500.00 |
| Software Maintenance and Support Fees for Year One | $602,134.00 |
| **Total Fixed Cost of this Work Authorization** | **$2,082,198.20** |

**Recurring Fees for Maintenance and Support Services**
Recurring Maintenance and Support Services fees shall be invoiced quarterly in arrears in accordance with the existing invoicing schedule for Maintenance and Support Services under the Agreement in the annual amount of $602,134, beginning one year after the date of Final Acceptance, with the first invoice prorated to the extent applicable, and continuing for a period of one (1) year thereafter. These amounts shall be allocated to the Support and Maintenance Fees not-to-exceed amount in the Agreement and are stated here for informational purposes.

IN WITNESS WHEREOF, the Parties hereto have made and executed this Work Authorization: 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 _____, 20__; and NICE Systems, Inc., signing by and through its duly authorized representative.

COUNTY

ATTEST:

BROWARD COUNTY, by and through its Board of County Commissioners

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

By: _____
Mayor

____ day of _____, 20__

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

By SARA COHEN _____
Digitally signed by SARA COHEN
Reason: Approved as to form
Location: Broward County Attorney's Office
Date: 2025.11.06 09:20:04 -05'00'

Sara F. Cohen (Date)
Assistant County Attorney

By _____
Digitally signed by Rene D. Harrod
DN: cn=Rene D. Harrod, ou=Broward County Attorney's Office, email=rharrod@broward.org, c=US
Reason: Approved as to form
Date: 2025.11.06 09:24:15 -05'00'

René D. Harrod (Date)
Chief Deputy County Attorney

CONTRACTOR

**Signature #1**

NICE Systems, Inc.

By: DocuSigned by: Gerry Cockram D3B7716224D8481...
Authorized Signer

Gerry Cockram Vice President - Service and Support
Print Name and Title

11/5/2025
_____ day of _____, 20___

**Signature #2**

NICE Systems, Inc.

By: Signed by: 44FCF0489F30499...
Authorized Signer

Chris Wooten EVP
Print Name and Title

11/5/2025
_____ day of _____, 20___

**Signature #3**

NICE Systems, Inc.

By: DocuSigned by: Ashley Goodwin 9B18BA4F7E3349E...
Authorized Signer

Ashley Goodwin -VP Finance
Print Name and Title

11/5/2025
_____ day of _____, 20___

# Exhibit A – Statement of Work

## 1. Project Request

The current Equipment ("Existing Equipment") at the Regional and Non-Regional Public Safety Answering Points (PSAPs) requires replacement with new equipment listed in Section 2B ("New Equipment"), and the current Software ("Existing Software") requires upgrades as listed in Section 2A ("New Software"). The purpose of replacing the Voice Recording System ("VRS") Equipment and upgrading the Existing Software is to guarantee ongoing reliability, security, and in supporting seamless voice recording services at each of the Regional (Central, North, South) and Non-Regional PSAPs (Coral Springs, Plantation, EOC). This Statement of Work shall be implemented in two (2) Phases, as detailed below.

**Phase 1**

Phase 1 shall consist of Contractor delivering the NICE Inform servers ("NICE Inform") with version 11.x* and NICE Inform Recorders (NIRs) with software version 10.x* for Regional and Non-Regional PSAPs. (*Contractor will provide the latest version as of the date of County's notice to proceed.) In addition, Contractor shall perform installation, setup, and configuration of the New Equipment at each of the Regional and Non-Regional PSAPs, which includes ensuring that the existing functionality continues to exist (as used herein, "existing functionality" means the functionality that actually exists as of the date of this Work Authorization, and any greater functionality that should exist per the Existing Equipment and Existing Software specifications).

The equipment replacement and upgrades shall include:

**Regional PSAPs**

- Replacement of all the Existing Equipment with the New Equipment.
- Deployment of the existing functionality on all New Equipment.
- Deployment of the existing functionality on a new dedicated Health Manager Server, which shall serve as the Primary Health Manager server amongst the three (3) Regional PSAPs.
- A new secondary instance of the Health Manager application shall be added to the NICE Inform Server at North Regional PSAP.
- Upgrade memory to a minimum of 128GB and hard drives to a minimum of 12TB in a RAID 1 array for each server at each Regional PSAP.
- Contractor shall upgrade the AQUA API licenses for conducting QA/QI analysis to the latest software version.
- Contractor shall ensure recordings are captured on the Primary NICE Inform Recorder and are also captured on the Secondary NICE Inform Recorder (in parallel).
- Contractor shall upgrade the existing Primary Inform Elite Channel Resource licensing and the P25 ASTRO Radio licenses to allow the users to retrieve all recordings from NICE Inform servers.

- All QA/QI components shall provide at least the same functions and functionality as the existing functionality.
- The data for Intelligence Center will be re-ingested after the upgrade to software v1.6.
- Upon successful completion of the upgrade of Existing Software to New Software, installation of the New Equipment at each Regional PSAP, and the migration of the existing data, Contractor shall configure the VRS system to allow authorized users to retrieve audio through the NICE Inform Playback servers. This shall require that user profiles and credentials be created by Contractor to enable users to access the VRS system and retrieve data.
- The VRS system shall ensure that all NICE Inform Recorders are capturing the recording of each incoming call regardless of operational mode (i.e. normal, flee-to-operations, and local mode) without generating any extended call recordings (i.e. recordings that span across multiple calls, multiple hours, etc.).

**Non-Regional PSAPs**

- Upgrade memory to a minimum of 128GB and hard drives to a minimum of 12TB in a RAID 1 array for each server at each Non-Regional PSAP.
- Replacement of all Existing Equipment and addition of NICE Inform Playback Servers at each Non-Regional PSAPs, as indicated in Section 2B (New Equipment) and 4C (Implementation Strategy).
- Deployment of the existing functionality on all New Equipment.
- Contractor shall ensure recordings are captured on the Primary NICE Inform Recorder and are also captured on the Secondary NICE Inform Recorder (in parallel).
- Setup and configure NICE Inform Playback Servers (Primary and Secondary) to provide a single user interface for access to all recordings including P25 talk group channels (Coral Springs and Plantation PSAPs).
- An instance of Health Manager application shall reside on each of the NICE Inform Playback servers (Primary and Secondary) at each of the Non-Regional PSAPs.
- Upon successful completion of the upgrade of Existing Software to New Software, installation of New Equipment at each Non-Regional PSAP, and migration of the historical data, Contractor shall configure the VRS system to allow the authorized users to retrieve audio through the NICE Inform Playback servers. This shall require that user profiles and credentials be created by Contractor to enable users to access the VRS system and retrieve data. In addition, the Coral Springs PSAP Quality Assurance (QA) team shall be able to conduct their QA through the NICE Inform Playback servers (Primary and Secondary).
- The VRS system shall ensure that all NICE Inform Recorders are capturing the recording of each incoming call regardless of operational mode (i.e. normal and flee-to-operations) without generating any extended call recordings (i.e. recordings that span across multiple calls, multiple hours, etc.).

**Phase 2**

Phase 2 shall consist of Contractor implementing the latest advancements in Session Recording Protocol (SIPREC) technology at each of the Regional and Non-Regional PSAPs. The New Equipment shall include:

**Regional PSAPs**

- Contractor shall install, configure, and set up two (2) new dedicated servers (Core/CTI SIPREC server and a Satellite SIPREC server) at each of the Regional PSAPs for SIPREC recording.
- Contractor will convert 121 of the existing Inform licenses to support channel-separated audio from the SIPREC interface to the VIPER v7 system.
- The VRS system shall capture VoIP audio from VIPER consoles using the SIPREC interface.
- The NICE recording solution shall capture analog audio from the VIPER consoles and analog audio from all radio consoles via the analog interface cards in NICE Inform Recorders.
- The VRS system shall ensure that all NICE Inform Recorders are capturing the recording of each incoming call regardless of operational mode (i.e. normal, flee-to-operations, and local mode) without generating any extended call recordings (i.e. recordings that span across multiple calls, multiple hours, etc.).

**Non-Regional PSAPs**

- At each of the Non-Regional PSAPs, SIPREC technologies shall be implemented using the new NICE Inform Recorders. SIPREC audio will be captured on the new NICE Inform Recorders.
- No additional licensing channels shall be required for Non-Regional PSAPs.
- The NICE recording solution shall capture VoIP audio from the VIPER consoles using the SIPREC Interface. Contractor will convert existing Inform licenses, equal to the sum of the local VIPER consoles and VIPER remote laptop positions at each Non-Regional PSAP to support channel-separated audio from the SIPREC interface to the local VIPER v7 systems.
- The NICE recording solution shall capture analog audio from the VIPER consoles and analog audio from all radio consoles via the analog interface cards in NICE Inform Recorders.
- A new NICE Inform Recorder shall be installed and configured at the EOC PSAP only for the capture of audio associated with the Cisco Administrative Lines.
- The VRS system shall ensure that all NICE Inform Recorders are capturing the recording of each incoming call regardless of operational mode (i.e. normal and flee-to-operations) without generating any extended call recordings (i.e. recordings that span across multiple calls, multiple hours, etc.).

## 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 9-1-1 calls and non-emergency calls

initiated from the caller are answered and processed by the PSAP in which the VRS system is responsible for recording the entire call.

All installations and services associated with this project shall be performed at the following PSAPs, unless the County Contract Administrator designates alternate locations in writing:

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

**A. Software**

Contractor shall deliver, install, and configure the New Software listed below per the terms and conditions of the Agreement. Upon Final Acceptance, the New Software shall be deemed "Software" under the Agreement.

**Regional PSAPs**

**NEW SOFTWARE – Regional (for Radio ASTRO locations) – PHASE 1**

| Regional P25 Radios | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-INF-ELITE-AD-PRI-1CH | Primary Inform Elite replay channel/resource license for external Logger or matrix connection (to link multiple Inform Systems together) - Upgrade to Inform 11.x<br><br>License upgrade for the sixty (60) licenses at ASTRO Davie<br>License upgrade for the sixty (60) licenses at ASTRO Coconut Creek | 120 |
| NPS-INF-ELITE-AD-RES-1CH | Resilient Inform Elite replay channel/resource license for external Logger or matrix connection (to link multiple Inform Systems together) - Upgrade to Inform 11.x<br><br>License upgrade for the sixty (60) licenses at ASTRO Davie<br>License upgrade for the sixty (60) licenses at ASTRO Coconut Creek | 120 |

**NEW SOFTWARE - Central PSAP (Regional) – PHASE 1**

| Central PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | NICE Inform Software – Upgrade to software version 11.x (or latest)<br><br>One (1) for the NICE Master Inform Playback Server<br>One (1) for the NICE Central Inform Playback Server | 2 |
| N/A | NICE Inform Recorders (NIRs) – Upgrade to NIR software version 10.x (or latest)<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |
| N/A | Health Manager Software – Software version 2.2.1 (or latest)<br><br>One (1) for the Health Manager Server (Primary) | 1 |
| N/A | Intelligence Center Software – Version 1.6 (or latest)<br><br>One (1) for the Intelligence Center Server | 1 |
| NPS-INF-ELITE-PRI-1CH | Primary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 216 channels:<br>Thirty-two (32) positions (VoIP)<br>Thirty-two (32) positions (Analog)<br>Seventy-two (72) trunk lines (VoIP)<br>Twenty-five (25) radio consoles (Analog)<br>Twenty-five (25) backup radio consoles (Analog)<br>Thirty (30) laptops (includes the purchase of six (6) new licenses)<br>Zero (0) spare channels | 216 |
| NPS-INF-ELITE-RES-1CH | Resilient recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 216 channels:<br>Thirty-two (32) positions (VoIP)<br>Thirty-two (32) positions (Analog)<br>Seventy-two (72) trunk lines (VoIP)<br>Twenty-five (25) radio consoles (Analog)<br>Twenty-five (25) backup radio consoles (Analog)<br>Thirty (30) laptops (includes the purchase of six (6) new licenses)<br>Zero (0) spare channels | 216 |
| NPS-INF-AQUA-API | NICE Inform upgrade for API for integration with Citrix (previously known as AQUA) to enable the QA/QI team to search and retrieve recordings from the NICE Inform Playback server. Per single concurrent user connection.<br><br>Fifteen (15) existing virtual Citrix (previously known as AQUA) workstations - this is an upgrade to the Inform 11 API. | 15 |
| NPS-MYSQL-STD | MySQL Server v8 license (Standard Edition).<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary)<br>One (1) for the Channel-Separated SIPREC Recorder | 3 |

**NEW SOFTWARE - Central PSAP (Regional) – PHASE 2**

| Central PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | Core/CTI SIPREC Server Software – NIR Version 10.x | 1 |
| N/A | Satellite SIPREC Server Software – NIR Version 10.x | 1 |
| NPS-INF-ELITE-CSV-POSNEX | Convert existing Inform Elite Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per VIPER position and VIPER laptop. For use with channel separated i3 audio recording only.<br><br>This license shall serve as the primary recording channels at Central PSAP for:<br>Thirty-two (32) positions (VoIP)<br>Thirty (30) laptops<br><br>This license shall serve as the primary recording channels at North PSAP for:<br>Twenty-seven (27) positions and<br>Zero (0) laptops<br><br>This license shall serve as the primary recording channels at South PSAP for:<br>Thirty-two (32) positions<br>Zero (0) laptops | 121 |

**NEW SOFTWARE – North PSAP (Regional) – PHASE 1**

| North PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | NICE Inform Software – Upgrade to Software Version 11.x (or latest)<br><br>One (1) for the NICE North Inform Playback Server | 1 |
| N/A | NICE Inform Recorders (NIRs) – NIR Software Version 10.x (or latest)<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |
| N/A | Health Manager Client Application – Version 2.2.1<br>(or latest) | 1 |
| NPS-INF-ELITE-PRI-1CH | Primary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 212 channels:<br>Twenty-seven (27) positions (VoIP)<br>Twenty-seven (27) positions (Analog)<br>Eighty (80) trunk lines (VoIP)<br>Thirty-nine (39) radio consoles (Analog)<br>Thirty-nine (39) backup radio consoles (Analog)<br>Zero (0) laptops | 212 |

| North PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Zero (0) spare channels | |
| NPS-INF-ELITE-RES-1CH | Resilient recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 212 channels:<br>Twenty-seven (27) positions (VoIP)<br>Twenty-seven (27) positions (Analog)<br>Eighty (80) trunk lines (VoIP)<br>Thirty-nine (39) radio consoles (Analog)<br>Thirty-nine (39) backup radio consoles (Analog)<br>Zero (0) laptops<br>Zero (0) spare channels | 212 |
| NPS-MYSQL-STD | MySQL Server license v8 (Standard Edition).<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary)<br>One (1) for the Channel-Separated SIPREC Recorder | 3 |

**NEW SOFTWARE – North PSAP (Regional) – PHASE 2**

| North PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | Core/CTI SIPREC Server Software – NIR Version 10.x | 1 |
| N/A | Satellite SIPREC Server Software – NIR Version 10.x | 1 |
| NPS-INF-ELITE-CSV-RSPSNX | Convert existing Inform Elite Resilient Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per VIPER position. For use with channel separated i3 audio recording only. | 121 |

**NEW SOFTWARE – South PSAP (Regional) – PHASE 1**

| South PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | NICE Inform Software – Upgrade to Software Version 11.x (or latest)<br><br>One (1) for the NICE South Inform Playback Server | 1 |
| N/A | NICE Inform Recorders (NIRs) – NIR Software Version 10.x (or latest)<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |
| NPS-INF-ELITE-PRI-1CH | Primary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 149 channels:<br>Thirty-two (32) positions (VoIP) | 149 |

| South PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Thirty-two (32) positions (Analog)<br>Thirty-four (34) trunk lines (VoIP)<br>Twenty-three (23) radio consoles (Analog)<br>Twenty-three (23) backup radio consoles (Analog)<br>Zero (0) laptops<br>Five (5) spare channels | |
| NPS-INF-ELITE-RES-1CH | Resilient recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 149 channels:<br>Thirty-two (32) positions (VoIP)<br>Thirty-two (32) positions (Analog)<br>Thirty-four (34) trunk lines (VoIP)<br>Twenty-three (23) radio consoles (Analog)<br>Twenty-three (23) backup radio consoles (Analog)<br>Zero (0) laptops<br>Five (5) spare channels | 149 |
| NPS-MYSQL-STD | MySQL Server license v8 (Standard Edition).<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary)<br>One (1) for the Channel-Separated SIPREC Recorder | 3 |

**NEW SOFTWARE – South PSAP (Regional) – PHASE 2**

| South PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | Core/CTI SIPREC Server Software –NIR Version 10.x | 1 |
| N/A | Satellite SIPREC Server Software – NIR Version 10.x | 1 |
| NPS-INF-ELITE-CSV-RSPSNX | Convert existing Inform Elite Resilient Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per VIPER position. For use with channel separated i3audio recording only. | 121 |

**Non-Regional PSAPs**

**NEW SOFTWARE – Coral Springs PSAP (Non-Regional) – PHASE 1**

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | NICE Inform Software – Upgrade to Software Version 11.x (or latest)<br><br>One (1) for the NICE Primary Inform Playback Server<br>One (1) for the NICE Secondary Inform Playback Server | 2 |

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | NICE Inform Recorders (NIRs) - Software Version 10.x (or latest)<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |
| N/A | Health Manager Client Application – Version 2.2.1 (or latest)<br><br>One (1) for the NICE Primary Inform Playback Server<br>One (1) for the NICE Secondary Inform Playback Server | 2 |
| NPS-INF-ELITE-PRI-1CH | Primary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 127 channels:<br>Twenty-one (21) positions (VoIP)<br>Twenty-one (21) positions (Analog)<br>Fifty-two (52) trunk lines (VoIP)<br>Fourteen (14) radio consoles (Analog)<br>Eleven (11) backup radio consoles (Analog)<br>Eight (8) laptops (includes the purchase of two (2) new licenses)<br>Zero (0) spare channels | 127 |
| NPS-INF-ELITE-RES-1CH | Resilient recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 127 channels:<br>Twenty-one (21) positions (VoIP)<br>Twenty-one (21) positions (Analog)<br>Fifty-two (52) trunk lines (VoIP)<br>Fourteen (14) radio consoles (Analog)<br>Eleven (11) backup radio consoles (Analog)<br>Eight (8) laptops (includes the purchase of two (2) new licenses)<br>Zero (0) spare channels | 127 |
| NPS-INF-ELITE-AD-PRI-1CH | Primary Inform Elite replay channel/resource license for external Logger or matrix connection (to link multiple Inform Systems together) - Upgrade to Inform 11.x | 18 |
| NPS-INF-ELITE-AD-RES-1CH | Resilient Inform Elite replay channel/resource license for external Logger or matrix connection (to link multiple Inform Systems together) - Upgrade to Inform 11.x | 18 |
| NPS-MYSQL-STD | MySQL Server license v8 (Standard Edition).<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |

**NEW SOFTWARE – Coral Springs PSAP (Non-Regional) – PHASE 2**

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | SIPREC Server Software – NIR Version 10.x | 2 |

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | |
| NPS-INF-ELITE-CSV-POSNEX | Convert existing Inform Elite Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per position/laptop. For use with channel separated i3 audio recording only.<br><br>This license shall serve as the primary recording channels at Coral Springs PSAP for:<br><br>Twenty-one (21) positions<br>Eight (8) laptops | 29 |
| NPS-INF-ELITE-CSV-RSPSNX | **Resilient Licenses shall be converted at No Cost to County**<br><br>Convert existing Inform Elite Resilient Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per position/laptop. For use with channel separated i3 audio recording only.<br><br>This license shall serve as the backup recording channels at Coral Springs PSAP for:<br>Twenty-one (21) positions<br>Eight (8) laptops | 29 |

**NEW SOFTWARE – Plantation PSAP (Non-Regional) – PHASE 1**

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | NICE Inform Software - Upgrade to Software Version 11.x (or latest)<br><br>One (1) for the NICE Primary Inform Playback Server<br>One (1) for the NICE Secondary Inform Playback Server | 2 |
| N/A | NICE Inform Recorders (NIRs) - NIR Software Version 10.x (or latest)<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |
| N/A | Health Manager Client Application – Version 2.2.1<br>(or latest)<br><br>One (1) for the NICE Primary Inform Playback Server<br>One (1) for the NICE Secondary Inform Playback Server | 2 |
| NPS-INF-ELITE-PRI-1CH | Primary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 44 channels:<br>Twelve (12) positions (VoIP)<br>Twelve (12) positions (Analog) | 44 |

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Six (6) trunk lines (VoIP)<br>Six (6) radio consoles (Analog)<br>Zero (0) backup radio consoles (Analog)<br>Eight (8) laptops (includes the purchase of two (2) new licenses)<br>Zero (0) spare channels | |
| NPS-INF-ELITE-RES-1CH | Secondary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 44 channels:<br>Twelve (12) positions (VoIP)<br>Twelve (12) positions (Analog)<br>Six (6) trunk lines (VoIP)<br>Six (6) radio consoles (Analog)<br>Zero (0) backup radio consoles (Analog)<br>Eight (8) laptops (includes the purchase of two (2) new licenses)<br>Zero (0) spare channels | 44 |
| NPS-INF-ELITE-CSV-POSN | Primary Inform Elite Channel-Separated VoIP Position License | 5 |
| NPS-INF-ELITE-CSV-RESPSN | Resilient Inform Elite Channel-Separated VoIP Position License<br>**No charge to County** | 10 |
| NPS-INF-ELITE-AD-PRI-1CH | Primary Inform Elite replay channel/resource license for external Logger or matrix connection (to link multiple Inform Systems together) - Upgrade to Inform 11.x | 30 |
| NPS-INF-ELITE-AD-RES-1CH | Resilient Inform Elite replay channel/resource license for external Logger or matrix connection (to link multiple Inform Systems together) - Upgrade to Inform 11.x | 30 |
| NPS-MYSQL-STD | MySQL Server license v8 (Standard Edition).<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |

**NEW SOFTWARE – Plantation PSAP (Non-Regional) – PHASE 2**

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | SIPREC Server Software – NIR Version 10.x<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |
| NPS-INF-ELITE-CSV-POSNEX | Convert existing Inform Elite Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per position. For use with channel separated i3 audio recording only. | 20 |

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | This license shall serve as the primary recording channel at Plantation PSAP for:<br>Twelve (12) positions<br>Eight (8) laptops (6 existing + 2 to be newly assigned) | |
| NPS-INF-ELITE-CSV-RSPSNX | **Resilient Licenses shall be converted at No Cost to County**<br><br>Convert existing Inform Elite Resilient Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per position. For use with channel separated i3 audio recording only.<br><br>This license shall serve as the backup recording channel at Plantation PSAP for:<br>Twelve (12) positions<br>Eight (8) laptops (6 existing + 2 to be newly assigned) | 20 |

**NEW SOFTWARE – EOC PSAP (Non-Regional) – PHASE 1**

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | NICE Inform Software - Upgrade to Software Version 11.x (or latest)<br><br>One (1) for the NICE Primary Inform Playback Server<br>One (1) for the NICE Secondary Inform Playback Server | 2 |
| N/A | NICE Inform Recorders (NIRs) - Upgrade to Software Version 10.x (or latest)<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |
| N/A | Health Manager Client Application – Version 2.2.1 (or latest)<br><br>One (1) for the NICE Primary Inform Playback Server<br>One (1) for the NICE Secondary Inform Playback Server | 2 |
| NPS-INF-ELITE-PRI-1CH | Primary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 160 channels:<br>Twenty-seven (27) positions (VoIP)<br>Twenty-seven (27) positions (Analog)<br>Forty-eight (48) trunk lines (VoIP)<br>Zero (0) radio consoles (Analog)<br>Zero (0) backup radio consoles (Analog)<br>Fifty-eight (58) Cisco phones (VoIP)<br>Zero (0) laptops<br>Zero (0) spare channels | 160 |

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-INF-ELITE-RES-1CH | Secondary recording channel license with Inform Elite applications support - Upgrade to Inform 11.x<br><br>License upgrade for a total of 102 channels:<br>Twenty-seven (27) positions (VoIP)<br>Twenty-seven (27) positions (Analog)<br>Forty-eight (48) trunk lines (VoIP)<br>Zero (0) radio consoles (Analog)<br>Zero (0) backup radio consoles (Analog)<br>Zero (0) laptops<br>Zero (0) spare channels | 102 |
| NPS-MYSQL-STD | MySQL Server license v8 (Standard Edition).<br><br>One (1) for the NICE Inform Recorder (Primary)<br>One (1) for the NICE Inform Recorder (Secondary) | 2 |

**NEW SOFTWARE – EOC PSAP (Non-Regional) – PHASE 2**

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| N/A | SIPREC Server Software – NIR Version 10.x<br><br>One (1) for NICE Inform Recorder (Primary)<br>One (1) for NICE Inform Recorder (Secondary) | 2 |
| NPS-INF-ELITE-CSV-POSNEX | Convert existing Inform Elite Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per position. For use with channel separated i3 audio recording only.<br><br>This license shall serve as the primary recording channel at EOC PSAP for:<br>Twenty-seven (27) positions<br>Zero (0) laptops | 27 |
| NPS-INF-ELITE-CSV-RSPSNX | **Resilient Licenses shall be converted at No Cost to County**<br><br>Convert existing Inform Elite Resilient Channel to Channel-Separated VoIP Position license; delivers four (4) audio recording channel licenses per position. For use with channel separated i3 audio recording only.<br><br>This license shall serve as the primary recording channel at EOC PSAP for:<br>Twenty-seven (27) positions<br>Zero (0) laptops | 27 |

**B. New Equipment**

Contractor shall deliver, install, and configure the New Equipment listed below per the terms and conditions of the Agreement. Upon Final Acceptance, the New Equipment shall be deemed "Equipment" under the Agreement.

