



WORD SYSTEMS, INC.

Since 1977

August 9, 2016

Nice Technical Support (NTS)

Commander Paul Nelson,

We are pleased to have prepared a proposal to upgrade your current Nice Communications Recording Enterprise. This project includes a complete upgrade and refresh of your current software and hardware, allowing Aurora Communications to keep pace with NG911 and P25 technology changes. Our proposal will follow the recently agreed upon terms and conditions for technical support through September 1, 2021. Included in this