**Regional PSAPs**

**NEW EQUIPMENT - Project Startup and Spares– PHASE 1**

| Model | Description | Qty |
|---|---|---|
| NPS-NR-ANA-DIG-CABLE-10 | **PROJECT STARTUP:**<br>Five (5) Connection Cables 10m for Analog/Digital Cards (Connection Cable)<br><br>**PROJECT SPARES:**<br>One (1) Connection Cables 10m for Analog/Digital Cards (Connection Cable) | 6 |
| NPS-INF-ADT-FULL | **PROJECT STARTUP:**<br>Five (5) Analog/Digital/Trunk Full Length PCI-E Interface Board Without Beep Tone (Analog Interface Card)<br><br>**PROJECT SPARES:**<br>One (1) Analog/Digital/Trunk Full Length PCI-E Interface Board Without Beep Tone (Analog Interface Card) | 6 |

**NEW EQUIPMENT - Central PSAP (Regional) – PHASE 1**

| Central PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-ML350-G11 | **NICE INFORM RECORDER:**<br>HPE Proliant ML350 Gen11 4LFF server (1-Primary; 1-Secondary)<br><br>The following are included:<br>1. Two (2) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Two (2) Moxa N-Port 1-port device server w/(1) DB9M RS232 port & (1) 10/100 network port, Part # NPS-NR-MOXA-N-1<br>3. Two (2) Split Serial Cable RS232 10-meter (used for CRD) (1 per MOXA), Part # NPS-NR-SPLIT-SERIAL-CABLE<br>4. Four (4) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>5. Eight (8) HPE 32GB DDR5 SD RAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>6. Two (2) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 2 |

| Central PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-DL380-G11 | **MASTER INFORM SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |
| NPS-NR-SRV-DL380-G11 | **CENTRAL INFORM PLAYBACK SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |
| NPS-NR-SRV-DL380-G11 | **INTELLIGENCE CENTER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>2. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3 | 1 |
| NPS-NR-SRV-DL380-G11 | **HEALTH MANAGER PRIMARY SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>2. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |
| NPS-NR-KVM-CONSOLE | **ADDITIONAL NEW EQUIPMENT:**<br>HPE LCD8500 1U UK Rackmount Console Kit with 18.5-inch WXGA TFT LCD Display (KVM Console) | 1 |

| Central PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-KVM-SWITCH-G3 | **ADDITIONAL NEW EQUIPMENT:**<br>HPE KVM Console G3 Switch 0x2x16; 16 ports, rack mountable (KVM Switch) | 1 |

**NEW EQUIPMENT - Central PSAP (Regional) – PHASE 2**

| Central PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-DL360-G11 | **CORE/CTI SERVER FOR SIPREC AUDIO:**<br>HPE Proliant DL360 Gen11 4LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>4. One (1) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 1 |
| NPS-NR-SRV-DL360-G11 | **SATELLITE SERVER FOR SIPREC AUDIO:**<br>HPE Proliant DL360 Gen11 4LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>4. One (1) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 1 |

**NEW EQUIPMENT - North PSAP (Regional) – PHASE 1**

| North PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-ML350-G11 | **NICE INFORM RECORDER:**<br>HPE Proliant ML350 Gen11 4LFF server (1-Primary; 1-Secondary)<br><br>The following are included:<br>1. Two (2) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3 | 2 |

| North PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | 2. Two (2) Moxa N-Port 1-port device server w/(1) DB9M RS232 port & (1) 10/100 network port, Part # NPS-NR-MOXA-N-1<br>3. Two (2) Split Serial Cable RS232 10-meter (used for CRD) (1 per MOXA), Part # NPS-NR-SPLIT-SERIAL-CABLE<br>4. Four (4) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>5. Eight (8) HPE 32GB DDR5 SD RAM Memory module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>6. Two (2) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | |
| NPS-NR-SRV-DL380-G11 | **NORTH INFORM PLAYBACK/HEALTH MANAGER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server)<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |
| NPS-NR-KVM-CONSOLE | **ADDITIONAL NEW EQUIPMENT:**<br>HPE LCD8500 1U UK Rackmount Console Kit with 18.5-inch WXGA TFT LCD Display (KVM Console) | 1 |
| NPS-NR-KVM-SWITCH-G3 | **ADDITIONAL NEW EQUIPMENT:**<br>HPE KVM Console G3 Switch 0x2x16; 16 ports, rack mountable (KVM Switch) | 1 |

**NEW EQUIPMENT - North PSAP (Regional) – PHASE 2**

| North PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-DL360-G11 | **CORE/CTI SERVER FOR SIPREC AUDIO:**<br>HPE Proliant DL360 Gen11 4LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |

| North PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | 4. One (1) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | |
| NPS-NR-SRV-DL360-G11 | **SATELLITE SERVER FOR SIPREC AUDIO:**<br>HPE Proliant DL360 Gen11 4LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>4. One (1) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 1 |

**NEW EQUIPMENT - South PSAP (Regional) – PHASE 1**

| South PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-ML350-G11 | **NICE INFORM RECORDER:**<br>HPE Proliant ML350 Gen11 4LFF server (1-Primary; 1-Secondary)<br><br>The following are included:<br>1. Two (2) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Two (2) Moxa N-Port 1-port device server w/(1) DB9M RS232 port & (1) 10/100 network port, Part # NPS-NR-MOXA-N-1<br>3. Two (2) Split Serial Cable RS232 10-meter (used for CRD) (1 per MOXA), Part # NPS-NR-SPLIT-SERIAL-CABLE<br>4. Four (4) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>5. Eight (8) HPE 32GB DDR5 SD RAM Memory module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>6. Two (2) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 2 |
| NPS-NR-SRV-DL380-G11 | **SOUTH INFORM PLAYBACK SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3 | 1 |

| South PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | 2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | |
| NPS-NR-KVM-CONSOLE | **ADDITIONAL NEW EQUIPMENT:**<br>HPE LCD8500 1U UK Rackmount Console Kit with 18.5-inch WXGA TFT LCD Display (KVM Console) | 1 |
| NPS-NR-KVM-SWITCH-G3 | **ADDITIONAL NEW EQUIPMENT:**<br>HPE KVM Console G3 Switch 0x2x16; 16 ports, rack mountable (KVM Switch) | 1 |

**NEW EQUIPMENT - South PSAP (Regional) – PHASE 2**

| South PSAP (Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-DL360-G11 | **CORE/CTI SERVER FOR SIPREC AUDIO:**<br>HPE Proliant DL360 Gen11 4LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>4. One (1) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 1 |
| NPS-NR-SRV-DL360-G11 | **SATELLITE SERVER FOR SIPREC AUDIO:**<br>HPE Proliant DL360 Gen11 4LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>4. One (1) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 1 |

**Non-Regional PSAPs**

**NEW EQUIPMENT - Coral Springs PSAP (Non-Regional) – PHASE 1**

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-ML350-G11 | **NICE INFORM RECORDER:**<br>HPE Proliant ML350 Gen11 4LFF server (1-Primary; 1-Secondary)<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Two (2) Moxa N-Port 1-port device server w/(1) DB9M RS232 port & (1) 10/100 network port, Part # NPS-NR-MOXA-N-1<br>3. Two (2) Split Serial Cable RS232 10-meter (used for CRD) (1 per MOXA), Part # NPS-NR-SPLIT-SERIAL-CABLE<br>4. Eight (8) HPE 32GB DDR5 SD RAM Memory module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>5. Four (4) HPE 6TB Hard Drive – 3.5” Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>6. Two (2) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 2 |
| NPS-NR-SRV-DL380-G11 | **NICE PRIMARY INFORM PLAYBACK/HEALTH MANAGER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5” Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |
| NPS-NR-SRV-DL380-G11 | **NICE SECONDARY INFORM PLAYBACK HEALTH MANAGER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5” Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-KVM-CONSOLE | **ADDITIONAL NEW EQUIPMENT:**<br>HPE LCD8500 1U UK Rackmount Console Kit with 18.5-inch WXGA TFT LCD Display (KVM Console) | 1 |
| NPS-NR-KVM-SWITCH-G3 | **ADDITIONAL NEW EQUIPMENT:**<br>HPE KVM Console G3 Switch 0x2x16; 16 ports, rack mountable (KVM Switch) | 1 |

**NEW EQUIPMENT - Plantation PSAP (Non-Regional) – PHASE 1**

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-ML350-G11 | **NICE INFORM RECORDER:**<br>HPE Proliant ML350 Gen11 4LFF server (1-Primary; 1-Secondary)<br><br>The following are included:<br>1. Two (2) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Two (2) Moxa N-Port 1-port device server w/(1) DB9M RS232 port & (1) 10/100 network port, Part # NPS-NR-MOXA-N-1<br>3. Two (2) Split Serial Cable RS232 10-meter (used for CRD) (1 per MOXA), Part # NPS-NR-SPLIT-SERIAL-CABLE<br>4. Eight (8) HPE 32GB DDR5 SD RAM Memory module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>5. Four (4) HPE 6TB Hard Drive – 3.5” Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>6. Two (2) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 2 |
| NPS-NR-SRV-DL380-G11 | **NICE PRIMARY INFORM PLAYBACK/HEALTH MANAGER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5” Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |
| NPS-NR-SRV-DL380-G11 | **NICE SECONDARY INFORM PLAYBACK/HEALTH MANAGER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included: | 1 |

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | 1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | |
| NPS-NR-KVM-CONSOLE | **ADDITIONAL NEW EQUIPMENT:**<br>HPE LCD8500 1U UK Rackmount Console Kit with 18.5-inch WXGA TFT LCD Display (KVM Console) | 1 |
| NPS-NR-KVM-SWITCH-G3 | **ADDITIONAL NEW EQUIPMENT:**<br>HPE KVM Console G3 Switch 0x2x16; 16 ports, rack mountable (KVM Switch) | 1 |

**NEW EQUIPMENT - EOC PSAP (Non-Regional) – PHASE 1**

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-ML350-G11 | **NICE INFORM RECORDER:**<br>HPE Proliant ML350 Gen11 4LFF server (1-Primary; 1-Secondary)<br><br>The following are included:<br>1. Two (2) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Two (2) Moxa N-Port 1-port device server w/(1) DB9M RS232 port & (1) 10/100 network port, Part # NPS-NR-MOXA-N-1<br>3. Two (2) Split Serial Cable RS232 10-meter (used for CRD) (1 per MOXA), Part # NPS-NR-SPLIT-SERIAL-CABLE<br>4. Eight (8) HPE 32GB DDR5 SD RAM Memory module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>5. Four (4) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>6. Two (2) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 2 |
| NPS-NR-SRV-DL380-G11 | **NICE PRIMARY INFORM PLAYBACK/HEALTH MANAGER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11 | 1 |

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | 3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | |
| NPS-NR-SRV-DL380-G11 | **NICE SECONDARY INFORM PLAYBACK/HEALTH MANAGER SERVER:**<br>HPE Proliant DL380 Gen 11 12LFF Server<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11 | 1 |
| NPS-NR-KVM-CONSOLE | **ADDITIONAL NEW EQUIPMENT:**<br>HPE LCD8500 1U UK Rackmount Console Kit with 18.5-inch WXGA TFT LCD Display (KVM Console) | 1 |
| NPS-NR-KVM-SWITCH-G3 | **ADDITIONAL NEW EQUIPMENT:**<br>HPE KVM Console G3 Switch 0x2x16; 16 ports, rack mountable (KVM Switch) | 1 |

**NEW EQUIPMENT - EOC PSAP (Non-Regional) – PHASE 2**

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| NPS-NR-SRV-DL360-G11 | **SERVER FOR CISCO VoIP ADMIN LINES RECORDING:**<br>HPE Proliant DL360 Gen11 4LFF Server<br>**No Charge to County**<br><br>The following are included:<br>1. One (1) CAT5e Snagless Cable U/UTP 24AWG Patch Lead Grey 3m (1 per server), Part # NPS-NR-CAT5E-CABLE-3<br>2. Four (4) HPE 32GB DDR5 SDRAM Memory Module (4 per server), Part # NPS-NR-32GB-RAM-G11<br>3. Two (2) HPE 6TB Hard Drive – 3.5" Internal SAS (12Gb/s SAS) – 7200rpm (2 per server), Part # NPS-NR-HD6TB-G11<br>4. One (1) HPE 4-Port 1-GB Base T-Ethernet Adapter (1 per server), Part # NPS-NR-NIC-4PORT-G11 | 1 |

## C. Professional Services

Contractor shall provide Professional Services listed below per the terms and conditions of the Agreement:

**Regional PSAPs**

**PROFESSIONAL SERVICES – All Regional PSAPs – PHASE 1 & 2**

| Regional List | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| PS-PM-PM01-PS | Project Management Services, all Regional PSAPs (Central, North, and South)<br><br>Project Management Services shall include all activities identified in Section 6 – Project Management. | 1 |
| PS-IN-RPI38-PS | Global travel and expenses, priced per day<br>County will not be responsible for costs beyond the specified duration below.<br><br>Global travel and expenses shall include onsite Contractor personnel for up to a total of thirty (30) days consisting of travel to provide installation/implementation services for:<br><br>• Design Meeting for Regional & Non-Regional: One (1) day for Project Manager and One (1) day for SME (2 days total)<br>• Site Survey: 1 day per PSAP (3 days total)<br>• Phase 1 Staging: Three (3) days per PSAP (9 days total)<br>• Phase 2 Staging: One (1) day per PSAP (3 days total)<br>• Rack and Stack: One (1) day per PSAP (3 days total)<br>• Post-Cutover Phase 1: Five (5) days total for all PSAPs<br>• Post-Cutover Phase 2: Five (5) days total for all PSAPs<br><br>Twenty-two (22) total days for Phase 1<br>Eight (8) total days for Phase 2 | 30 |
| PS-IN-ASC27-PS | Server racking and stacking, 1st server per site<br><br>One (1) NICE Inform Recorder (Primary) for Central PSAP<br>One (1) NICE Inform Recorder (Primary) for North PSAP<br>One (1) NICE Inform Recorder (Primary) for South PSAP | 3 |
| PS-IN-ASC28-PS | Server racking and stacking, additional servers<br><br>One (1) NICE Inform Recorder (Secondary) for Central PSAP<br>One (1) NICE Master Inform Playback Server for Central PSAP<br>One (1) NICE Central Inform Playback Server for Central PSAP<br>One (1) NICE Intelligence Center Server for Central PSAP<br>One (1) NICE Health Manager (Primary) for Central PSAP<br>One (1) NICE Core/CTI SIPREC Server for Central PSAP<br>One (1) NICE Satellite SIPREC Server for Central PSAP<br><br>One (1) NICE Inform Recorder (Secondary) for North PSAP<br>One (1) NICE North Inform Playback Server for North PSAP<br>One (1) NICE Core/CTI SIPREC Server for North PSAP<br>One (1) NICE Satellite SIPREC Server for North PSAP One (1) NICE Inform Recorder (Secondary) for South PSAP<br>One (1) NICE South Inform Playback Server for South PSAP<br>One (1) NICE Core/CTI SIPREC Server for South PSAP | 15 |

| Regional List | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | One (1) NICE Satellite SIPREC Server for South PSAP | |
| PS-UG-05-PS | Upgrade - NICE Inform Playback Servers to Software version 11.x, all Regional PSAPs<br><br>One (1) NICE Master Inform Playback Server at Central PSAP<br>One (1) NICE Central Inform Playback Server at Central PSAP<br>One (1) NICE North Inform Playback Server at North PSAP<br>One (1) NICE South Inform Playback Server at South PSAP | 4 |
| PS-TEC-IMP-03-PS | Tech implementation - First recording system, up to 200 channels, Central PSAP<br><br>One (1) NICE Inform Recorder (Primary) for Central PSAP<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-TEC-IMP-06-PS | Tech Implementation – Additional recording systems, up to 200 channels, Central PSAP<br><br>One (1) NICE Inform Recorders (Secondary) for Central PSAP<br>One (1) Satellite SIPREC Recorder for Central PSAP<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 2 |
| PS-TEC-IMP-09-PS | Tech Implementation - Additional recording systems, up to 200 channels, North and South PSAPs<br><br>• Two (2) NICE Inform Recorders (Primary and Secondary) for North PSAP<br>• One (1) Satellite SIPREC Recorder for North PSAP<br>• Two (2) NICE Inform Recorders (Primary and Secondary) for South PSAP<br>• One (1) Satellite SIPREC Recorder for South PSAP<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 6 |
| PS-IN-ASC07-PS | Channel Expansion - Additional channels, priced by tier for every additional fifty (50) channels beyond the first 100 channels. | 10 |

| Regional List | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Increases the channel expansion number from 100 to 698 (12 additional tiers) for the total number of channel licenses of 698: 101-150, 151-200, 201-250, 251-300, 301-350, 351-400, 401-450, 451-500, 501-550, 550-577 | |
| PS-IN-ASC44-PS | Installation/Integration - Uplift for installation and configuration of NICE Inform Health Manager<br><br>One (1) Health Manager Server (Primary) at Central PSAP<br>One (1) Health Manager Server Client Application on NICE Inform Playback Server at North PSAP | 2 |
| PS-IN-ASC45-PS | Installation/Integration - Configuration of servers to enable NICE Inform Health Manager monitoring, priced per cluster, each cluster is up to five (5) additional servers requiring installation/integration.<br><br>Contractor shall install/integrate an additional six (6) clusters of servers itemized below:<br>• Two (2) NICE Inform Recorders (Primary and Secondary) for Central PSAP<br>• One (1) NICE Master Inform Playback Server at Central PSAP<br>• One (1) NICE Central Inform Playback Server at Central PSAP<br>• One (1) NICE Intelligence Center Server for Central PSAP<br>• One (1) NICE Health Manager (Primary) for Central PSAP<br>• One (1) NICE Core/CTI SIPREC Server for Central PSAP<br>• One (1) NICE Satellite SIPREC Server for Central PSAP<br><br>• Two (2) NICE Inform Recorders (Primary and Secondary) for North PSAP<br>• One (1) NICE North Inform Playback/Health Manager Server at North PSAP<br>• One (1) NICE Core/CTI SIPREC Server for North PSAP<br>• One (1) NICE Satellite SIPREC Server for North PSAP<br><br>• Two (2) NICE Inform Recorders (Primary and Secondary) for South PSAP<br>• One (1) NICE South Inform Playback Server at South PSAP<br>• One (1) NICE Core/CTI SIPREC Server for South PSAP<br>• One (1) NICE Satellite SIPREC Server for South PSAP | 6 |
| PS-IN-TNM01-PS | Out-of-hours uplift (on top of installation), priced per day<br><br>Out-of-hours = After hours Mon-Thurs, local holidays and weekends. After hours quantity is charged per day based on calculated level of effort for the installation requiring out-of-hours delivery.<br><br>• Configuration & Final Implementation for Phase 1: Two (2) days per PSAP (6 days total) | 12 |

| Regional List | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | • SIPREC Configuration & Final Implementation for Phase 2: Two (2) days per PSAP (6 days total)<br><br>Six (6) total days for Phase 1<br>Six (6) total days for Phase 2 | |
| PS-UG-01-PS | Daily Services Fee for Moves/Adds/Changes/Issue Resolution for post-implementation onsite support after all Regional PSAPs are live<br><br>Five (5) for Phase 1<br>Five (5) for Phase 2 | 10 |

**Non-Regional PSAPs**

**PROFESSIONAL SERVICES – Coral Springs PSAP (Non-Regional) – PHASE 1 & 2**

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| PS-PM-PM01-PS | Project Management Services, Coral Springs PSAP<br><br>Project Management Services shall include all activities identified in Section 6 – Project Management. | 1 |
| PS-IN-RPI38-PS | Global travel and expense, priced per day<br>County will not be responsible for costs beyond the specified duration below.<br><br>Global travel and expenses shall include:<br>Onsite Contractor personnel for up to a total of nine (9) days consisting of travel to provide installation/implementation services for:<br><br>• Site Survey: One (1) day<br>• Phase 1 Staging: Three (3) days<br>• Rack and Stack: One (1) day<br>• Post-Cutover Phase 1: Two (2) days<br>• Post-Cutover Phase 2: Two (2) days<br><br>Seven (7) total days for Phase 1<br>Two (2) total days for Phase 2 | 9 |
| PS-IN-ASC27-PS | Server racking and stacking, 1st server per site<br><br>One (1) NICE Inform Recorder (Primary) | 1 |
| PS-IN-ASC28-PS | Server racking and stacking, additional servers<br><br>One (1) NICE Inform Recorder (Secondary)<br>One (1) NICE Inform Playback Server (Primary<br>One (1) NICE Inform Playback Server (Secondary) | 3 |

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| PS-UG-05-PS | Upgrade - NICE Inform Playback Servers to Software Version 11.x<br><br>One (1) NICE Primary Inform Playback Server | 1 |
| PS-TEC-IMP-03-PS | Tech Implementation - First recording system, up to 200 channels<br><br>One (1) NICE Inform Recorder (Primary)<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-TEC-IMP-06-PS | Tech Implementation - Additional recording systems, up to 200 channels<br><br>One (1) NICE Inform Recorder (Secondary)<br><br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-IN-ASC07-PS | Channel Expansion - Additional channels, priced by tier for every additional fifty (50) channels beyond the first 100 channels.<br><br>Increases the channel expansion number from 100 to 156 (2 additional tiers) for the total number of channel licenses of 156: 101-150, 151-200 | 2 |
| PS-IN-ASC06-PS | Installation/Integration – NICE Primary Inform Playback Server<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; documents. | 1 |
| PS-IN-ASC08-PS | Installation/Integration - Installation of Secondary Inform Playback Server | 1 |
| PS-TR-EU11-PS | Onsite NICE Inform Standard 1-Day Instructor-led Training Up to six (6) students, as determined by County. | 1 |
| PS-TR-INTE-01-PS | Instructor Travel and expenses, per trainer, for one (1) day | 1 |
| PS-IN-TNM01-PS | Out-of-hours uplift (on top of installation), priced per day | 4 |

| Coral Springs PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Out-of-hours = After hours Mon-Thurs, local holidays and weekends. After hours quantity is charged per day based on calculated level of effort for the installation requiring out-of-hours delivery.<br><br>• Configuration & Final Implementation for Phase 1: Two (2) days<br>• SIPREC Configuration & Final Implementation for Phase 2: Two (2) days<br><br>Two (2) total days for Phase 1<br>Two (2) total days for Phase 2 | |
| PS-UG-01-PS | Daily Services Fee for Moves/Adds/Changes/Issue Resolution for post-implementation onsite support after all Regional PSAPs are live<br><br>Two (2) for Phase 1<br>Three (3) for Phase 2 | 5 |

**PROFESSIONAL SERVICES – Plantation PSAP (Non-Regional) – PHASE 1 & 2**

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| PS-PM-PM01-PS | Project Management Services, Plantation PSAP<br><br>Project Management Services shall include all activities identified in Section 6 – Project Management. | 1 |
| PS-IN-RPI38-PS | Global travel and expenses, priced per day<br>County will not be responsible for costs beyond the specified duration below.<br><br>Global travel and expenses shall include:<br>Onsite Contractor personnel for up to a total of seven (7) days consisting of travel to provide installation/implementation services for:<br><br>• Site Survey: One (1) day<br>• Phase 1 Staging: One (1) day<br>• Rack and Stack: One (1) day<br>• Post-Cutover Phase 1: Two (2) days<br>• Post-Cutover Phase 2: Two (2) days<br><br>Five (5) total days for Phase 1<br>Two (2) total days for Phase 2 | 7 |

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| PS-IN-ASC27-PS | Server racking and stacking, 1st server per site<br><br>One (1) NICE Inform Recorder (Primary) | 1 |
| PS-IN-ASC28-PS | Server racking and stacking, additional servers<br><br>One (1) NICE Inform Recorder (Secondary)<br>One (1) NICE Inform Playback Server (Primary<br>One (1) NICE Inform Playback Server (Secondary) | 3 |
| PS-UG-05-PS | Upgrade - NICE Inform Playback Servers to Software Version 11.x<br><br>One (1) NICE Primary Inform Playback Server | 1 |
| PS-TEC-IMP-02-PS | Tech Implementation - First recording system, up to 96 channels<br><br>One (1) NICE Inform Recorder (Primary)<br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-TEC-IMP-05-PS | Tech Implementation – Additional recording systems, up to 96 channels<br><br>One (1) NICE Inform Recorder (Secondary)<br><br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-IN-ASC06-PS | Installation/Integration – NICE Primary Inform Playback Server<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-IN-ASC08-PS | Installation/Integration - Installation of Secondary Inform Playback Server | 1 |
| PS-TR-EU11-PS | Onsite NICE Inform Standard 1-Day Instructor-led Training Up to six (6) students, as determined by County. | 1 |
| PS-TR-INTE-01-PS | Instructor Travel and expenses, per trainer, for one (1) day | 1 |
| PS-IN-TNM01-PS | Out-of-hours uplift (on top of installation), priced per day | 4 |

| Plantation PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Out-of-hours = After hours Mon-Thurs, local holidays and weekends. After hours quantity is charged per day based on calculated level of effort for the installation requiring out-of-hours delivery.<br><br>• Configuration & Final Implementation for Phase 1: Two (2) days<br>• SIPREC Configuration & Final Implementation for Phase 2: Two (2) days<br><br>Two (2) total days for Phase 1<br>Two (2) total days for Phase 2 | |
| PS-UG-01-PS | Daily Services Fee for Moves/Adds/Changes/Issue Resolution for post-implementation onsite support after all Regional PSAPs are live<br><br>Two (2) for Phase 1<br>Three (3) for Phase 2 | 5 |

**PROFESSIONAL SERVICES – EOC PSAP (Non-Regional) – PHASE 1 & 2**

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| PS-PM-PM01-PS | Project Management Services, EOC PSAP<br><br>Project Management Services shall include all activities identified in Section 6 – Project Management. | 1 |
| PS-IN-RPI38-PS | Global travel and expenses, priced per day<br>County will not be responsible for costs beyond the specified duration below.<br><br>Global travel and expenses shall include:<br>Onsite Contractor personnel for up to a total of nine (9) days consisting of travel to provide installation/implementation services for:<br><br>• Site Survey: One (1) day<br>• Phase 1 Staging: Two (2) days<br>• Phase 2 Staging: Three (3) days<br>• Rack and Stack: One (1) day<br>• Post-Cutover Phase 1: One (1) day<br>• Post-Cutover Phase 2: One (1) day<br><br>Five (5) total days for Phase 1<br>Four (4) total days for Phase 2 | 9 |
| PS-IN-RPI38-PS | Global travel and expenses, priced per day<br>County will not be responsible for costs beyond the specified duration below. | 4 |

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | **These four (4) days will be at No Charge to County**<br><br>Global travel and expenses shall include:<br>Onsite Contractor personnel for up to a total of four (4) days consisting of travel to provide installation/implementation services for:<br><br>the dedicated server for CISCO VoIP admin lines recording.<br><br>Four (4) days for Phase 1 | |
| PS-IN-ASC27-PS | Server racking and stacking, 1st server per site<br><br>One (1) NICE Inform Recorder (Primary) | 1 |
| PS-IN-ASC28-PS | Server racking and stacking, additional servers<br><br>One (1) NICE Inform Recorder (Secondary)<br>One (1) NICE Inform Playback Server (Primary<br>One (1) NICE Inform Playback Server (Secondary) | 3 |
| PS-IN-ASC28-PS | Server racking and stacking, additional servers<br><br>**No Charge to County**<br><br>One (1) Dedicated server for CISCO VoIP admin lines recording | 1 |
| PS-TEC-IMP-03-PS | Tech Implementation: First recording system, up to 200 channels<br><br>One (1) NICE Inform Recorder (Primary)<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-TEC-IMP-05-PS | Tech Implementation - Additional recording systems, same site, up to 96 channels<br>**No charge to County**<br><br>One (1) Cisco Recorder Server<br><br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | 1 |
| PS-TEC-IMP-06-PS | Tech Implementation - Additional recording systems, up to 200 channels<br><br>One (1) NICE Inform Recorder (Secondary) | 1 |

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; prepare documents identified in Section 9 - Documentation. | |
| PS-IN-ASC07-PS | Channel Expansion - Additional channels, priced by tier for every additional fifty (50) channels beyond the first 100 channels.<br><br>Increases the channel expansion number from 100 to 187 (2 additional tiers) for the total number of channel licenses of 187: 101-150, 151-200 | 2 |
| PS-IN-ASC06-PS | Installation/Integration – NICE Primary Inform Playback Server<br><br>Including:<br>Loading/configuration of NICE software and MySQL; configuration of network; test Inform connection; credential creation/configuration; programming of channels into new recorder; channel programming validation; acceptance test; documents. | 1 |
| PS-IN-ASC08-PS | Installation/Integration - Secondary Inform Playback Server<br><br>One (1) NICE Secondary Inform Playback Server | 1 |
| PS-IN-ASC02-PS | Installation/Configuration<br>**No Charge to County**<br><br>One (1) Cisco Recorder | 1 |
| PS-IN-TNM01-PS | Out-of-hours uplift (on top of installation), priced per day<br><br>Out-of-hours = After hours Mon-Fri, local holidays and weekends. After hours quantity is charged per day based on calculated level of effort for the installation requiring out-of-hours delivery.<br><br>• Configuration & Final Implementation for Phase 1: Two (2) days<br>• SIPREC Configuration & Final Implementation for Phase 2: Two (2) days<br><br>Two (2) total days for Phase 1<br>Two (2) total days for Phase 2 | 4 |
| PS-IN-TNM01-PS | Out-of-hours uplift (on top of installation), priced per day<br>**No Charge to County **<br><br>For One (1) Cisco Recorder Server | 2 |

| EOC PSAP (Non-Regional) | | |
|---|---|---|
| **Model** | **Description** | **Qty** |
| | Out-of-hours = After hours Mon-Thurs, local holidays and weekends. After hours quantity is charged per day based on calculated level of effort for the installation requiring out-of-hours delivery.<br><br>Two (2) total days for Phase 2 | |
| PS-UG-01-PS | Daily Services Fee for Moves/Adds/Changes/Issue Resolution for post-implementation onsite support after all Regional PSAPs are live<br><br>Two (2) for Phase 1<br>Three (3) for Phase 2 | 5 |

## 3. Technical Approach

Implementation shall be conducted in two (2) phases.

Phase 1 shall consist of Contractor delivering the NICE Inform servers ("NICE Inform") with version 11.x and NICE Inform Recorders (NIRs) with software version 10.x for Regional and Non-Regional PSAPs. In addition, Contractor shall perform installation, setup, and configuration of the new Voice Recording System (VRS) equipment at each of the Regional and Non-Regional PSAPs.

Phase 2 shall consist of Contractor implementing the latest advancements in Session Recording Protocol (SIPREC) technology at each of the Regional and Non-Regional PSAPs.

The services to be provided in the two (2) phases are as follows:

### A. Project Kick-Off

Phase 1

Phase 1 shall commence upon the County's issuance of the Notice to Proceed ("NTP") for Phase 1. The project kick-off shall commence no later than ten (10) business days after the issuance of the NTP. Contractor shall provide a detailed agenda and presentation of project overview, key milestone, key benefits, implementation strategy, and operational and technical resources requirements to County at least five (5) business days prior to the project kick-off meeting.

All Contractor technical and project management resources shall be onsite during this Phase.

Phase 2

Phase 2 shall commence upon the County's issuance of the NTP for Phase 2. The project kick-off shall commence no later than ten (10) business days after the issuance of the NTP. Contractor shall provide a detailed agenda and presentation of project overview, key

milestone, key benefits, implementation strategy, and operational and technical resources requirements to County at least five (5) business days prior to the project kick-off meeting.

All Contractor technical and project management resources shall be onsite during this Phase.

**B. Onsite Design Sessions**

Phase 1
Onsite design sessions are not applicable to this Phase.

Phase 2
Contractor shall facilitate at least two (2) onsite design sessions to identify and confirm all activities required by County's call handling equipment Contractor, the enterprise network team, public safety network team, and the Contractor's subject matter expert. The number of onsite design sessions will be determined by the mutual agreement of Contractor and County.

**C. Onsite Site Surveys**

Phase 1
Contractor shall perform an onsite site survey, after the project kickoff meeting, at each of the six (6) PSAPs (Central, North, South, Coral Springs, Plantation, and EOC) within ten (10) business days after the NTP is issued.

Phase 2
Contractor shall perform an onsite site survey, after the project kickoff meeting, at each of the six (6) PSAPs (Central, North, South, Coral Springs, Plantation, and EOC) within ten (10) business days after the NTP is issued.

**D. Installation and Configuration**

Phase 1
Contractor shall be responsible for installation, upgrade of the NICE Inform software to version 11.x, upgrading applicable channel licenses and license files to ensure compatibility, and configuration of all New Software and New Equipment outlined in Section 2A and 2B above. All Contractor technical subject matter experts (SME) and project management resources shall work onsite during this Phase.

Phase 2
Contractor shall be responsible for installation of the New Equipment specified in Section 2B and the conversion of the channel licensing specified in Section 2A for Regional and Non-Reginal PSAPs. All Contractor technical subject matter experts (SME) and project management resources shall work onsite during this Phase.

**E. System Testing**

Phase 1
System testing shall be performed by Contractor to ensure successful installation, setup, and configuration to meet all requirements of this SOW prior to County's Preliminary Acceptance Testing.

Phase 2
System testing shall be performed by Contractor to ensure successful installation, setup, and configuration to meet all requirements of this SOW prior to County's Preliminary Acceptance Testing.

**F. Preliminary Acceptance Testing**

Phase 1
Preliminary Acceptance Testing shall be performed by County after system testing is successfully completed by Contractor. All Preliminary Acceptance Testing criteria is outlined in Section 18. Contractor shall be responsible for resolving any issues identified by County or Contractor during Preliminary Acceptance Testing. All Contractor technical SME(s) and project management resources shall be onsite during this Phase to resolve any severe or critical issues, as defined in the Agreement or as mutually agreed upon by both parties.

Phase 2
Preliminary Acceptance Testing shall be performed by County after system testing is successfully completed by Contractor. All Preliminary Acceptance Testing criteria is outlined in Section 18. Contractor shall be responsible for resolving any issues identified by County or Contractor during Preliminary Acceptance Testing. All Contractor technical SME(s), and project management resources shall be onsite during this Phase to resolve any severe or critical issues, as defined in the Agreement or as mutually agreed upon by both parties.

G. **Cutover**

Phase 1
Cutover shall take place after the successful completion of Preliminary Acceptance Testing. All Contractor technical SME(s), and project management resources shall be onsite to resolve any major or critical issues during this Phase.

Phase 2
Cutover shall take place after the successful completion of Preliminary Acceptance Testing. All Contractor technical SME(s), and project management resources shall be onsite to resolve any major or critical issues during this Phase.

**H. Post Go-Live Contractor Support**

Phase 1
One (1) Contractor technical resource shall remain onsite for five (5) business days after all Regional PSAPs are live. The Contractor technical resource shall be responsible for resolving

any issues that may occur before closing out the five (5) day support period and departing the site. If severe or critical (as defined in the Agreement) issues remain after the five (5) day support period, the Contractor must remain onsite until all severe or critical issues have been resolved.

Phase 2

Regional: One (1) Contractor technical resource shall remain onsite for ten (10) business days (excluding Fridays, Saturdays, Sundays, County holidays) after the successful cutover of Regional PSAPs. The technical resource shall be responsible for resolving any issues that may occur before closing out the ten (10) day support period and departing the site. If severe or critical (as defined in the Agreement) issues remain after the ten (10) day support period, Contractor must remain onsite until all severe or critical issues have been resolved.

**I. Final Acceptance**

Upon successful cutover of Phase 2, County shall conduct Final Acceptance Testing for thirty (30) calendar days. County shall conduct Final Acceptance Testing of the New Equipment and New Software consistent with the Final Acceptance Test criteria stated in Section 19. Contractor shall be responsible for resolving any issues during Final Acceptance Testing. If any severe or critical issues surface during Final Acceptance Testing, County may restart the Final Acceptance period after resolution of such severe or critical issues. County shall only issue written notice of Final Acceptance after (1) successful completion of the test criteria stated in Section 19, and (2) the system has run for thirty (30) calendar days with no severe or critical issues.

# 4. Implementation

As part of implementation services, Contractor shall be responsible for the following:

**A. Onsite Site Survey (Phase 1)**

Phase 1

Contractor shall perform an onsite site survey at each of the six (6) PSAPs (South, Central, North, Coral Springs, EOC, and Plantation) within ten (10) business days after the NTP is issued. Any recommended or remediation actions by Contractor shall be completed before commencing installation of all New Equipment.

During the site survey Contractor shall:

a) Determine the interface cable lengths.
b) Determine the power requirements.
c) Determine equipment installation requirements for new software platform servers at each of the six (6) PSAPs.
d) Determine software replacement requirements for all VRS servers for each of the six (6) PSAPs.
e) Provide a site summary and recommendation within two (2) business days following each onsite site survey.

f) Determine rack usage space for the new servers at each of the six (6) PSAPs.

**B. Installation**

The following services shall be provided and performed by Contractor for Phase 1:

1. Contractor shall install all New Software and New Equipment as outlined in Section 2A and 2B above at the Regional and Non-Regional PSAPs identified in this SOW. Contractor shall also upgrade applicable channel licenses and license files to ensure integration.
2. Contractor shall install all required New Equipment in the existing cabinets at Regional and Non-Regional PSAPs.
3. Contractor shall install all cabling and attach labeling for all New Equipment. Contractor shall ensure that each cable is labeled with source and destination information on each cable end.
4. Contractor shall migrate existing NICE Master Inform Playback Server QA/QI historical data to the new NICE Master Inform Playback server.
5. Contractor shall ensure that all project installation activities are complete before the installation team leaves the PSAPs.
6. All critical or severe issues (as defined in the Agreement and as determined by the County Contract Administrator) related to installation shall be resolved before the installation team leaves the PSAPs.

**C. Implementation Strategy for Phase 1 and 2**

Phase 1 shall consist of the Contractor delivering the NICE Inform servers ("NICE Inform") with version 11.x and NICE Inform Recorders (NIRs) with software version 10.x for Regional and Non-Regional PSAP. In addition, Contractor shall perform installation, setup, and configuration of the) New Equipment at each of the Regional and Non-Regional PSAPs.

Phase 2 shall consist of the Contractor implementing the latest advancements in SIPREC technology by delivering New Equipment specified in Section 2B and the conversion of the channel licensing specified in Section 2A for Regional and Non-Regional PSAPs.

All New Equipment implementation shall require a County Change Management Request (CMR) and shall take place during the maintenance window hours from 11:00pm – 6:00am (EST).

Contractor shall be responsible for utilizing a parallel implementation strategy in which the legacy servers and applications remain active while the new servers and integrations are implemented and adhering to the following implementation strategy below for Phase 1 and Phase 2 for the Regional and Non-Regional PSAPs as follows below:

**Phase 1**

**Phase 1: Regional PSAPs**

**Phase 1 Prerequisites: All Regional PSAPs**

- Contractor shall preconfigure all New Equipment with the New Software specified in Section 2A and perform testing of the preconfigured New Equipment prior to delivery.
- Contractor shall install all applicable channel licenses and license files to ensure integration and a parallel implementation.
- Contractor shall stage all preconfigured and tested New Equipment for Phase 1 at Contractor's location.
- Contractor shall install the required audio files for ASTRO radios and Citrix (previously known as AQUA) into the NICE Master Inform Server.
- All servers shall be configured with new IP addresses provided by County.
- All existing user profiles, channel naming, position naming, trunk naming, radio talk groups shall be configured by Contractor for the New Equipment.
- Contractor shall configure users for access to the NICE Inform Playback Servers to enable users to retrieve recordings.
- Contractor shall install the required five (5) analog audio cards into a single NICE Inform Recorder, which shall be used as the first NICE Inform Recorder to be implemented.

**Phase 1 Implementation: All Regional PSAPs**

- Contractor shall install and configure all required Phase 1 servers at Central, North, and South PSAPs.
- Contractor shall verify and validate all installations and configurations and provide results to County prior to County's Preliminary Acceptance Testing.
- Contractor shall configure client access to the new NICE Master Inform Server and the legacy NICE Master Inform Server.

Contractor shall configure and implement the new NICE Inform software platform (NICE Inform Recorder) in the following order at each of the three (3) Regional PSAPs:

**a) Phase 1: Central PSAP**

- Contractor shall perform testing of the NICE Primary Health Manager Server.
- Contractor shall configure and confirm that all P25 radio talk group resources are appearing in the NICE Master Inform Server and NICE Master Inform Playback Server.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify VoIP recordings.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify VoIP recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify analog recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify analog recordings.

**b) Phase 1: North PSAP**

- Contractor shall perform testing of the NICE Health Manager Client Application that resides on the NICE North Inform Playback Server.
- Contractor shall configure and confirm that all P25 radio talk group resources are appearing in the NICE Master Inform Server and NICE North Inform Playback Server.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify VoIP recordings.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify VoIP recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify analog recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify analog recordings.

**c) Phase 1: South PSAP**

- Contractor shall configure and confirm that all P25 radio talk group resources are appearing in the NICE Master Inform Server and NICE South Inform Playback Server.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify VoIP recordings.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify VoIP recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify analog recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify analog recordings.

**d) Phase 1: Final Action at Central PSAP**

- The final step for Contractor after completing the above actions at Central, North, and South Regional PSAPs is to return to Central PSAP and perform testing of the NICE Intelligence Center Server.

**Phase 1: Non-Regional PSAPs**

**Phase 1 Prerequisites: All Non-Regional PSAPs**

- Contractor shall preconfigure all New Equipment with the New Software specified in Section 2A and perform testing of the preconfigured New Equipment prior to delivery.
- Contractor shall install all applicable channel licenses and license files to ensure integration and a parallel implementation.
- Contractor shall stage all preconfigured and tested New Equipment for Phase 1 at Contractor's location.
- All servers shall be configured with new IP addresses provided by County.
- All existing user profiles, channel naming, position naming, trunk naming, radio talk groups shall be configured by Contractor for the New Equipment.
- Contractor shall configure users for access to the NICE Inform Playback Servers to enable users to retrieve recordings (for Coral Springs PSAP and Plantation PSAP only).

**Phase 1 Implementation: All Non-Regional PSAPs**

- Contractor shall install and configure all required Phase 1 servers at Coral Springs, Plantation, and EOC PSAPs.
- Contractor shall verify and validate all installations and configurations and provide results to County prior to County's Preliminary Acceptance Testing.
- Contractor shall configure client access to the new NICE Inform Playback Servers (Primary and Secondary).
- Contractor shall configure client access to the Health Manager Client Application on the NICE Inform Playback Servers (Primary and Secondary).

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

**a) Phase 1: Coral Springs PSAP**

- Contractor shall perform testing of the NICE Health Manager Client Application that resides on the NICE Primary Inform Playback Server.
- Contractor shall perform testing of the NICE Health Manager Client Application that resides on the NICE Secondary Inform Playback Server.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify VoIP recordings.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify VoIP recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify analog recordings.

- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify analog recordings.

**b) Phase 1: Plantation PSAP**

- Contractor shall perform testing of the NICE Health Manager Client Application that resides on the NICE Primary Inform Playback Server.
- Contractor shall perform testing of the NICE Health Manager Client Application that resides on the NICE Secondary Inform Playback Server.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify VoIP recordings.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify VoIP recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify analog recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify analog recordings.

**c) Phase 1: EOC PSAP**

- Contractor shall perform testing of the NICE Health Manager Client Application that resides on the NICE Primary Inform Playback Server.
- Contractor shall perform testing of the NICE Health Manager Client Application that resides on the NICE Secondary Inform Playback Server.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify VoIP recordings.
- Contractor shall move the SPAN port connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify VoIP recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 1 only) to the new NICE Inform Recorder (Logger 1 only) and verify analog recordings.
- Contractor shall move the analog connections from the legacy NICE Inform Recorder (Logger 2 only) to the new NICE Inform Recorder (Logger 2 only) and verify analog recordings.

**Phase 2**

**Phase 2: Regional PSAPs**

**Phase 2 Prerequisites: All Regional PSAPs**

Phase 2 shall consist of the Contractor implementing the latest advancements in Session Recording Protocol (SIPREC) technology at each of the Regional and Non-Regional PSAPs. Contractor shall be responsible for the following:

- Contractor shall preconfigure all New Equipment with the New Software specified in Section 2A and perform testing of the preconfigured New Equipment prior to delivery.
- Contractor shall install all applicable channel licenses and license files to ensure integration and a parallel implementation.
- Contractor shall stage all preconfigured and tested New Equipment for Phase 2 at Contractor's location.

**Phase 2 Implementation: All Regional PSAPs**

- Contractor shall install and configure all required Phase 2 servers at Central, North, and South PSAPs.
- Contractor shall verify and validate all installations and configuration and provide results to County prior to County's Preliminary Acceptance Testing.
- Contractor to configure client access to the new NICE Core/CTI SIPREC Server and Satellite SIPREC Server.

Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) and configure and implement the new Satellite SIPREC Server in the following order at each of the three (3) Regional PSAPs:

**a) Phase 2: Central PSAP**

- Contractor shall migrate all primary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall migrate all secondary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall configure the new Satellite SIPREC Server at Central PSAP to record all calls received and answered at Central PSAP and ensure the same recording exists on North PSAP's Satellite SIPREC Server and South PSAP's Satellite SIPREC Server.
- Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) to capture all calls received at Central PSAP in VoIP and analog format using SIPREC technology.

**b) Phase 2: North PSAP**

- Contractor shall migrate all primary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall migrate all secondary VoIP position and trunk recordings from the existing NICE Inform platform to the new SIPREC solution.
- Contractor shall configure the new Satellite SIPREC Server at North PSAP to record all calls received and answered at North PSAP and ensure the same recording exists on Central PSAP's Satellite SIPREC Server and South PSAP's Satellite SIPREC Server.

- Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) to capture all calls received at North PSAP in analog format.

**c) Phase 2: South PSAP**

- Contractor shall migrate all primary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall migrate all secondary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall configure the new Satellite SIPREC Server at South PSAP to record all calls received and answered at South PSAP and ensure the same recording exists on Central PSAP's Satellite SIPREC Server and North PSAP's Satellite SIPREC Server.
- Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) to capture all calls received at South PSAP in analog format.

**Phase 2: Regional PSAP Soak Period**

- After the successful implementation for Phase 2 Regional PSAPs, County shall allow a soak period of approximately nineteen (19) calendar days, before proceeding to implementation of Phase 2 at the Non-Regional PSAPs. At County's discretion, County shall have the option of proceeding or not proceeding with implementation at the Non-Regional PSAPs. No additional resources are required from Contractor during the soak period.

**Phase 2: Non-Regional PSAPs**

**Phase 2 Prerequisites: All Non-Regional PSAPs**

- Contractor shall preconfigure all New Equipment with the New Software specified in Section 2A and perform testing of the preconfigured New Equipment prior to delivery.
- Contractor shall install all applicable channel licenses and license files to ensure integration and a parallel implementation.
- Contractor shall stage all preconfigured and tested New Equipment for Phase 2 at Contractor's location.

**Phase 2 Implementation: All Non-Regional PSAPs**

- Contractor shall configure all required Phase 2 servers at Coral Springs, Plantation, and EOC PSAPs.
- Contractor shall verify and validate all installations and configuration and provide results to County prior to County's user testing.
- Contractor to configure client access to the new NICE Inform Recorders (Logger 1 and 2) for SIPREC recordings.

Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) for SIPREC recording in the following order at each of the three (3) Non-Regional PSAPs:

**a) Phase 2: Coral Springs**

- Contractor shall migrate all primary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall migrate all secondary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) to capture all calls received at Coral Springs PSAP in analog format.

**b) Phase 2: Plantation**

- Contractor shall migrate all primary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall migrate all secondary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) to capture all calls received at Plantation PSAP in analog format.

**c) Phase 2: EOC**

- Contractor shall migrate all primary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall migrate all secondary VoIP position and trunk recordings from the existing NICE Inform to the new SIPREC solution.
- Contractor shall configure the NICE Inform Recorders (Logger 1 and 2) to capture all calls received at EOC PSAP in analog format.
- Contractor shall install, setup, and configure the dedicated server for the CISCO VoIP admin lines recording at EOC PSAP which will enable the authorized users to access the recording via NICE Inform Playback Servers.

**D. Support and Maintenance (Post Implementation)**

Contractor shall monitor twenty-four (24) hours per day, seven (7) days per week, and three-hundred sixty-five (365) days per year (24x7x365) each NICE Inform server and provide support for the New Software, New Equipment, and NICE Inform software platform provided under this Work Authorization as part of the Support and Maintenance Services under the Agreement (Exhibit C of the Agreement).

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## E. Recording Channels

Contractor shall configure and implement the following recording channels at the Regional and Non-Regional PSAPs:

### Channel Licenses (Current)

| PSAP | 911 Console (VOIP) | 911 Console (Analog) | Trunk (VOIP) | Radio Console (Analog) | BU Radio Console (Analog) | Cisco Phone (VOIP) | AQUA Workstation API Licenses | Laptops | Spare Channels | Total Channel Licensing | SIPREC Licenses | Total Channel Licensing (Including SIPREC) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| North | 27 | 27 | 80 | 21 | 21 | 0 | 0 | 0 | 0 | 212 | N/A | N/A |
| Central | 32 | 32 | 72 | 24 | 24 | 0 | 0 | 24 | 0 | 208 | N/A | N/A |
| South | 32 | 32 | 34 | 23 | 23 | 0 | 0 | 0 | 5 | 149 | N/A | N/A |
| Coral Springs | 21 | 21 | 52 | 14 | 11 | 0 | 0 | 6 | 0 | 125 | N/A | N/A |
| Plantation | 12 | 12 | 6 | 6 | 0 | 0 | 0 | 6 | 0 | 42 | N/A | N/A |
| EOC | 27 | 27 | 48 | 0 | 0 | 58 | 0 | 0 | 0 | 160 | N/A | N/A |
| BSO PSB | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 0 | 0 | 15 | N/A | N/A |
| **Grand Total** | **151** | **151** | **292** | **88** | **79** | **58** | **15** | **36** | **41** | **911** | **N/A** | **N/A** |

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**Channel Licenses (New)**

| PSAP | 911 Console (VOIP) | 911 Console (Analog) | Trunk (VOIP) | Radio Console (Analog) | BU Radio Console (Analog) | Cisco Phone (VOIP) | AQUA Workstation API Licenses | Laptops | Spare Channels | Total Channel Licensing | SIPREC Licenses | Total Channel Licensing (Including Laptops and SIPREC) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| North | 27 | 27 | 80 | 39 | 39 | 0 | 0 | 0 | 0 | 212 | 121 | 333 |
| Central | 32 | 32 | 72 | 25 | 25 | 0 | 0 | 30 (6 new licenses needed) | 0 | 216 | 121 | 337 |
| South | 32 | 32 | 34 | 23 | 23 | 0 | 0 | 0 | 5 | 149 | 121 | 270 |
| Coral Springs | 21 | 21 | 52 | 14 | 11 | 0 | 0 | 8 (2 new licenses needed) | 0 | 127 | 29 | 156 |
| Plantation | 12 | 12 | 6 | 6 | 0 | 0 | 0 | 8 (2 new licenses needed) | 0 | 44 | 20 | 64 |
| EOC | 27 | 27 | 48 | 0 | 0 | 58 | 0 | 0 | 0 | 160 | 27 | 187 |
| BSO PSB | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 0 | 0 | 15 | 0 | 15 |
| **Grand Total** | **151** | **151** | **292** | **107** | **98** | **58** | **15** | **46** | **5** | **923** | **439** | **1362** |

Note: All of County's channel licensing Radio ASTRO locations and the Citrix (previously known as AQUA) will be upgraded to be compatible with the software upgrade to version 11.x of NICE Inform.

**F. System Data/Reports/Views**

Contractor shall ensure that, at a minimum, the NICE Inform Intelligence Center provides the following data analysis/mining and reporting/views functionalities:

1. The VRS system shall include all available operational and system data related to the Regional PSAPs, including but not limited to: phone calls (voice, text) and calls for service, mapping and locations (latitude and longitude, ESRI, RapidSOS, etc.), and quality assurance evaluations.
2. Intelligence Center shall provide standard and custom dashboards and reports for different user groups/roles (customizable permissions), view only access via web browser, and scheduling/ email auto delivery capabilities.

**G. System Configuration and Development for Phase 1**

**Phase 1**

The following configuration and development requirements have been identified in the New Software table in Section 2A and the New Equipment table in Section 2B:

| REQ ID | Requirement | Notes |
|---|---|---|
| **New Software** | | |
| SW001 | NICE Inform Software - Software Version 11.x (or latest) | Software for NICE Inform Playback Servers. |
| SW002 | Health Manager Software – Version 2.2.1 (or latest) | Software for Health Manager Server. |
| SW003 | Health Manager Client Application – Version 2.2.1 (or latest) | Software for NICE Inform Playback Servers. |
| SW004 | NICE Inform Recorders (NIRs) - Software Version 10.x (or latest) | Software for NICE Inform Recorders (NIRs). |
| SW005 | Intelligence Center Software – Version 1.6 (or latest) | Software for Intelligence Center Server. |
| **New Equipment** | | |
| HW001 | All Servers (New Equipment) - Generation 11 (or latest) | New Equipment included in Section 2B. |
| HW002 | Audio Interface Cards | Five (5) audio cards for start up and one (1) for spare for project startup and implementation. |

| REQ ID | Requirement | Notes |
|---|---|---|
| | **Configuration** | |
| CNF001 | Contractor shall ensure that the current database shall retain a minimum of forty (40) calendar days of recordings. | Forty (40) calendar days<br><br>See recorded calls retention policy. |
| CNF002 | Contractor shall ensure that the current database shall retain a minimum of two (2) years of metadata for Non-Regional and six (6) months of metadata for Regional. | Contractor shall export from the existing system and migrate to the new system. |
| CNF003 | Contractor shall ensure that the current usernames and roles shall be configured in the NICE Inform Primary & Secondary Playback Servers based on the existing roles. | For Regional PSAPs, Coral Springs PSAP, and Plantation PSAP:<br><br>User access and role configuration. |
| CNF004 | Contractor shall ensure that all QA/QI evaluations, reports, and dashboard remain available and migrated into the NICE Master Inform Server at Central PSAP. | The Contractor and the authorized user to access the QA/QI data. |
| CNF005 | Contractor shall ensure that the new NICE Primary Inform Playback Server and NICE Secondary Inform Playback Server at Coral Springs is configured to allow the Coral Springs PSAP authorized users to conduct/view new QA/QI evaluations in NICE Inform software platform environment. | Coral Springs QA user access to conduct new QA/QI evaluations. |
| CNF006 | Contractor shall replicate the existing User, Role, Group, and Resource configurations into the new software upgrade. | |

## H. System Configuration and Development for Phase 2

**Phase 2**

| REQ ID | Requirement | Notes |
|---|---|---|
| | **Software Versions** | |
| SW001 | Contractor shall convert existing Inform Elite Channel to Channel-Separated VoIP Position license to deliver four (4) audio recording channel licenses per | Channel licenses for SIPREC recording for |

| REQ ID | Requirement | Notes |
|---|---|---|
| | VIPER/laptop position, which shall serve as the primary recording channel. | Regional and Non-Regional PSAPs.<br><br>Software included in Section 2A. |
| SW002 | Contractor shall convert existing Inform Elite Resilient Channel to Channel-Separated VoIP Position license to four (4) audio recording channel licenses per VIPER/Laptop position, which shall serve as the backup recording channel. | Channel licenses for SIPREC recording for Regional and Non-Regional PSAPs.<br><br>Software included in Section 2A. |
| **New Equipment** | | |
| HW001 | All Phase 2 Servers (New Equipment) - Generation 11 (or latest) | Regional PSAPs & Non-Regional PSAP (EOC only)<br><br>New Equipment included in Section 2B. |
| **Configuration** | | |
| CNF001 | Contractor shall configure the new Satellite SIPREC Server at Central PSAP to record all calls received and answered at Central PSAP and ensure the same recording exists on North PSAP's Satellite SIPREC Server and South PSAP's Satellite SIPREC Server. | Central PSAP |
| CNF002 | Contractor shall configure the new Satellite SIPREC Server at North PSAP to record all calls received and answered at North PSAP and ensure the same recording exists on Central PSAP's Satellite SIPREC Server and South PSAP's Satellite SIPREC Server. | North PSAP |
| CNF003 | Contractor shall configure the new Satellite SIPREC Server at South PSAP to record all calls received and answered at South PSAP and ensure the same recording exists on Central PSAP's Satellite SIPREC Server and North PSAP's Satellite SIPREC Server. | South PSAP |
| CNF004 | Contractor shall configure client access to the new Satellite SIPREC Server at Central, North, and South PSAPs. | Regional PSAPs |
| CNF005 | Contractor shall configure the new NICE Inform Recorders (Logger 1 and 2) for SIPREC recordings. | Regional & Non-Regional PSAPs |

| REQ ID | Requirement | Notes |
|---|---|---|
| CNF006 | Contractor shall configure client access to the new NICE Inform Recorders (Logger 1 and 2) for SIPREC recordings. | Non-Regional PSAPs |

## 5. Interfaces

The following interface requirements have been identified and shall be configured by the Contractor during the Phase 1 and Phase 2 of implementation:

| REQ ID | Interface Name | Data Flow Description | Business Owner | Source Application | Target Application | Frequency | Interface currently exists? | Comments |
|---|---|---|---|---|---|---|---|---|
| INT01 | Analog Audio | Two-wire analog audio | E911 | 911 Consoles and Radio Consoles | NIR | Real Time | Yes | Amphenol cables transport the analog audio. |
| INT02 | SPAN Port VoIP audio | TCP/IP | E911 | 911 Consoles and CAMA trunks | NIR | Real Time | Yes | Phase 1 only. |
| INT03 | ECDR | Serial | E911 | VIPER | NIR | Real Time | Yes | Phase 1 only. Accessed via Moxa Port |
| INT04 | SIPREC audio | SIP | E911 | VIPER VoIP Server | SIPREC Recorder, NIR | Real Time | No | Phase 2 only. |
| INT05 | Broward County UCM | SIP | E911/Broward County ETS | Broward County UCM | NIR | Real Time | Yes | EOC Logger 1 only. |
| INT06 | CAD System | TCP/IP | E911/CAD | CAD Application | NICE Inform Intelligence Center (Regional only) and NICE Inform Playback | On-Demand | Yes | |
| INT07 | AIS Interconnection | TCP/IP | E911/Motorola/Radio Team | Motorola P25 Servers | NICE Inform Intelligence Center (Regional only) and NICE Inform Playback | On-Demand | Yes | P25 Radio Talk Group recordings. |
| INT08 | QA/QI | TCP/IP | CTD Regional Communications E911/BSO QA/QI Team/Coral Springs QA/QI Team | NIR | NICE Inform Playback Servers | On-Demand | Yes | Accessed via Citrix for Regional VRS. |
| INT09 | Health Manager SNMP Traps | TCP/IP | E911/NICE | NICE Servers and UPS | Health Manager | Real Time | Yes | Alarms are provided via Health Manager to E911 and NICE. |

| REQ ID | Interface Name | Data Flow Description | Business Owner | Source Application | Target Application | Frequency | Interface currently exists? | Comments |
|---|---|---|---|---|---|---|---|---|
| INT10 | Inform Client | TCP/IP | RPSA/Coral Springs IT/Plantation IT | Inform Client | Inform Host | On-Demand | Yes | User Interface |
| INT11 | Health Manager Client | TCP/IP | RPSA/Coral Springs IT/Plantation IT | Health Manager Client | Health Manager | On-Demand | Yes | User Interface |
| INT12 | Intelligence Center Client | TCP/IP | RPSA/E911 | Intelligence Center Client | Intelligence Center Host | On-Demand | Yes | User Interface |
| INT13 | NIR Access | TCP/IP | RPSA/Coral Springs IT/Plantation IT | NIR Client | NIR | On-Demand | Yes | User Interface |
| INT14 | EOC Remote Access | TCP/IP | E911/AT&T | All Client Access | NIR/Inform | On-Demand | No | User Interface |

## 6. Project Management

Contractor 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. A comprehensive project schedule shall be provided and presented at the project kick-off meeting.
3. Ensure project kick-off meeting is scheduled with the County (including PSAP's team).
4. Perform comprehensive risk assessment and mitigation planning.
5. Perform overall project coordination.
6. Ensure weekly project status meetings are scheduled, led, documented, and meeting minutes are distributed.
7. Ensure County configuration requirements for staging is collected and communicated.
8. Ensure site and/or network diagrams for New Equipment are updated as required prior to implementation.
9. Review NICE Inform software platform design prior to implementation with the County's project manager.
10. Maintain issue log and ensure all issues are prioritized and worked in a timely manner.
11. Ensure the scope of work is completed (including a project schedule of key milestones).
    a. Project kick-off
    b. Testing schedule
    c. Go-Live schedule
12. Maintain all project related communications and documentation.

## 7. Contractor Responsibilities

Contractor shall be responsible for the following details which include:

**A. Software**

Contractor's Technical SME shall be responsible for the installation of all New Software listed in Section 2A for both Regional and Non-Regional PSAPs.

**B. Equipment and Configuration**

Contractor's Technical SME shall be responsible for delivery, installation, and configuration of the New Equipment listed in Section 2B for both Regional and Non-Regional PSAPs.

Contractor shall provide all firewall policy requirements for the VRS system to County sixty (60) days prior to installation.

**C. Equipment Staging**

Contractor shall stage the New Equipment, at Contractor's location. Equipment will not be staged at a County site or PSAP site. New Equipment will be staged on a date mutually agreed upon after receipt of County's feedback on the approval of the site survey summary and recommendations document, utilizing the County's approved information gathered during the site survey.

**D. System Testing**

Contractor's Technical SME shall conduct thorough system integration testing of the NICE Inform software platform to ensure that it provides the functions specified herein. Such testing shall include all test items listed in the Preliminary Acceptance Testing identified in Section 18.

## 8. Architecture Diagrams

Contractor shall provide County with network diagrams in their native format (Microsoft Visio) as well as PDF format. Within at least fifteen (15) business days before commencing configurations, Contractor will provide updated network diagrams to County for review and approval. The approved network diagrams will represent the supported Contractor Inform solution system design. Any changes not incorporated or approved by Contractor will not be a supported solution. Contractor shall configure the network of the NICE Inform platform for both Regional and Non-Regional PSAPs as shown below:

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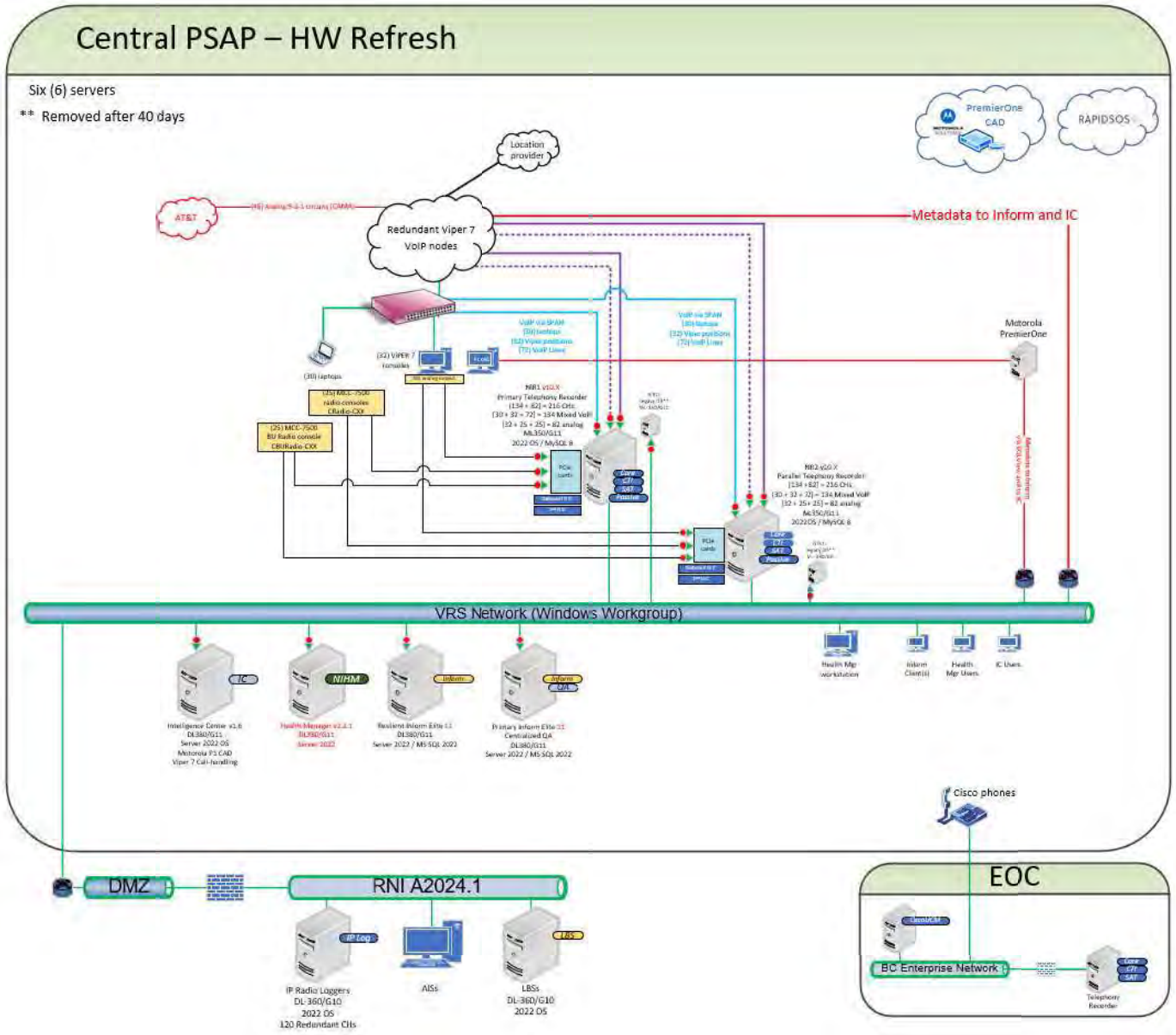
Network Diagram - Central PSAP (Regional) – Phase 1



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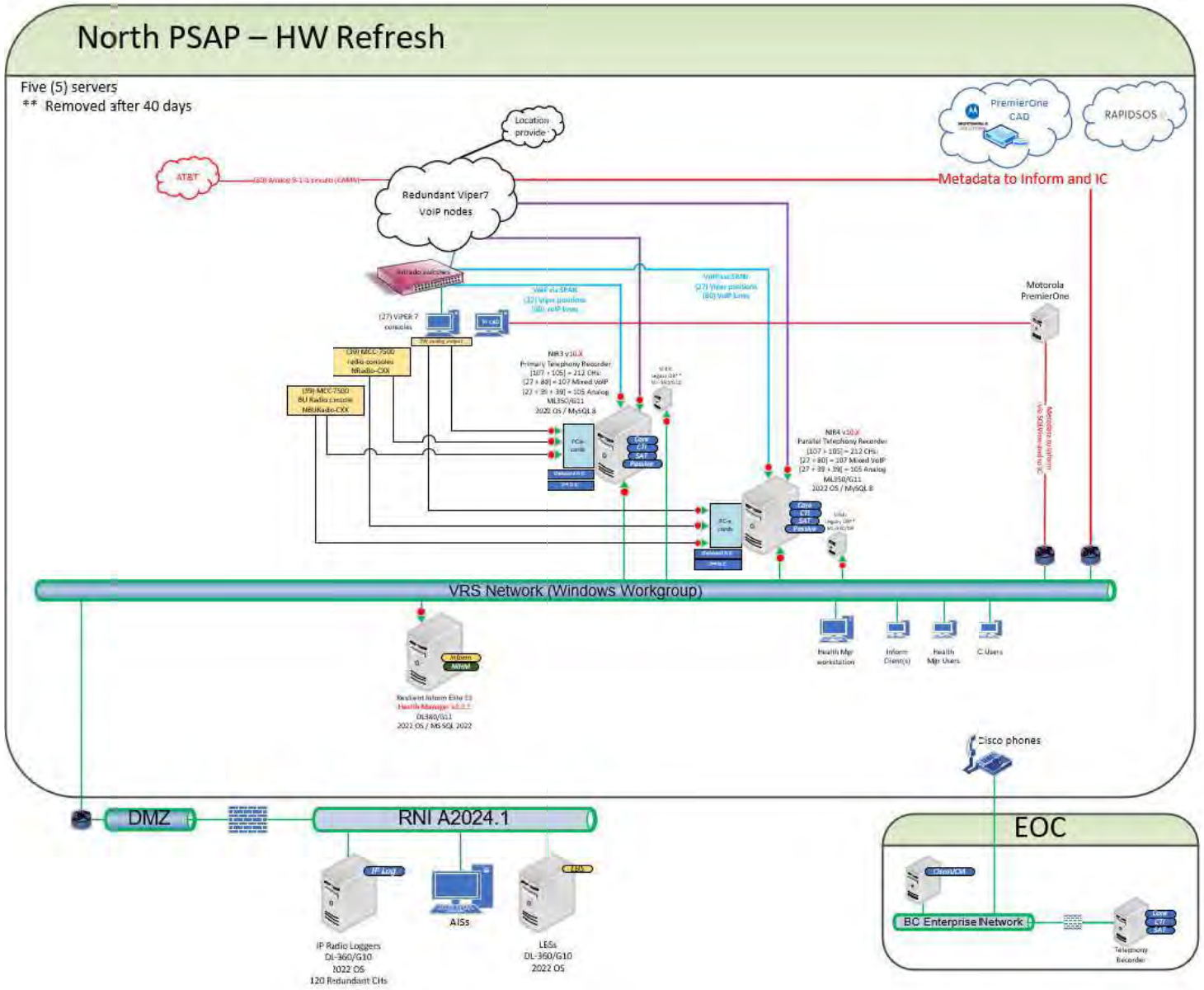
Network Diagram - North PSAP (Regional) – Phase 1



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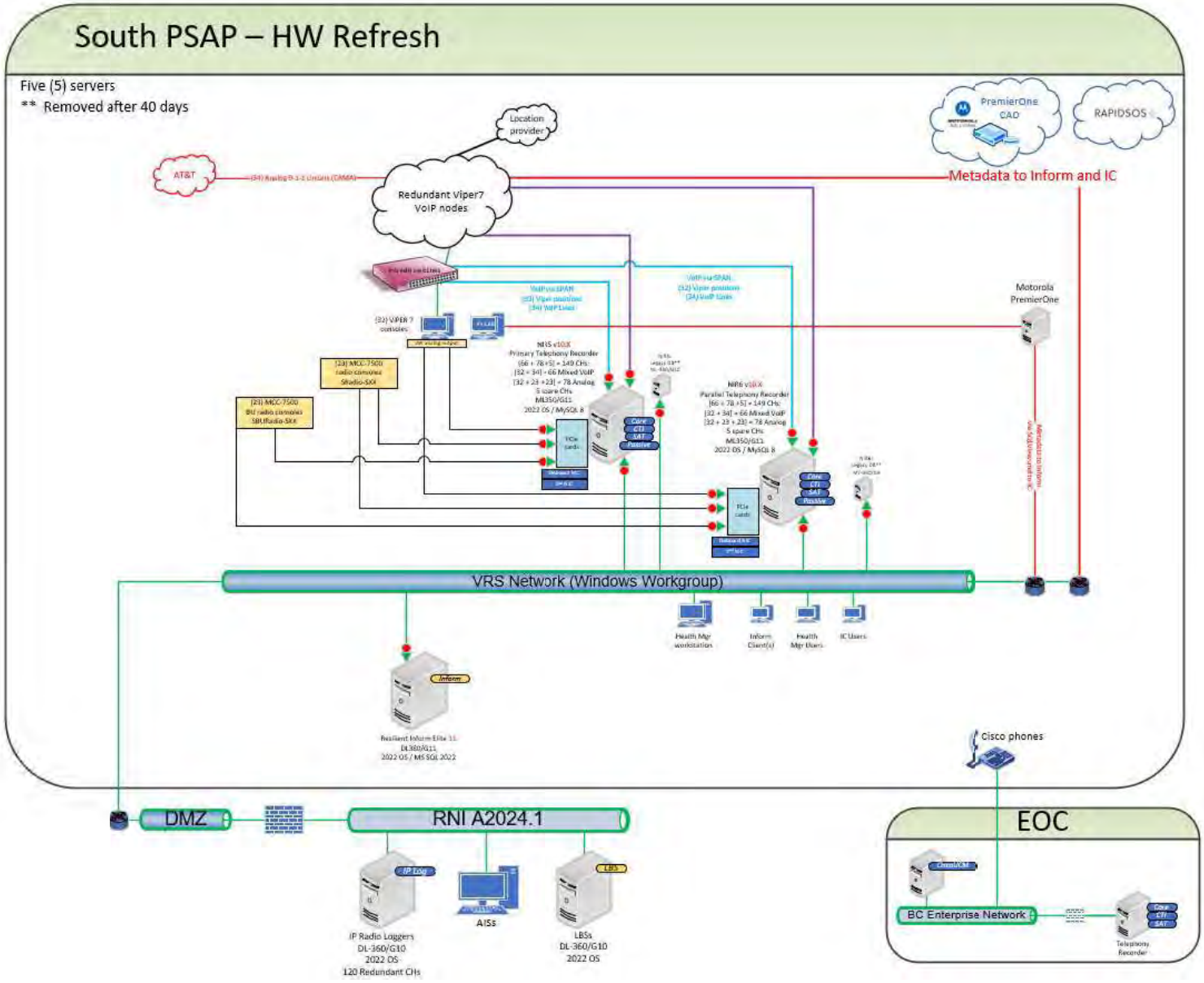
Network Diagram - South PSAP (Regional) – Phase 1



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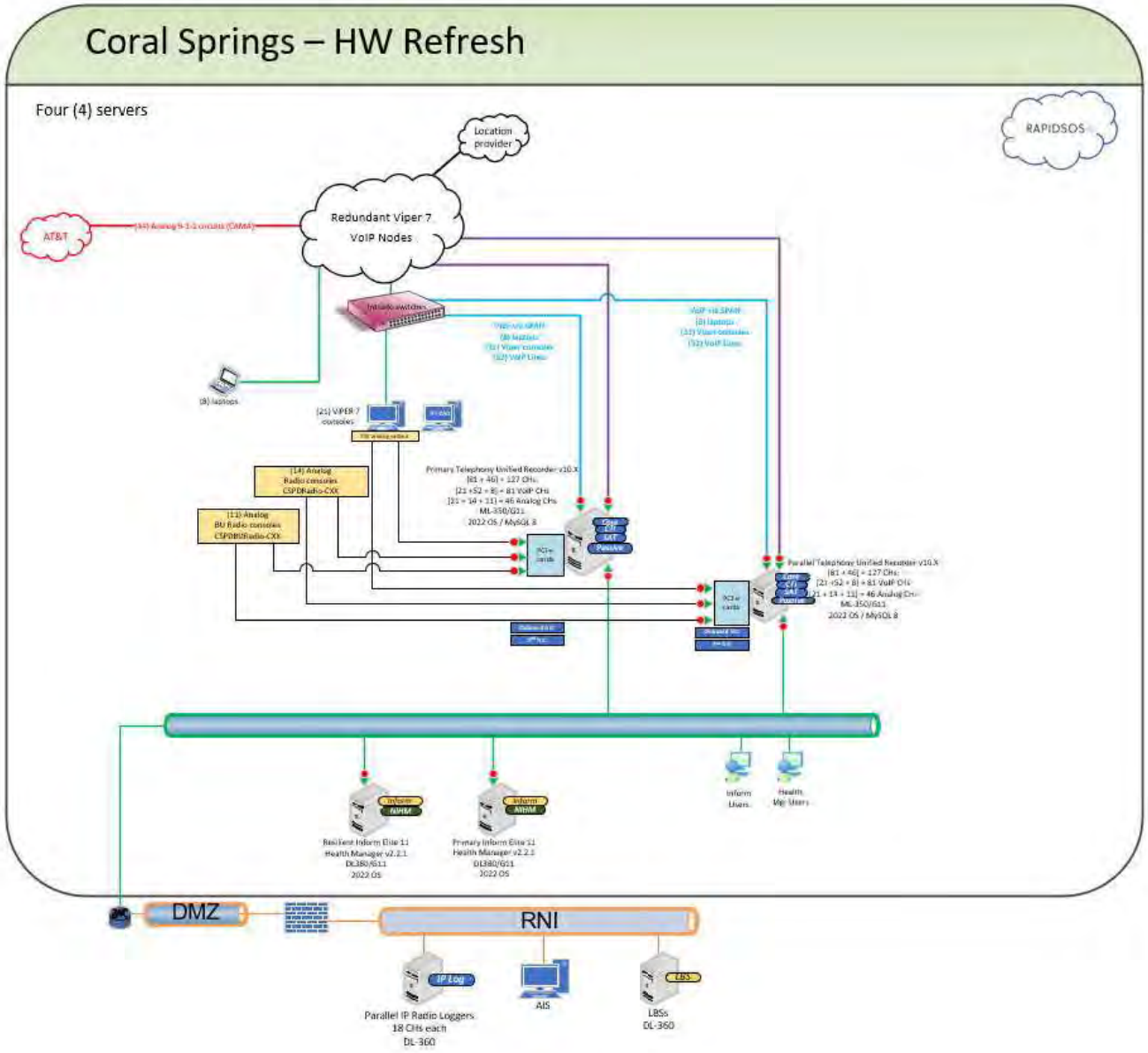
Network Diagram - Coral Springs PSAP (Non-Regional) – Phase 1



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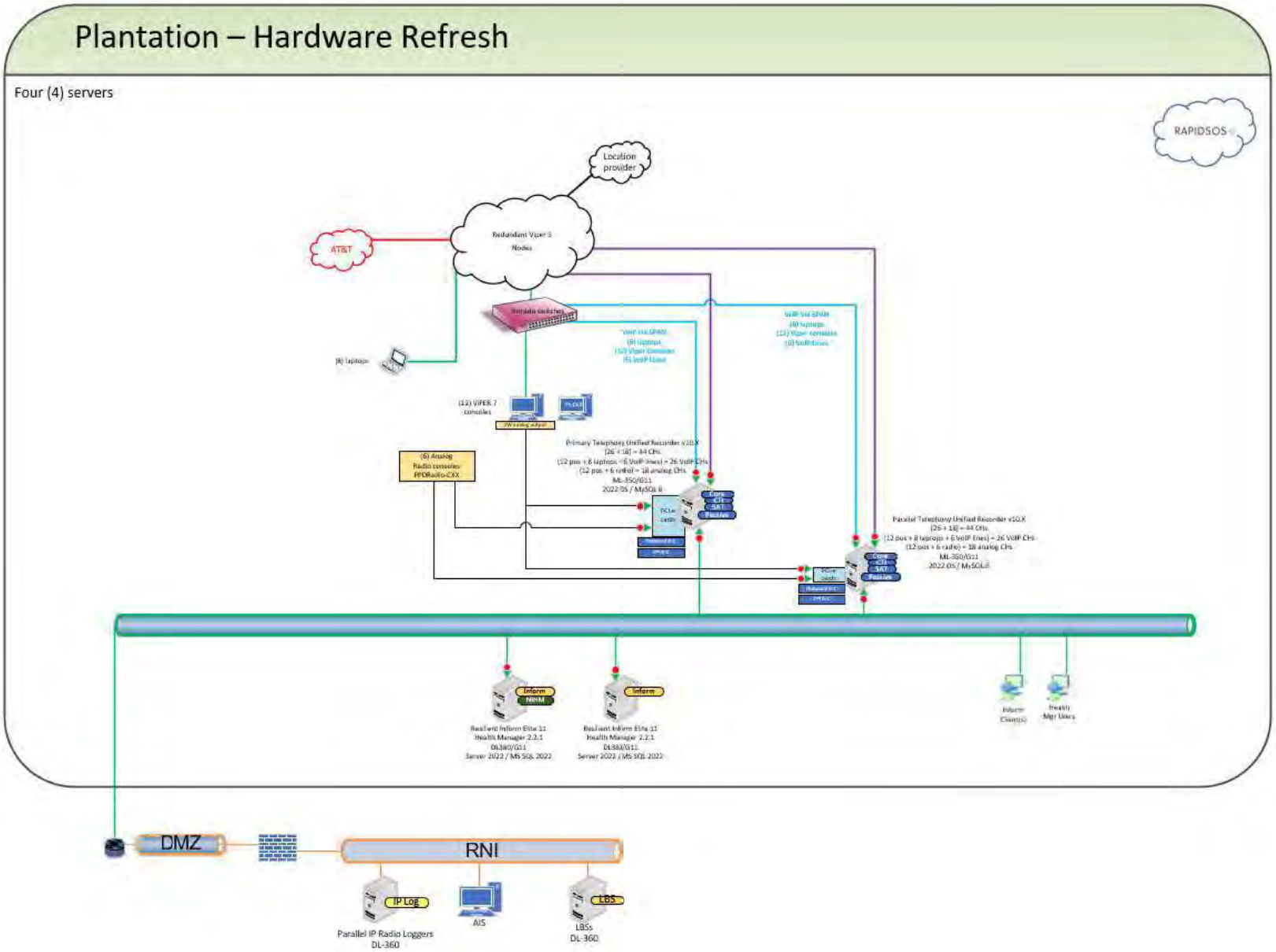
Network Diagram - Plantation PSAP (Non-Regional) – Phase 1



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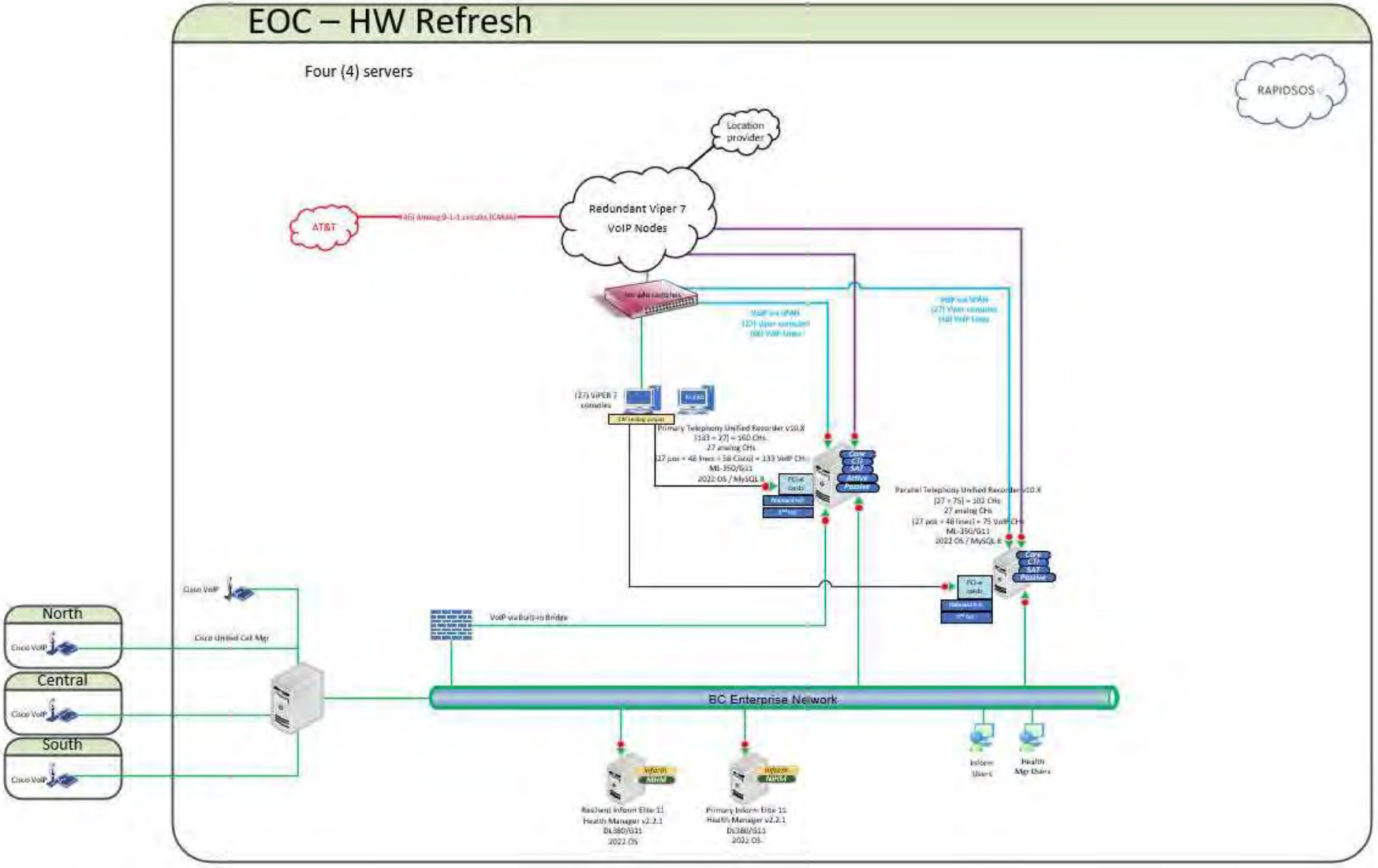
Network Diagram - EOC PSAP (Non-Regional) – Phase 1



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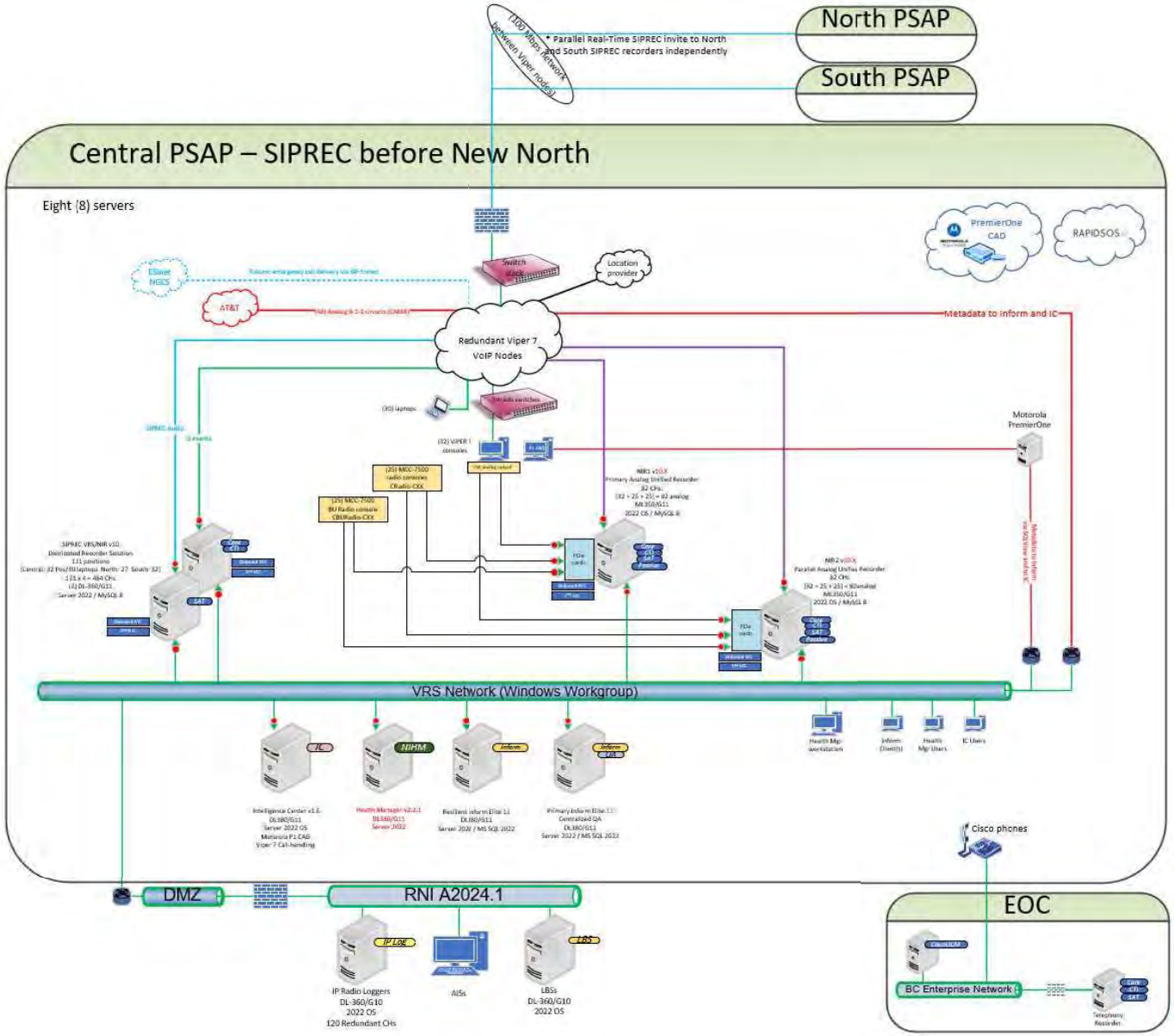
# Network Diagram - Central PSAP (Regional) – Phase 2



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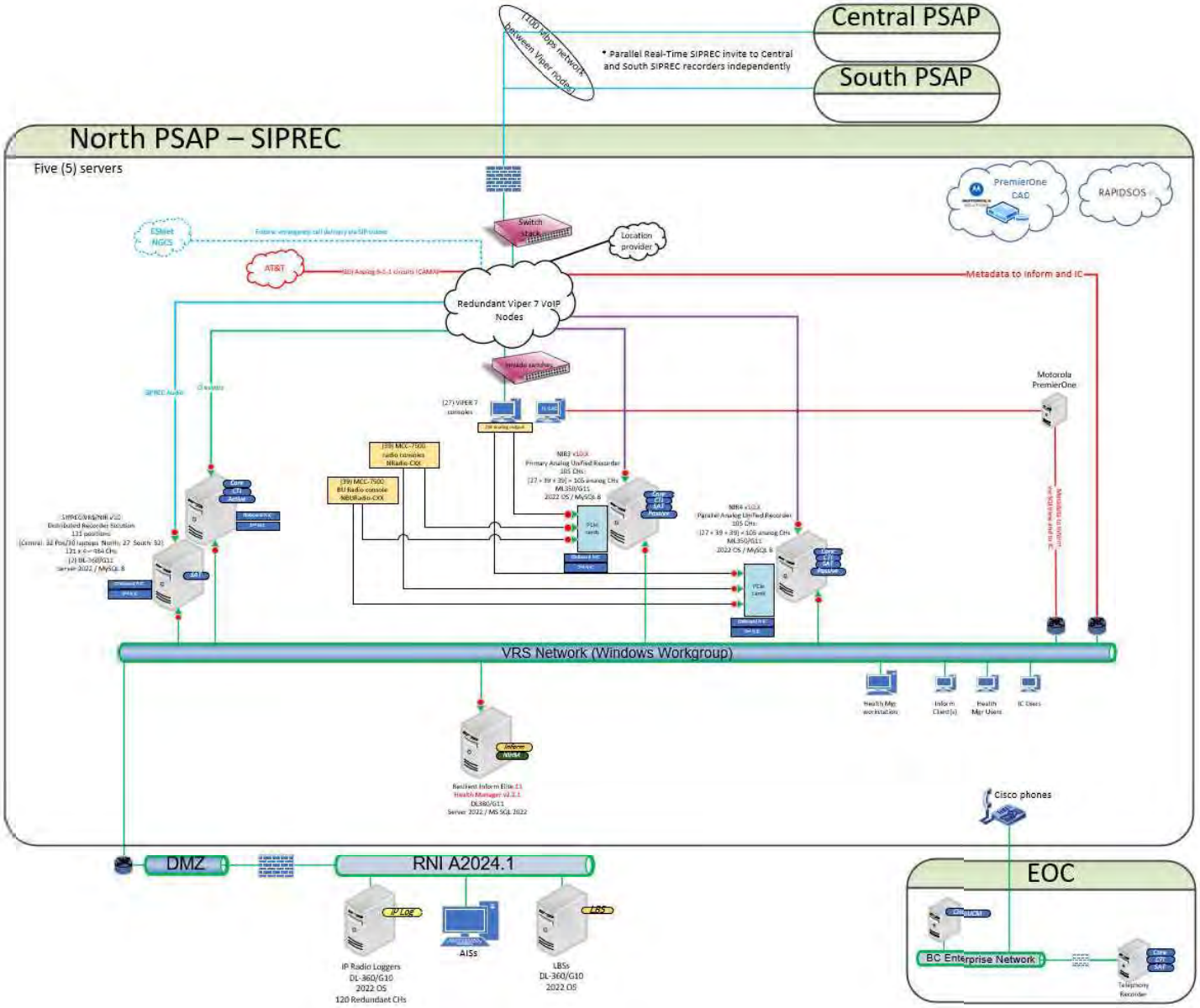
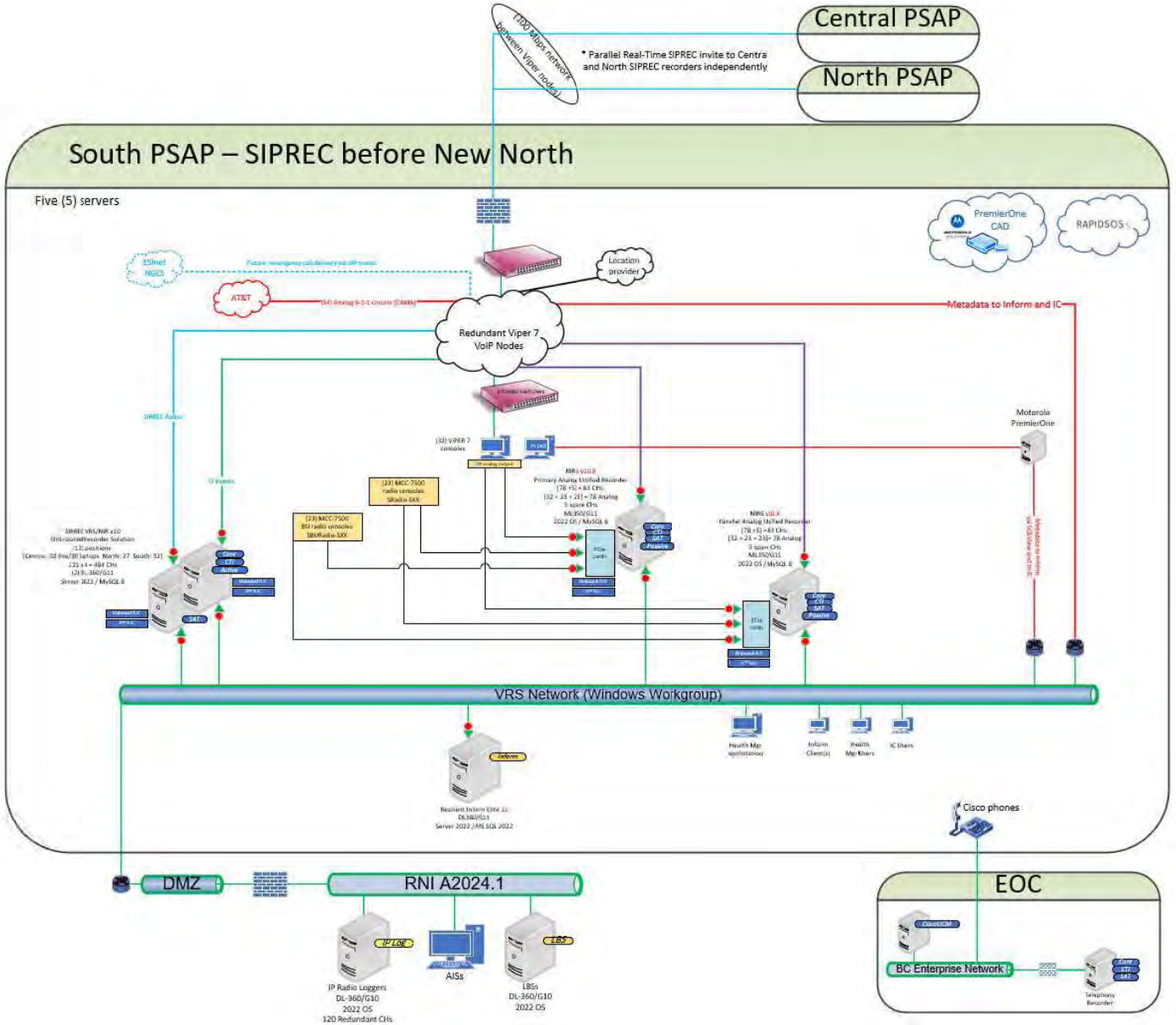
# Network Diagram - North PSAP (Regional) – Phase 2



Docusign Envelope ID: 88308A1B-6F1E-40A7-8600-1C3E4D96AB52

# Network Diagram - South PSAP (Regional) – Phase 2



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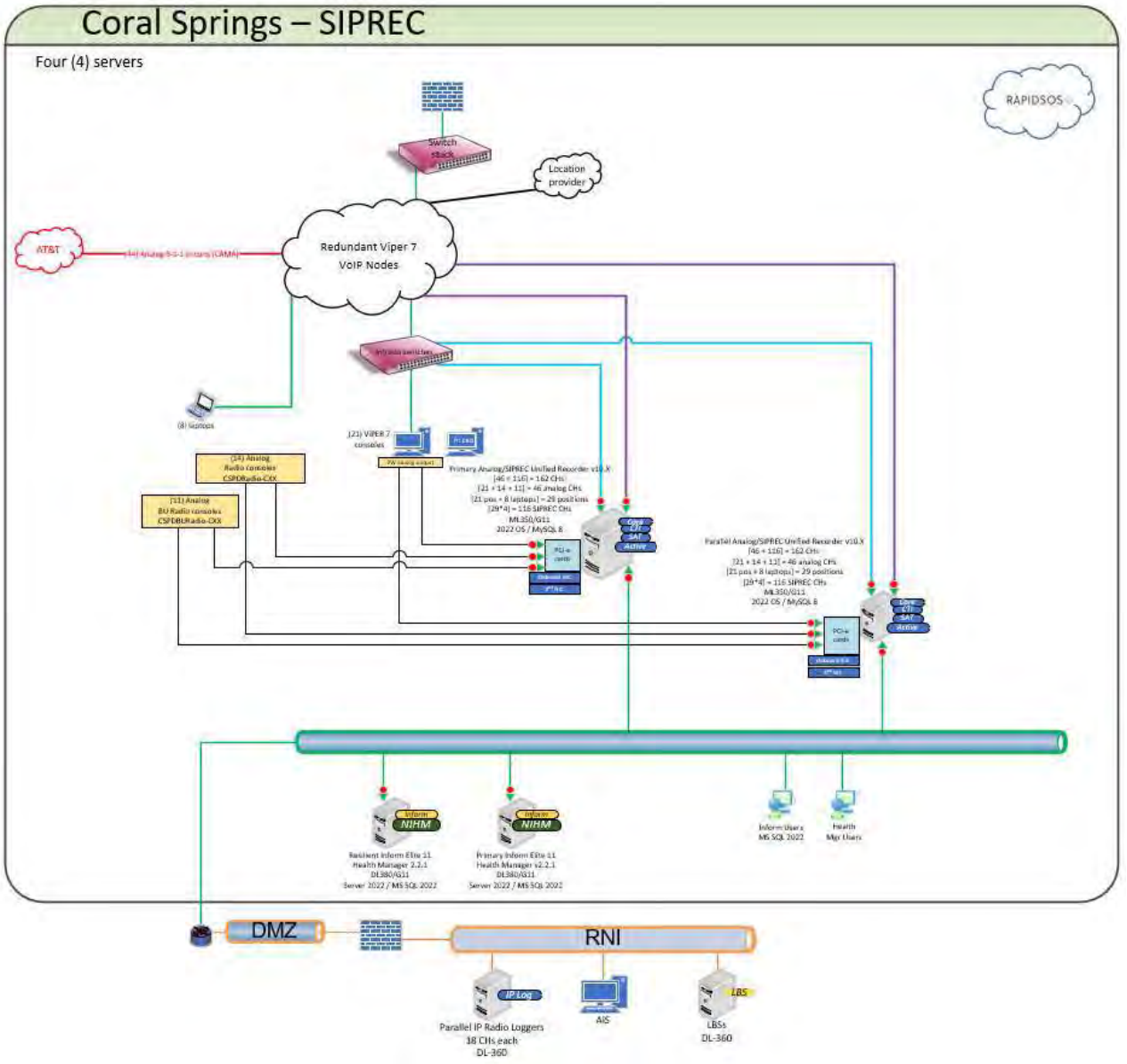
Network Diagram - Coral Springs PSAP (Non-Regional) – Phase 2

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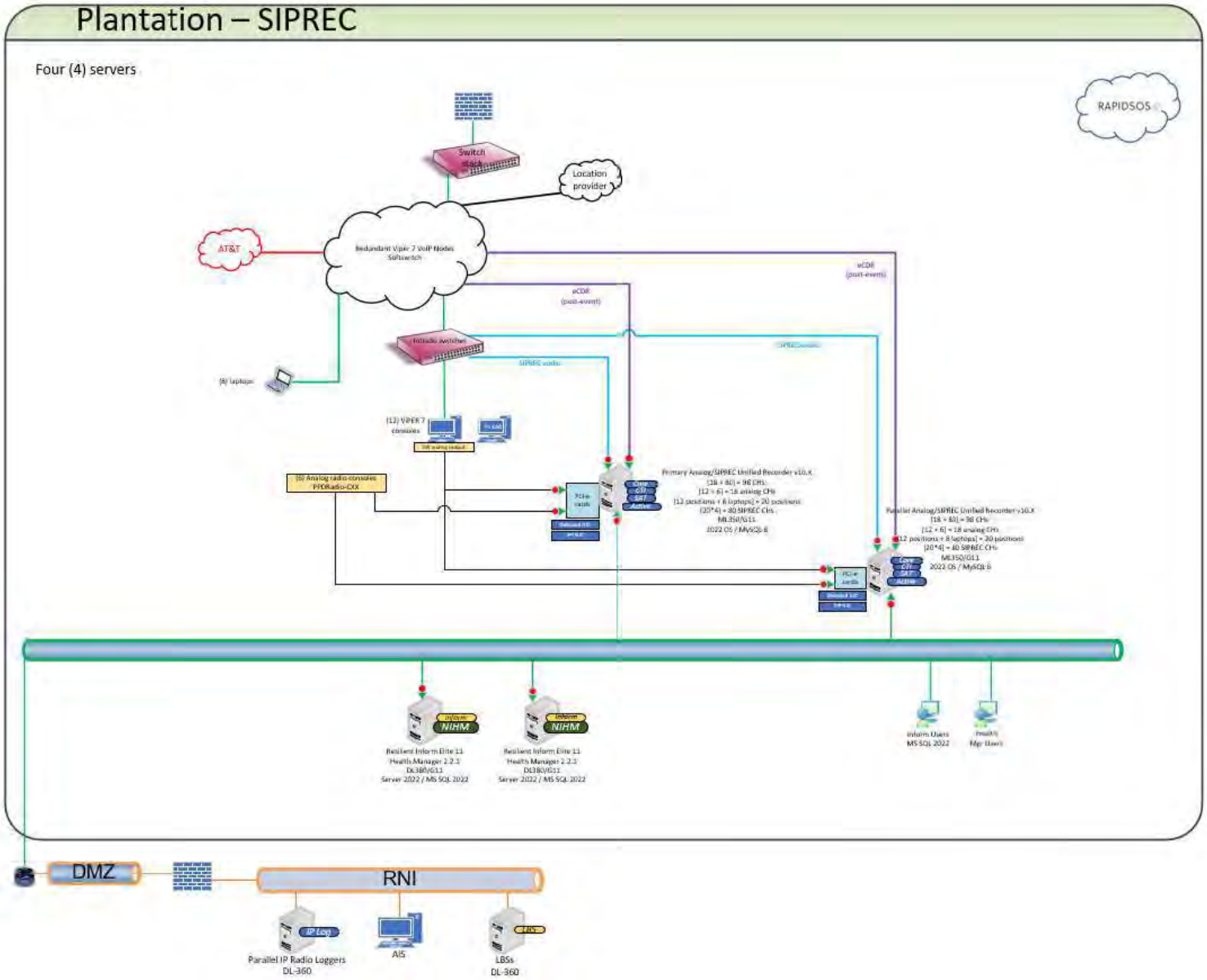
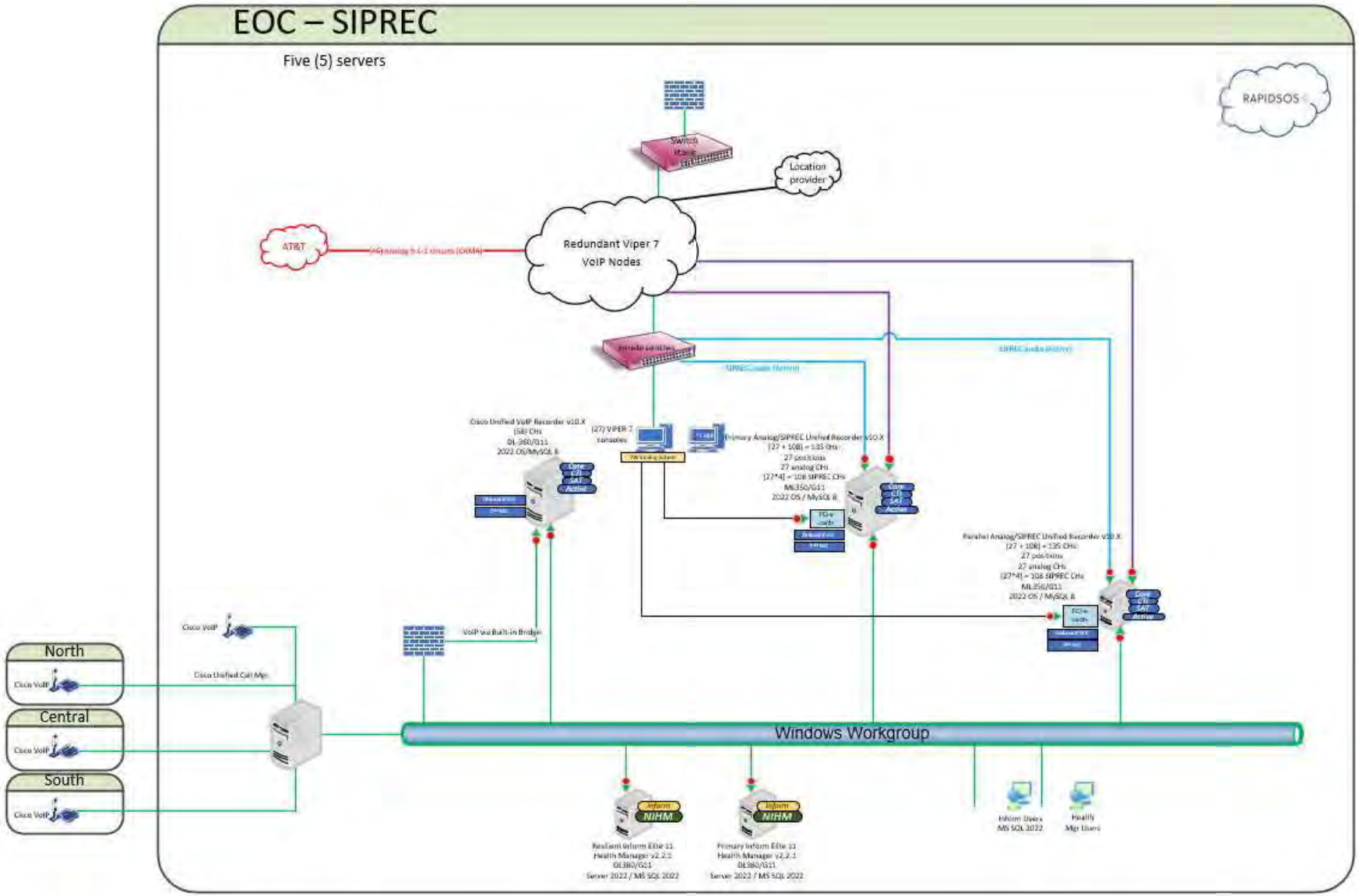
Network Diagram - Plantation PSAP (Non-Regional) – Phase 2



Docusign Envelope ID: 88308A1B-6F1E-40A7-8600-1C3E4D96AB52

# Network Diagram - EOC PSAP (Non-Regional) – Phase 2



## 9. Documentation

Contractor shall provide a draft of the step-by-step event plan at least four (4) weeks prior to cutover for County review and approval. At County's request, Contractor shall incorporate all of County's requested changes and implement the revised event plan upon County's approval.

## 10. Deliverable Services

Contractor shall provide the deliverables stated within the SOW, which shall be considered accepted by County only upon written notice by Contract Administrator of acceptance

Contractor shall provide the following deliverable services for Phase 1:

- Pre-configuring all New Equipment specified in Section 2B with the New Software specified in Section 2A for all Regional and Non-Regional PSAPs.
- Installing five (5) new Audio Interface Cards and rotating audio cards upon implementation at each of the Regional and Non-Regional PSAPs.
- Installation and setup of New Equipment, New Software, and interfaces will be completed without impact to the operations of each PSAP, while ensuring that all activity associated with this project are completed without disrupting daily operations. All work areas assigned to Contractor's staff must be maintained and kept in working order throughout the entire project.
- Installing two (2) new pre-configured NICE Inform Recorders to serve as the NICE Inform Primary and Secondary Recorders at each of the Regional PSAPs (Central, North, and South).
- Installing one (1) new pre-configured Master Inform Playback Server to serve as the Primary and allow authorized users to retrieve data and conduct QA/QI at Central PSAP.
- Installing one (1) new pre-configured Central Inform Playback Server at Central PSAP.
- Installing one (1) new pre-configured North Inform Playback Server with Health Manager Client Application at North PSAP.
- Installing two (2) new pre-configured Inform Playback Servers to serve as the NICE Inform Primary and Secondary Playback Servers with Health Manager Client Application on each of these servers at each of the Non-Regional PSAPs (Coral Springs, Plantation, and EOC PSAPs).
- Installing one (1) new pre-configured South Inform Playback Server at South PSAP.
- Installing one (1) new pre-configured Intelligence Center Server at Central PSAP.
- Installing one (1) Health Manager Server to serve as the Primary at Central PSAP.
- Set up and configure the link between the Motorola P25 servers, the NICE P25 VRS servers, and NICE Master Inform server to ensure the Talk Group channels recording playback in NICE Inform platform environment.
- Re-ingesting and restoring existing Intelligence Center custom dashboard visualizations to the New Equipment at each of the Regional PSAPs.
- Configuring access, usernames and roles as outlined in Section 4G for all Regional and Non-Regional PSAPs.
- Providing onsite training as outlined in Section 16 for Coral Springs PSAP and Plantation PSAP.
- Provide support services for Preliminary Acceptance Testing and Go-Live.

Contractor shall provide the following deliverable services for Phase 2:

- Pre-configuring all New Equipment specified in Section 2B with the New Software specified in Section 2A for all Regional and Non-Regional PSAPs.
- Installing one (1) new pre-configured Core CTI Server for SIPREC at each of the Regional PSAPs.
- Installing one (1) new pre-configured Satellite Server for SIPREC for each of the Regional PSAPs.
- Installing one (1) new pre-configured dedicated server at EOC PSAP for recording of CISCO admin line calls from the Regional PSAPs and ensuring Regional PSAP users can access recordings.
- Perform configurations to ensure all authorized QA/QI users can access VoIP and analog call recordings from a designated SIPREC server within the NICE Inform Server to perform any QA/QI evaluations.

# 11. Security and Access

## A. Contractor Security and Access

a) All Contractor personnel performing the NICE Inform software platform New Equipment and New Software implementation activities at any of the six (6) PSAP(s) must be escorted by Contractor's authorized support staff personnel, or designated E911 staff.

b) Contractor 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 Contractor compliance with County security standards.

c) Security access levels shall be defined by County during the configuration phase of each phase.

d) Contractor shall ensure that no other entity shall be allowed to access County data at any PSAP.

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

The following security requirements have been identified and Contractor shall perform or provide as follows:

| REQ ID | Requirement | Notes |
|---|---|---|
| SN001 | IT (Coral Springs IT, Plantation IT, RPSA) shall install the anti-virus protection software for all servers and Contractor to advise for exceptions required. | Anti-virus software Installation |
| SN002 | Contractor shall configure user (excluding service accounts) password security to force the users to change their passwords every ninety (90) calendar days. | User password |
| SN003 | Contractor shall ensure that each user has a unique ID and password to access the NICE Inform software platform. | User credentials |

| REQ ID | Requirement | Notes |
|---|---|---|
| SN004 | Contractor shall ensure that the NICE Inform software platform shall enforce the password complexity requirement (i.e. use of lower/upper case, numbers, and special characters). | User password complexity |
| SN005 | Contractor shall ensure that NICE Inform software platform shall enforce the user password shall include minimum length of eight (8) characters or higher. | User password length |
| SN006 | Contractor shall ensure that the NICE Inform software platform shall remember at least the last three (3) user's password. | Users password entry |
| SN007 | Contractor shall ensure that the NICE Inform software platform shall lock the user out of the NICE Inform software platform after ten (10) times of wrong password attempts. | User password attempts |
| SN008 | If new or unanticipated threats or hazards to the NICE Inform software platform are discovered by either County or Contractor, or if existing safeguards have ceased to function, the discovering party shall immediately bring the situation to the attention of the other party. | System protection |
| SN009 | Contractor shall ensure that separation of duties and least privilege are enforced for privileged or administrative access to customer data and the NICE Inform software platform. | Customer data protection |
| SN010 | Contractor shall maintain industry best practices for data privacy, security, and recovery measures including, but not limited to, disaster recovery programs, physical facilities security server firewalls, virus scanning software, current security patches, user authentication. | System |

## 12. Cyber Security

The following cyber security requirements have been identified and Contractor shall perform or provide as follows:

| CS ID | Requirement | Notes |
|---|---|---|
| CN001 | If new or unanticipated threats or hazards to the NICE Inform software platform are discovered by either County or Contractor, or if existing safeguards have ceased to function, the discovering party shall immediately bring the situation to the attention of the other party. | System protection |
| CN002 | The Contractor shall ensure that separation of duties and least privilege are enforced for privileged or administrative access to County data and the NICE Platform. | County data protection |
| CN003 | Contractor shall maintain industry best practices for data privacy, security, and recovery measures including, but not limited to, disaster recovery programs, physical facilities security server firewalls, virus scanning software, current security patches, user authentication. | System |

## 13. Testing

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

a) The NICE Inform software platform testing confirms that the New Equipment and New Software has been installed and configured as required by County. This testing is performed by Contractor prior to the commencement of Preliminary Acceptance Testing. Contractor will use Contractor-provided installation test plan for system testing.

b) Preliminary Acceptance Testing (PAT) allows County to verify all configuration requirements and interfaces. Preliminary Acceptance Testing shall be conducted by County and commence immediately after installation and notification by Contractor that the NICE Inform software platform is ready for PAT.

c) Final Acceptance Testing (FAT) shall be performed by County per the criteria in the table shown in the Final Acceptance Testing Section 19.

## 14. Managerial Approach & Communication

### A. Managerial Approach

Contractor 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 Contractor seeks or is required to make any change to the composition of the Key Personnel, Contractor 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.

Key Personnel

| Name | Tittle | Email |
|---|---|---|
| Tim Nielsen | Project Manager | Tim.nielsen@nice.com |
| TBD* | Technical SME | TBD* |

*To be provided by Contractor prior to project kickoff.

### 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,<br>End Users | Contractor's Project Manager<br>Onsite Meeting | Agenda;<br>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 | Contractor's Technical SME /County's Technical Lead and Project Managers | Agenda;<br>Meeting Minutes |
| Project Status Reports | Report the status of the project including activities, progress, and issues. | Email/Weekly | Project Team,<br>End Users | Contractor'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 Contractor. | Daily status briefings until post support is complete. | Project Manager and Technical Subject Matter Expert (SME) | Contractor's Project Manager and Technical SME | All phases of the project are complete. |

### C. Process Change Request

If it is necessary to add, remove, or modify this SOW, a written amendment shall be required or the Contract Administrator shall be authorized to approve in writing any minor changes which do not increase cost or time.

## 15. Timeline

The project timeline (Regional and Non-Regional) shall consist of:

**PHASE 1**

| Task/Activity | Estimated Timeframe |
|---|---|
| Project kick-off with Contractor Phase 1 (Regional and Non-Regional) | January 2026 |
| Regional PSAP(s) | |
| Site survey | January 2026 |
| New Equipment staging at Contractor's location | 1Q, 2026 |
| New Equipment delivery pre-installed with New Software (specified in Section 2A and 2B) | 1Q, 2026 |
| Racking and stacking (Regional & Non-Regional) | 1Q, 2026 |
| Install, set up & configuration of servers and software (specified in Section 2A and 2B) | 1Q, 2026 |
| System integration testing | 1Q, 2026 |
| Preliminary Acceptance Testing | 1Q, 2026 |
| Go-Live (Implementation) for Phase 1 | 1Q, 2026 |
| Non-Regional PSAP(s) | |
| Site survey | 1Q, 2026 |
| New Equipment delivery pre-installed with New Software (specified in Section 2A and 2B) | 1Q, 2026 |
| Install, set up & configuration of servers and new software (specified in Section 2A and 2B) | 1Q, 2026 – 2Q, 2026 |
| System integration testing | 1Q, 2026 – 2Q, 2026 |
| Onsite training (Non-Regional) | 2Q, 2026 |
| Preliminary Acceptance Testing | 1Q, 2026 – 2Q, 2026 |
| Go-Live (Implementation) for Phase 1 | 1Q, 2026 – 2Q, 2026 |
| Final Acceptance (Regional and Non-Regional) | 2Q, 2026 |

**PHASE 2**

| Task/Activity | Estimated Timeframe |
|---|---|
| Project kick-off with Contractor (Phase 2) (Regional and Non-Regional) | 2Q, 2026 |
| Regional PSAP(s) | |
| Site survey | 2Q, 2026 |
| Onsite design sessions | 2Q, 2026 |
| New Equipment delivery pre-installed with New Software (specified in Section 2A and 2B) | 2Q, 2026 |
| Install, set up & configuration of SIPREC solution | 2Q, 2026 – 3Q, 2026 |
| System integration testing | 2Q, 2026 – 3Q, 2026 |
| Preliminary Acceptance Testing | 2Q, 2026 – 3Q, 2026 |
| Go-Live (Implementation) | 2Q, 2026 – 3Q, 2026 |

| Task/Activity | Estimated Timeframe |
|---|---|
| Regional PSAP soak period (specified in Section 4C) | 3Q, 2026 |
| Non-Regional PSAP(s) | |
| Site survey | 3Q, 2026 |
| Equipment delivery | 3Q, 2026 |
| Install, set up & configuration of SIPREC solution | 3Q, 2026 |
| System integration testing | 3Q, 2026 |
| Preliminary Acceptance Testing | 3Q, 2026 |
| Go-Live (Implementation) for Phase 1 | 3Q, 2026 |
| Address any remaining open issues (Regional and Non-Regional) | 3Q, 2026 |
| Final Acceptance (Regional and Non-Regional) | 3Q, 2026 |

## 16. Training

Contractor shall provide the following onsite training sessions during Phase 1:

| REQ ID | Requirement | Notes |
|---|---|---|
| TRN001 | **Coral Springs PSAP (Non-Regional)**<br><br>Contractor shall provide up to six (6) hours of onsite training, as determined by County, to authorized Coral Springs PSAP staff ten (10) days prior to Preliminary Acceptance Testing on how to search, retrieve, and play any recordings and text messages on the NICE Inform Playback Servers | Numbers of training attendees shall be defined by Coral Spring's PSAP manager. |
| TRN002 | **Plantation PSAP (Non-Regional)**<br><br>Contractor shall provide up to six (6) hours of onsite training, as determined by County, to the authorized Plantation PSAP staff ten (10) days prior to Preliminary Acceptance Testing on how to search, retrieve, and play any recordings and text messages on the NICE Inform Playback Servers | Numbers of training attendees shall be defined by Plantation's PSAP manager. |

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

## 17. Financials

For each Milestone indicated below, Contractor shall invoice County the Invoice Amount only after receipt of written confirmation from the County Contract Administrator that the Milestone has been achieved.

**Phase 1**

| Milestone (Fixed Fees) | Percentage | Invoice Amount |
|---|---|---|
| Project Kick-Off for Phase 1 | 5% | $ 62,565.25 |
| Equipment Shipped for Phase 1 | 35% | $ 437,956.75 |
| Go-Live for Phase 1 (Regional and Non-Regional) | 25% | $ 312,826.25 |
| Successful Completion of Final Acceptance Testing (Regional and Non-Regional) Phase 1 | 35% | $ 437,956.75 |
| **Total Fixed Fee Amount** | **100%** | **$ 1,251,305.00** |

**Phase 2**

| Milestone (Fixed Fees) | Percentage | Invoice Amount |
|---|---|---|
| Project Kick-Off for Phase 2 | 5% | $ 11,437.96 |
| Equipment Shipped for Phase 2 | 35% | $ 80,065.72 |
| Go-Live for Phase 2 (Regional and Non-Regional) | 25% | $ 57,189.80 |
| Successful Completion of Final Acceptance Testing (Regional and Non-Regional) Phase 2 | 35% | $ 80,065.72 |
| **Total Fixed Fee Amount** | **100%** | **$ 228,759.20** |

Note: Maintenance and Support Services for the NICE Inform System for Year 2 after Final Acceptance (and each year thereafter) shall be invoiced annually in advance.

## 18. Preliminary Acceptance Test (PAT) Plan

County will conduct Preliminary Acceptance Testing upon written notice by Contractor that the VRS system and all related tasks and Services are complete, and the System is ready for Preliminary Acceptance Testing. Contractor shall provide reasonable support to County during Preliminary Acceptance Testing.

Contractor will be notified of any defects found by County during testing. Contractor will correct the defect and notify that the defect has been resolved so that County can perform retesting of the defect. The fix and re-test process will repeat until the applicable test case successfully passes, provided that the test case is valid, complete, and consistent with the agreed-upon system requirements and specifications. If any test case is found to be inaccurate, incomplete, or inconsistent with the approved SOW, Contractor shall not be held responsible for delays or failures resulting from such discrepancies.

At County's discretion, test cases may be added, modified, or deleted to enable County to test and verify all configurations, integration and interfaces, reports, and automation processes. However, any such changes to test cases that materially affect the scope, timeline, or deliverables of this Work Authorization must be approved in writing by the County's Contract Administrator and Contractor, including any necessary adjustments to schedule, cost, or responsibilities.

The following test cases shall be performed by County during Preliminary Acceptance Testing for both Regional and Non-Regional PSAPs to ensure that the VRS system is functioning per County requirements. Any issues associated with the test criteria below shall be resolved by Contractor only to the extent that such issues are within Contractor's control and the test criteria are accurate, complete, and aligned with the agreed-upon system requirements.

**Phase 1: Regional & Non-Regional PSAPs**

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| **Position Testing: VRS Position Recording** | | |
| PAT001 | NICE Inform Software Platform - Authorized user login | Regional PSAP:<br>Verify that authorized users (E-911 Team, Radio Team, and BSO) can log into NICE Inform Software Platform (Master Inform Server and the three (3) NICE Inform Playback Servers) based on their user restriction.<br><br>Non-Regional PSAP<br>Verify that authorized users can log into NICE Inform Software Platform based on their user restriction. |
| PAT002 | Recording and Playback - NICE Inform Recorder | Verify that calls are recorded in New NICE Inform Recorder (logger 1 & logger 2) with good audio quality and can be successfully played back at both Regional and Non-Regional PSAPs. |
| PAT003 | Recording and Playback - Trunks (Primary and Backup) | Verify that all calls are recorded in Trunks (Primary & Backup) with good audio quality and can be successfully played back at both Regional and Non-Regional PSAPs. |
| PAT004 | ANI/ALI information - 911 calls | Verify that 911 call recordings have the valid ANI/ALI metadata at both Regional and Non-Regional PSAPs |
| PAT005 | Metadata - Inbound Non-Emergency Calls | Verify that inbound non-emergency call recordings have the valid Metadata including the caller's telephone number in the SIPCaller field at both Regional and Non-Regional PSAPs. |
| PAT006 | Position Recording - Analog versus VoIP | Verify that the 911 consoles (Call taker positions) are recorded in both VoIP and analog format at both Regional and Non-Regional PSAPs. |
| PAT007 | Search and Playback - NICE Inform Software Platform | Verify search and playback features are functioning properly within NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| PAT008 | NICE Inform - Channel Names Verification | Verify the audio recording channel names are correct in new NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| PAT009 | NICE Inform - Users, Groups, and Roles Verification | Verify users, groups, and roles are valid with in New NICE Inform at both Regional and Non-Regional PSAPs. |
| PAT010 | NICE Inform Software Platform - Verify required field for call information | Verify that all required fields within NICE Inform Software Platform are populated (i.e. Call-Taker ID/Name, channel, call duration, etc.) at both Regional and Non-Regional PSAPs. |
| PAT011 | Call Audio Segments | Verify that different calls received at a position are recorded within NICE Inform Software Platform at both Regional and Non-Regional PSAPs are not combined into one audio segment. |
| PAT012 | NICE Inform Server - New Equipment - Generation 11 | Verify that all New Equipment implemented is running on generation 11 at both Regional and Non-Regional PSAPs. |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| PAT013 | NICE Inform Software Platform - Version 11.x | Verify that the NICE Inform Software Platform is running on latest software version 11.x at both Regional and Non-Regional PSAPs. |
| PAT014 | NICE Inform Recorder Software - Version 10.x | Verify that the NICE Inform Recorder is running on latest software version 10.x at both Regional and Non-Regional PSAPs. |
| **Position Testing: System Failure Alarm** | | |
| PAT015 | NICE System Failure - alarm | Verify that system will generate alarm notification for any NICE system failure (software/hardware failure), indicating the nature of the failure at both Regional and Non-Regional PSAPs. |
| **Position Testing: VRS Server Power Redundancy** | | |
| PAT016 | NICE Inform Recorder Servers - Power Redundancy | Verify that the NICE Inform Recorder Servers continue recording by disconnecting one of the power connections from the NICE Inform Recorder Servers for all Regional and Non-Regional PSAPs. |
| **Position Testing: NIC (Network Interface Card) Redundancy** | | |
| PAT017 | NIC Redundancy | Verify NIC connection for NICE Inform Recorder Servers (server 1 & server 2) at both Regional & Non-Regional PSAPs. |
| **Position Testing: Text Messaging Recording** | | |
| PAT018 | Text-2-911 - Recording | Verify that the 911 text message transcript is recorded and viewable at both Regional and Non-Regional PSAPs. |
| PAT019 | Text-2-911 – Automatic Number Identification (ANI) and X/Y Coordinates | Verify ANI and X/Y Coordinates for 911 text messages at both Regional and Non-Regional PSAPs. |
| PAT020 | Text-2-911 - Resilience | Verify 911 text message resilience for all Regional and Non-Regional PSAPs.<br><br>Regional PSAP: user should see six (6) text transcripts for each text session<br><br>Non-Regional PSAP: user should see two (2) text transcripts for each text session at the designated PSAP. |
| **Position Testing: Retention Data Validation** | | |
| PAT021 | Metadata Retention Verification | Verify that metadata retention in new Nice Inform Software Platform is set to six (6) months for Regional PSAPs and two (2) years for Non-Regional PSAPs. |
| PAT022 | Call Audio Retention Verification | Verify call audio retention in new NICE Inform Software Platform is set to forty (40) days for both Regional and Non-Regional PSAPs. |
| **Position Testing: Health Manager Server** | | |
| PAT023 | Health Manager Server | Verify that the Health Manager Server provides near real-time alerts at Regional PSAPs. |
| PAT024 | Health Manager Server – Client Application | Verify that the Health Manager Client Application provides near real time alerts at both Regional and Non-Regional PSAPs. |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| PAT025 | Health Manager Software - Version 2.2.1 | Verify that the Health Manager Software is running on latest software version 2.2.1 at both Regional and Non-Regional PSAPs. |
| **Position Testing: Cyber Security** | | |
| PAT026 | Cyber Security - Users Password | Verify user's password is complying with the Cyber Security requirements given below at both Regional and Non-Regional PSAP.<br>**1. Minimum eight (8) characters**<br>**2. Mixed cased characters**<br>**3. Alphanumeric**<br>**4. Minimum one (1) symbol character**<br>**5. user cannot use the last three (3) passwords** |
| PAT027 | Cyber Security - Password Expiration | Verify that user's password have expiration date set after 90 days in new NICE inform at both Regional and Non-Regional PSAP. |
| PAT028 | Cyber Security - unsuccessful login attempts | Verify ten (10) unsuccessful login attempts will lock the account for ten (10) minutes at both Regional and Non-Regional PSAP. |
| PAT029 | Cyber Security - Anti Virus | Verify County/City-provided anti-virus is installed and running on all NICE Inform servers at both Regional and Non-Regional PSAP. |
| PAT030 | Cyber Security - NICE Inform servers backup | Verify that all NICE Inform servers have backup at both Regional and Non-Regional PSAP. |
| PAT031 | Cyber Security - windows patching | Verify the New NICE Inform servers are registered on endpoint central for windows patching at both Regional and Non-Regional PSAP. |
| **Position Testing: Inform Intelligence Center** | | |
| PAT032 | NICE Intelligence Center login - Authorized users | Verify that the authorized users (E-911 Team and Radio Team) can log into NICE Intelligence Center based on their user restriction (Regional PSAPs only). |
| PAT033 | NICE Intelligence Center - Required fields Verification | Verify that all required fields within NICE Intelligence Center are populated (i.e. Call-Taker ID/Name, channel, call duration, etc.) (Regional PSAPs only). |
| PAT034 | NICE Intelligence Center - Custom Dashboard Visualizations Verification | Verify the existing Intelligence Center custom dashboard visualizations have been re-ingested and restored to the New Equipment (Gen 11) (Regional PSAPs only). |
| PAT035 | NICE Intelligence Center - Exporting Reports and Dashboards | Verify reports and dashboards can be exported by the user in different formats (PDF, Excel, Csv) (Regional PSAPs only). |
| PAT036 | NICE Intelligence Center - Redundant Data Capture | Disconnect one logging pair and verify the dashboards continue to be updated by the redundant logging pair without latency or discrepancy (Regional PSAP only). |
| **Position Testing: P25 Radio** | | |
| PAT037 | P25 Radio Recordings - Search and Playback | Verify all resources for P25 Radio system recordings are accessible and can be searched/played back (Regional PSAPs only). |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| PAT038 | P25 Radio Recordings - Metadata Capture | Verify metadata such as (Date, time, Resource ID, Individual Alias, User ID, Logger ID, End of Call Reason, duration, etc.) are captured and are accurate, as applicable (Regional PSAPs only). |
| PAT039 | P25 Radio Recordings - Multi-Channel Capture | Verify simultaneous calls on multiple resources are captured without dropped or partial recordings, with synchronized timestamps. The data must match across the logging pairs (Regional PSAPs only). |
| PAT040 | P25 Radio Recordings - Inter-System Data Transfer | Generate recordings and verify the NICE Inform receives the data without corruption or latency in playback. (Regional PSAPs only). |
| PAT041 | P25 Radio Recordings - Access Control | Verify the users are able to access the NICE Inform using the same username and password or if new credentials are provided, using the updated login credentials (Regional PSAPs only). |
| PAT042 | P25 Radio Recordings - Redundancy Test | Disconnect one logging pair and verify recordings are continually accessible from the redundant logging pair (Regional PSAPs only). |
| PAT043 | P25 Radio Recordings - Verify Export and Integration | Export the recordings to external storage or webmail and verify the file plays correctly and the metadata is preserved (Regional PSAPs only). |
| PAT044 | P25 Radio Recordings - Network Interruption Testing | Induce a firewall or network outage (during and post recording). Verify the alarms and notifications sent to alert the systems are no longer communicating (Regional PSAPs only). |
| PAT045 | P25 Radio Recordings - Latency Testing | Measure end-to-end delay from recording initiation on radio system to playback availability on new system. (Regional PSAPs only). |
| PAT046 | P25 Radio Recordings - Load/Stress Testing | Verify the latency or capability of handling heavy playback queries. (Regional PSAPs only). |
| **Position Testing: QA/QI Data Validation** | | |
| PAT047 | NICE Master Inform Server – Authorized users | Verify that the authorized users (Contractor, County and BSO QA team) can access the NICE Master Inform Server from their PCs to perform any QA/QI activities (Regional PSAPs only). |
| PAT048 | NICE Master Inform Server – Replay (third-party Contractor) and Broward Sherrif's Office (BSO) | Verify that Replay (third-party Contractor) and BSO team can access the NICE Inform Center server and perform the QA evaluations (Regional PSAPs only). |
| PAT049 | NICE Master Inform Server -QA Evaluations - Incident Number | Verify QA evaluations can be searched by incident number (Regional PSAPs only). |
| PAT050 | NICE Master Inform Server - Completed Evaluations Delivery | Verify the NICE Inform Software Platform can deliver completed evaluations to a supervisor, BSO squad lead and/or call-taker (Regional PSAPs only). |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| PAT051 | NICE Inform Software Platform - Evaluation Forms | Verify that evaluation forms in the system are consistent with all required current forms necessary to perform evaluations on agents (Regional PSAPs only). |
| PAT052 | NICE Inform Software Platform - Evaluation Appeal comment | Verify that NICE Inform Software Platform provides users with the ability to insert appeal comments to an evaluation after reviewing it (Regional PSAPs only). |
| PAT053 | NICE Inform Software Platform - Evaluation Timestamping | Verify that evaluations within NICE Inform Software Platform include digital timestamps for applicable activities (Regional PSAPs only).<br>**Some timestamps include:**<br>**1. Creation Date**<br>**2. Earliest Recording**<br>**3. Last Update**<br>**4. Comment Timestamps Under Notes** |

## Phase 2: Regional & Non-Regional PSAPs

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| **Position Testing: SIPREC Servers** | | |
| PAT001 | NICE Inform Software Platform - Authorized user login | Regional PSAP:<br>Verify that authorized users (E-911 Team, Radio Team, and BSO) can log into NICE Inform Software Platform (Master Inform Server and the three (3) NICE Inform Playback Servers) based on their user restriction.<br><br>Non-Regional PSAP<br>Verify that authorized users can log into NICE Inform Software Platform based on their user restriction. |
| PAT002 | Position Recording - Central PSAP (VoIP only) | Verify that all calls received at Central PSAP are recorded on SIPREC Satellite Server residing at Central PSAP along with SIPREC Satellite Server residing at North and South PSAP with good audio quality (Regional PSAP Only). |
| PAT003 | Position Recording - North PSAP (VoIP only) | Verify that all calls received at North PSAP are recorded on SIPREC Satellite Server residing at North PSAP along with SIPREC Satellite Server residing at Central and South PSAP with good audio quality (Regional PSAP Only). |
| PAT004 | Position Recording - South PSAP (VoIP only) | Verify that all calls received at South PSAP are recorded on SIPREC Satellite Server residing at South PSAP along with SIPREC Satellite Server residing at Central and North PSAP with good audio quality (Regional PSAP Only). |
| PAT005 | Position Recording - Analog | Verify that the 911 Consoles (Call taker positions) are recorded in (logger 1 & logger 2) Analog format at both Regional and Non-Regional PSAPs |
| PAT006 | NICE Inform Recorders - SIPREC Recording | Verify that all calls received at Non-Regional PSAPs are recorded in VoIP (SIPREC) on the NICE Inform Recorders (logger 1 & logger 2) with good audio quality. |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| PAT007 | SIPREC Satellite Server - Data Resource | Verify that user can login and access SIPREC Satellite Server under data resource within NICE Inform Software for all Regional PSAPs. |
| PAT008 | Recording and Playback - Trunks (Primary and Backup) | Verify that all calls are recorded in Trunks (Primary & Backup) with good audio quality and can be successfully played back at both Regional and Non-Regional PSAPs. |
| PAT009 | ANI/ALI information - 911 calls | Verify that 911 call recordings have the valid ANI/ALI metadata at both Regional and Non-Regional PSAPs. |
| PAT010 | Metadata- Inbound Non-Emergency Calls | Verify that inbound non-emergency call recordings have the valid Metadata including the caller's telephone number in the SIPCaller field at both Regional and Non-Regional PSAPs. |
| PAT011 | Search and Playback - NICE Inform Software Platform | Verify search and playback features are functioning properly within NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| PAT012 | NICE Inform - Channel Names Verification | Verify the audio recording channel names are correct in new NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| PAT013 | NICE Inform - Users, Groups, and Roles Verification | Verify users, groups, and roles are valid with in New NICE Inform at both Regional and Non-Regional PSAPs. |
| PAT014 | NICE Inform Software Platform - Verify required field for call information | Verify that all required fields within NICE Inform Software Platform are populated (i.e. Call-Taker ID/Name, channel, call duration, etc.) at both Regional and Non-Regional PSAPs. |
| PAT015 | Call Audio Segments | Verify that different calls received at a position are recorded within NICE Inform Software Platform at both Regional and Non-Regional PSAPs are not combined into one audio segment. |
| PAT016 | SIPREC Server New Equipment - Generation 11 | Verify that all new SIPREC Equipment installed is running on generation 11 at all Regional PSAPs. |
| PAT017 | SIPREC Software - Version 11.x | Verify that the SIPREC Software is running on latest software version 11.x at both Regional and Non-Regional PSAPs. |
| PAT018 | NICE Inform Recorder Software - Version 10.x | Verify that the NICE Inform Recorder is running on latest software version 10.x at both Regional and Non-Regional PSAPs. |
| **Position Testing: System Failure Alarm** | | |
| PAT019 | NICE System Failure - alarm | Verify that system will generate alarm notification for any NICE system failure (software/hardware failure) indicating the nature of the failure at both Regional and Non-Regional PSAPs. |
| **Position Testing: Power Redundancy** | | |
| PAT020 | SIPREC Servers - Power Redundancy | Verify that the SIPREC Servers continue recording by disconnecting one of the power connections from the SIPREC Recorder Servers at all Regional PSAPs. |
| PAT021 | EOC CISCO Unified VoIP Recorder Server - Power Redundancy | Verify that the EOC CISCO Unified VoIP Recorder Server continues recording by disconnecting one of the power connections from the EOC CISCO Unified VoIP Recorder Server at EOC. |
| PAT022 | NICE Inform Recorder Servers - Power Redundancy | Verify that the NICE Inform Recorder Servers continue recording by disconnecting one of the power connections from the NICE Inform Recorder Servers for all Regional and Non-Regional PSAPs. |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| **Position Testing: NIC (Network Interface Card) Redundancy** | | |
| PAT023 | NIC Redundancy | Verify NIC connection for SIPREC Servers (Core/CTI and Satellite) and Cisco Server (Regional PSAPs only). |
| **Position Testing: Text Messaging Recording** | | |
| PAT024 | Text-2-911 - Recording | Verify that the 911 text message transcript is recorded and viewable at both Regional and Non-Regional PSAPs. |
| PAT025 | Text-2-911 – Automatic Number Identification (ANI) and X/Y Coordinates | Verify ANI and X/Y Coordinates for 911 text messages at both Regional and Non-Regional PSAPs. |
| PAT026 | Text-2-911 - Resilience | Verify 911 text message resilience for all Regional and Non-Regional PSAPs.<br>1. **Regional PSAP:** user should see six (6) text transcripts for each text session<br>2. **Non-Regional PSAP:** user should see two (2) text transcripts for each text session at the designated PSAP. |
| **Position Testing: Retention Data Validation** | | |
| PAT027 | Metadata Retention Verification | Verify that metadata retention in new Nice Inform Software Platform is set to six (6) months for Regional PSAPs and two (2) years for Non-Regional PSAPs. |
| PAT028 | Call Audio Retention Verification | Verify call audio retention in new NICE Inform Software Platform is set to forty (40) days for both Regional and Non-Regional PSAPs. |
| **Position Testing: Health Manager Server** | | |
| PAT029 | Health Manager Server | Verify that the Health Manager Server provides near real-time alerts at Regional PSAPs. |
| PAT030 | Health Manager Server – Client Application | Verify that the Health Manager Client Application provides near real time alerts at both Regional and Non-Regional PSAPs. |
| PAT031 | Health Manager Software - Version 2.2.1 | Verify that the Health Manager Software is running on latest software version 2.2.1 at both Regional and Non-Regional PSAPs. |
| **Position Testing: Cyber Security** | | |
| PAT032 | Cyber Security - Users Password | Verify user's password is complying with the Cyber Security requirements given below at both Regional and Non-Regional PSAP.<br>**1. Minimum eight (8) characters**<br>**2. Mixed cased characters**<br>**3. Alphanumeric**<br>**4. Minimum one (1) symbol character**<br>**5. user cannot use the last three (3) passwords** |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| PAT033 | Cyber Security - Password Expiration | Verify that user's password have expiration date set after 90 days in new NICE inform at both Regional and Non-Regional PSAP. |
| PAT034 | Cyber Security - unsuccessful login attempts | Verify ten (10) unsuccessful login attempts will lock the account for ten (10) minutes at both Regional and Non-Regional PSAP. |
| PAT035 | Cyber Security - Anti Virus | Verify customer provided anti-virus is installed and running on all NICE Inform servers at both Regional and Non-Regional PSAP. |
| PAT036 | Cyber Security - NICE Inform servers backup | Verify that all NICE Inform servers have backup at both Regional and Non-Regional PSAP. |
| PAT037 | Cyber Security - windows patching | Verify the New NICE Inform servers are registered on endpoint central for windows patching at both Regional and Non-Regional PSAP. |
| **Position Testing: CISCO Admin Calls (Logger 3)** | | |
| PAT038 | Regional PSAP CISCO Admin Line Calls - Recording and Playback | Verify that all CISCO admin line calls from the Regional PSAPs are being recorded in VoIP format on the EOC CISCO Unified VoIP Recorder Server at EOC PSAP. |
| **Position Testing: QA/QI Data Validation** | | |
| PAT039 | QA/QI Evaluation – SIPREC VoIP Recordings | Verify that all authorized QA/QI users can access the VoIP call recordings from a designated SIPREC server within NICE Inform Server to perform any QA/QI evaluations (Regional PSAPs only). |
| PAT040 | QA/QI Evaluation – Analog Recordings | Verify that all authorized QA/QI users can access the analog call recordings from logger 1 & logger 2 within the NICE Inform Server to perform any QA/QI evaluations (Regional PSAPs only). |

## 19. Final Acceptance Test (FAT) Plan

After successful Preliminary Acceptance testing and cutover for each Phase, County will conduct Final Acceptance Testing for thirty (30) calendar days upon written notice by Contractor that the VRS system and all related tasks and Services are complete, and the system is ready for Final Acceptance Testing. Contractor shall provide reasonable support to County during Final Acceptance Testing.

Contractor will be notified of any defects found by County during testing. Contractor will correct the defect and notify that the defect has been resolved so that County can perform retesting of the defect. The fix and re-test process will repeat until the applicable test case successfully passes, provided that the test case is valid, complete, and consistent with the agreed-upon system requirements and specifications. If any test case is found to be inaccurate, incomplete, or inconsistent with the approved scope of work, Contractor shall not be held responsible for delays or failures resulting from such discrepancies.

At County's discretion, test cases may be added, modified or deleted from the Final Acceptance Criteria stated below and will be utilized by County to enable County to test and verify all configurations, integrations and interfaces, reports, and automation processes. However, any such changes to test cases that materially affect the scope, timeline, or deliverables shall be subject to mutual written agreement between County and Contractor, including any necessary adjustments to schedule, cost, or responsibilities.

County will provide written Final Acceptance only upon successful completion of all the Final Acceptance Criteria stated below, successful completion of test scenarios provided by Contractor to County, if applicable, and the system runs for a period of thirty (30) days after cutover with no severe or critical issues.

The following test cases for Final Acceptance shall be performed by County during Final Acceptance Testing for both Regional and Non-Regional PSAPs to ensure that the NICE Inform System is functioning per County's requirements. Any issues associated with the test criteria below shall be resolved by Contractor only to the extent that such issues are within Contractor's control and the test criteria are accurate, complete, and aligned with the agreed-upon system requirements:

**Phase 1: Regional & Non-Regional PSAPs**

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| **Position Testing: VRS Position Recording** | | |
| FAT001 | NICE Inform Software Platform - Authorized user login | Regional PSAP:<br>Verify that authorized users (E-911 Team, Radio Team, and BSO) can log into NICE Inform Software Platform (Master Inform Server and the three (3) NICE Inform Playback Servers) based on their user restriction.<br>Non-Regional PSAP<br>Verify that authorized users can log into NICE Inform Software Platform based on their user restriction. |
| FAT002 | Recording and Playback - NICE Inform Recorder | Verify that calls are recorded in New NICE Inform Recorder (logger 1 & logger 2) with good audio quality and can be successfully played back at both Regional and Non-Regional PSAPs. |
| FAT003 | Recording and Playback - Trunks (Primary and Backup) | Verify that all calls are recorded in Trunks (Primary & Backup) with good audio quality and can be successfully played back at both Regional and Non-Regional PSAPs. |
| FAT004 | ANI/ALI information - 911 calls | Verify that 911 call recordings have the valid ANI/ALI metadata at both Regional and Non-Regional PSAPs |
| FAT005 | Metadata - Inbound Non-Emergency Calls | Verify that inbound non-emergency call recordings have the valid Metadata including the caller's telephone number in the SIPCaller field at both Regional and Non-Regional PSAPs. |
| FAT006 | Position Recording - Analog versus VoIP | Verify that the 911 consoles (Call taker positions) are recorded in both VoIP and analog format at both Regional and Non-Regional PSAPs. |
| FAT007 | Search and Playback - NICE Inform Software Platform | Verify search and playback features are functioning properly within NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| FAT008 | NICE Inform - Channel Names Verification | Verify the audio recording channel names are correct in new NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| FAT09 | NICE Inform - Users, Groups, and Roles Verification | Verify users, groups, and roles are valid with in New NICE Inform at both Regional and Non-Regional PSAPs. |
| FAT010 | NICE Inform Software Platform - Verify required field for call information | Verify that all required fields within NICE Inform Software Platform are populated (i.e. Call-Taker ID/Name, channel, call duration, etc.) at both Regional and Non-Regional PSAPs. |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| FAT011 | Call Audio Segments | Verify that different calls received at a position are recorded within NICE Inform Software Platform at both Regional and Non-Regional PSAPs are not combined into one audio segment. |
| FAT012 | NICE Inform Server - New Equipment - Generation 11 | Verify that all New Equipment implemented is running on generation 11 at both Regional and Non-Regional PSAPs. |
| FAT013 | NICE Inform Software Platform - Version 11.x | Verify that the NICE Inform Software Platform is running on latest software version 11.x at both Regional and Non-Regional PSAPs. |
| FAT014 | NICE Inform Recorder Software - Version 10.x | Verify that the NICE Inform Recorder is running on latest software version 10.x at both Regional and Non-Regional PSAPs. |
| **Position Testing: System Failure Alarm** | | |
| FAT015 | NICE System Failure - alarm | Verify that system will generate alarm notification for any NICE system failure, indicating the nature of the failure at both Regional and Non-Regional PSAPs. |
| **Position Testing: VRS Server Power Redundancy** | | |
| FAT016 | NICE Inform Recorder Servers - Power Redundancy | Verify that the NICE Inform Recorder Servers continue recording by disconnecting one of the power connections from the NICE Inform Recorder Servers for all Regional and Non-Regional PSAPs. |
| **Position Testing: NIC (Network Interface Card) Redundancy** | | |
| FAT017 | NIC Redundancy | Verify NIC connection for NICE Inform Recorder Servers (server 1 & server 2) at both Regional and Non-Regional PSAPs. |
| **Position Testing: Text Messaging Recording** | | |
| FAT018 | Text-2-911 - Recording | Verify that the 911 text message transcript is recorded and viewable at both Regional and Non-Regional PSAPs. |
| FAT019 | Text-2-911 – Automatic Number Identification (ANI) and X/Y Coordinates | Verify ANI and X/Y Coordinates for 911 text messages at both Regional and Non-Regional PSAPs. |
| FAT020 | Text-2-911 - Resilience | Verify 911 text message resilience for all Regional and Non-Regional PSAPs.<br><br>Regional PSAP: user should see six (6) text transcripts for each text session<br><br>Non-Regional PSAP: user should see two (2) text transcripts for each text session at the designated PSAP. |
| **Position Testing: Retention Data Validation** | | |
| FAT021 | Metadata Retention Verification | Verify that metadata retention in new Nice Inform Software Platform is set to six (6) months for Regional PSAPs and two (2) years for Non-Regional PSAPs. |
| FAT022 | Call Audio Retention Verification | Verify call audio retention in new NICE Inform Software Platform is set to forty (40) days for both Regional and Non-Regional PSAPs. |
| **Position Testing: Health Manager Server** | | |
| FAT023 | Health Manager Server | Verify that the Health Manager Server provides real-time alerts at Regional PSAPs. |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| FAT024 | Health Manager Server – Client Application | Verify that the Health Manager Client Application provides real time alerts when the Primary Health Manager Server is unavailable at both Regional and Non-Regional PSAPs. |
| FAT025 | Health Manger Software – Version 2.2.1 | Verify that the Health Manager Software is running on the latest software version 2.2.1 at both Regional & Non-Regional PSAPs. |
| **Position Testing: Cyber Security** | | |
| FAT026 | Cyber Security - Users Password | Verify user's password is complying with the Cyber Security requirements given below at both Regional and Non-Regional PSAP.<br>**1. Minimum eight (8) characters**<br>**2. Mixed cased characters**<br>**3. Alphanumeric**<br>**4. Minimum one (1) symbol character**<br>**5. user cannot use the last three (3) passwords** |
| FAT027 | Cyber Security - Password Expiration | Verify that user's password have expiration date set after 90 days in new NICE inform at both Regional and Non-Regional PSAP. |
| FAT028 | Cyber Security - unsuccessful login attempts | Verify ten (10) unsuccessful login attempts will lock the account for ten (10) minutes at both Regional and Non-Regional PSAP. |
| FAT029 | Cyber Security - Anti Virus | Verify City/County-provided anti-virus is installed and running on all NICE Inform servers at both Regional and Non-Regional PSAP. |
| FAT030 | Cyber Security - NICE Inform servers backup | Verify that all NICE Inform servers have backup at both Regional and Non-Regional PSAP. |
| FAT031 | Cyber Security - windows patching | Verify the New NICE Inform servers are registered on endpoint central for windows patching at both Regional and Non-Regional PSAP. |
| **Position Testing: Inform Intelligence Center** | | |
| FAT032 | NICE Intelligence Center login - Authorized users | Verify that the authorized users (E-911 Team and Radio Team) can log into NICE Intelligence Center based on their user restriction (Regional PSAPs only). |
| FAT033 | NICE Intelligence Center - Required fields Verification | Verify that all required fields within NICE Intelligence Center are populated (i.e. Call-Taker ID/Name, channel, call duration, etc.) (Regional PSAPs only). |
| FAT034 | NICE Intelligence Center - Custom Dashboard Visualizations Verification | Verify the existing Intelligence Center custom dashboard visualizations have been re-ingested and restored to the New Equipment (Gen 11) (Regional PSAPs only). |
| FAT035 | NICE Intelligence Center - Exporting Reports and Dashboards | Verify reports and dashboards can be exported by the user in different formats (PDF, Excel, Csv) (Regional PSAPs only). |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| FAT036 | NICE Intelligence Center - Redundant Data Capture | Disconnect one logging pair and verify the dashboards continue to be updated by the redundant logging pair without latency or discrepancy (Regional PSAP only). |
| **Position Testing: P25 Radio** | | |
| FAT037 | P25 Radio Recordings - Search and Playback | Verify all resources for P25 Radio system recordings are accessible and can be searched/ played back (Regional PSAPs only). |
| FAT038 | P25 Radio Recordings - Metadata Capture | Verify metadata such as (Date, time, Resource ID, Individual Alias, User ID, Logger ID, End of Call Reason, duration, etc.) are captured and are accurate, as applicable (Regional PSAPs only). |
| FAT039 | P25 Radio Recordings - Multi-Channel Capture | Verify simultaneous calls on multiple resources are captured without dropped or partial recordings, with synchronized timestamps. The data must match across the logging pairs (Regional PSAPs only). |
| FAT040 | P25 Radio Recordings - Inter-System Data Transfer | Generate recordings and verify the NICE Inform receives the data without corruption or latency in playback. (Regional PSAPs only). |
| FAT041 | P25 Radio Recordings - Access Control | Verify the users are able to access the NICE Inform using the same username and password or if new credentials are provided, using the updated login credentials (Regional PSAPs only). |
| FAT042 | P25 Radio Recordings - Redundancy Test | Disconnect one logging pair and verify recordings are continually accessible from the redundant logging pair (Regional PSAPs only). |
| FAT043 | P25 Radio Recordings - Verify Export and Integration | Export the recordings to external storage or webmail and verify the file plays correctly and the metadata is preserved (Regional PSAPs only). |
| FAT044 | P25 Radio Recordings - Network Interruption Testing | Induce a firewall or network outage (during and post recording). Verify the alarms and notifications sent to alert the systems are no longer communicating (Regional PSAPs only). |
| FAT045 | P25 Radio Recordings - Latency Testing | Measure end-to-end delay from recording initiation on radio system to playback availability on new system. (Regional PSAPs only). |
| FAT046 | P25 Radio Recordings - Load/Stress Testing | Verify the latency or capability of handling heavy playback queries. (Regional PSAPs only). |
| **Position Testing: QA/QI Data Validation** | | |
| FAT047 | NICE Master Inform Server – Authorized users | Verify that the authorized users (Contractor, County and BSO QA team) can access the NICE Master Inform Server from their PCs to perform any QA/QI activities (Regional PSAPs only). |
| FAT048 | NICE Master Inform Server – Replay (third-party Contractor) and Broward Sherrif's Office (BSO) | Verify that Replay (third-party Contractor) and BSO team can access the NICE Inform Center server and perform the QA evaluations (Regional PSAPs only). |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| FAT049 | NICE Master Inform Server -QA Evaluations - Incident Number | Verify QA evaluations can be searched by incident number (Regional PSAPs only). |
| FAT050 | NICE Master Inform Server -Completed Evaluations Delivery | Verify the NICE Inform Software Platform can deliver completed evaluations to a supervisor, BSO squad lead and/or call-taker (Regional PSAPs only). |
| FAT051 | NICE Inform Software Platform - Evaluation Forms | Verify that evaluation forms in the system are consistent with all required current forms necessary to perform evaluations on agents (Regional PSAPs only). |
| FAT052 | NICE Inform Software Platform - Evaluation Appeal comment | Verify that NICE Inform Software Platform provides users with the ability to insert appeal comments to an evaluation after reviewing it (Regional PSAPs only). |
| FAT053 | NICE Inform Software Platform - Evaluation Timestamping | Verify that evaluations within NICE Inform Software Platform include digital timestamps for applicable activities (Regional PSAPs only).<br>**Some timestamps include:**<br>**1. Creation Date**<br>**2. Earliest Recording**<br>**3. Last Update**<br>**4. Comment Timestamps Under Notes** |

## Phase 2: Regional & Non-Regional PSAPs

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| | | **Position Testing: SIPREC Servers** |
| FAT001 | NICE Inform Software Platform - Authorized user login | Regional PSAP:<br>Verify that authorized users (E-911 Team, Radio Team, and BSO) can log into NICE Inform Software Platform (Master Inform Server and the three (3) NICE Inform Playback Servers) based on their user restriction.<br><br>Non-Regional PSAP<br>Verify that authorized users can log into NICE Inform Software Platform based on their user restriction. |
| FAT002 | Position Recording - Central PSAP (VoIP only) | Verify that all calls received at Central PSAP are recorded on SIPREC Satellite Server residing at Central PSAP along with SIPREC Satellite Server residing at North and South PSAP with good audio quality (Regional PSAP Only). |
| FAT003 | Position Recording - North PSAP (VoIP only) | Verify that all calls received at North PSAP are recorded on SIPREC Satellite Server residing at North PSAP along with SIPREC Satellite Server residing at Central and South PSAP with good audio quality (Regional PSAP Only). |
| FAT004 | Position Recording - South PSAP (VoIP only) | Verify that all calls received at South PSAP are recorded on SIPREC Satellite Server residing at South PSAP along with SIPREC Satellite Server residing at Central and North PSAP with good audio quality (Regional PSAP Only). |
| FAT005 | Position Recording - Analog | Verify that the 911 Consoles (Call taker positions) are recorded in (logger 1 & logger 2) Analog format at both Regional and Non-Regional PSAPs |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| FAT006 | NICE Inform Recorders - SIPREC Recording | Verify that all calls received at Non-Regional PSAPs are recorded in VoIP (SIPREC) on the NICE Inform Recorders (logger 1 & logger 2) with good audio quality. |
| FAT007 | SIPREC Satellite Server - Data Resource | Verify that user can login and access SIPREC Satellite Server under data resource within NICE Inform Software for all Regional PSAPs. |
| FAT008 | Recording and Playback - Trunks (Primary and Backup) | Verify that all calls are recorded in Trunks (Primary & Backup) with good audio quality and can be successfully played back at both Regional and Non-Regional PSAPs. |
| FAT009 | ANI/ALI information - 911 calls | Verify that 911 call recordings have the valid ANI/ALI metadata at both Regional and Non-Regional PSAPs. |
| FAT010 | Metadata - Inbound Non-Emergency Calls | Verify that inbound non-emergency call recordings have the valid Metadata including the caller's telephone number in the SIPCaller field at both Regional and Non-Regional PSAPs. |
| FAT011 | Search and Playback - NICE Inform Software Platform | Verify search and playback features are functioning properly within NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| FAT012 | NICE Inform - Channel Names Verification | Verify the audio recording channel names are correct in new NICE Inform Software Platform at both Regional and Non-Regional PSAPs. |
| FAT013 | NICE Inform - Users, Groups, and Roles Verification | Verify users, groups, and roles are valid with in New NICE Inform at both Regional and Non-Regional PSAPs. |
| FAT014 | NICE Inform Software Platform - Verify required field for call information | Verify that all required fields within NICE Inform Software Platform are populated (i.e. Call-Taker ID/Name, channel, call duration, etc.) at both Regional and Non-Regional PSAPs. |
| FAT015 | Call Audio Segments | Verify that different calls received at a position are recorded within NICE Inform Software Platform at both Regional and Non-Regional PSAPs are not combined into one audio segment. |
| FAT016 | SIPREC Server New Equipment - Generation 11 | Verify that all new SIPREC Equipment installed is running on generation 11 at all Regional PSAPs. |
| FAT017 | SIPREC Software - Version 11.x | Verify that the SIPREC Software is running on latest software version 11.x at both Regional and Non-Regional PSAPs. |
| FAT018 | NICE Inform Recorder Software - Version 10.x | Verify that the NICE Inform Recorder is running on latest software version 10.x at both Regional and Non-Regional PSAPs. |
| **Position Testing: System Failure Alarm** | | |
| FAT019 | NICE System Failure - alarm | Verify that system will generate alarm notification for any NICE system failure indicating the nature of the failure at both Regional and Non-Regional PSAPs. |
| **Position Testing: Power Redundancy** | | |
| FAT020 | SIPREC Servers - Power Redundancy | Verify that the SIPREC Servers continue recording by disconnecting one of the power connections from the SIPREC Recorder Servers at all Regional PSAPs. |
| FAT021 | EOC CISCO Unified VoIP Recorder Server - Power Redundancy | Verify that the EOC CISCO Unified VoIP Recorder Server continues recording by disconnecting one of the power connections from the EOC Unified CISCO VoIP Recorder Server at EOC. |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| FAT022 | NICE Inform Recorder Servers - Power Redundancy | Verify that the NICE Inform Recorder Servers continue recording by disconnecting one of the power connections from the NICE Inform Recorder Servers for all Regional and Non-Regional PSAPs. |
| **Position Testing: NIC (Network Interface Card) Redundancy** | | |
| FAT023 | NIC Redundancy | Verify NIC connection for SIPREC Servers (Core/CTI and Satellite) and Cisco Server (Regional PSAPs only). |
| **Position Testing: Text Messaging Recording** | | |
| FAT024 | Text-2-911 - Recording | Verify that the 911 text message transcript is recorded and viewable at both Regional and Non-Regional PSAPs. |
| FAT025 | Text-2-911 – Automatic Number Identification (ANI) and X/Y Coordinates | Verify ANI and X/Y Coordinates for 911 text messages at both Regional and Non-Regional PSAPs. |
| FAT026 | Text-2-911 - Resilience | Verify 911 text message resilience for all Regional and Non-Regional PSAPs.<br>1. **Regional PSAP:** user should see six (6) text transcripts for each text session<br>2. **Non-Regional PSAP:** user should see two (2) text transcripts for each text session at the designated PSAP. |
| **Position Testing: Retention Data Validation** | | |
| FAT027 | Metadata Retention Verification | Verify that metadata retention in new Nice Inform Software Platform is set to six (6) months for Regional PSAPs and two (2) years for Non-Regional PSAPs. |
| FAT028 | Call Audio Retention Verification | Verify call audio retention in new NICE Inform Software Platform is set to forty (40) days for both Regional and Non-Regional PSAPs. |
| **Position Testing: Health Manager Server** | | |
| FAT029 | Health Manager Server | Verify that the Health Manager Server provides near real-time alerts at Regional PSAPs. |
| FAT030 | Health Manager Server – Client Application | Verify that the Health Manager Client Application provides near real time alerts at both Regional and Non-Regional PSAPs. |
| FAT031 | Health Manager Software - Version 2.2.1 | Verify that the Health Manager Software is running on latest software version 2.2.1 at both Regional and Non-Regional PSAPs. |
| **Position Testing: Cyber Security** | | |
| FAT032 | Cyber Security - Users Password | Verify user's password is complying with the Cyber Security requirements given below at both Regional and Non-Regional PSAP.<br>**1. Minimum eight (8) characters**<br>**2. Mixed cased characters**<br>**3. Alphanumeric**<br>**4. Minimum one (1) symbol character**<br>**5. user cannot use the last three (3) passwords** |

| Test # | Test Case | County Verifiable Test Criteria |
|---|---|---|
| FAT033 | Cyber Security - Password Expiration | Verify that user's password have expiration date set after 90 days in new NICE inform at both Regional and Non-Regional PSAP. |
| FAT034 | Cyber Security - unsuccessful login attempts | Verify ten (10) unsuccessful login attempts will lock the account for ten (10) minutes at both Regional and Non-Regional PSAP. |
| FAT035 | Cyber Security - Anti Virus | Verify customer provided anti-virus is installed and running on all NICE Inform servers at both Regional and Non-Regional PSAP. |
| FAT036 | Cyber Security - NICE Inform servers backup | Verify that all NICE Inform servers have backup at both Regional and Non-Regional PSAP. |
| FAT037 | Cyber Security - windows patching | Verify the New NICE Inform servers are registered on endpoint central for windows patching at both Regional and Non-Regional PSAP. |
| **Position Testing: CISCO Server** | | |
| FAT038 | Regional PSAP CISCO Admin Line Calls - Recording and Playback | Verify that all CISCO calls from the Regional PSAPs are being recorded in VoIP format on the EOC CISCO Unified VoIP Recorder Server at EOC PSAP. |
| **Position Testing: QA/QI Data Validation** | | |
| FAT039 | QA/QI Evaluation – SIPREC VoIP Recordings | Verify that all authorized QA/QI users can access the VoIP call recordings from a designated SIPREC server within NICE Inform Server to perform any QA/QI evaluations (Regional PSAPs only). |
| FAT040 | QA/QI Evaluation – Analog Recordings | Verify that all authorized QA/QI users can access the analog call recordings from logger 1 & logger 2 within the NICE Inform Server to perform any QA/QI evaluations (Regional PSAPs only). |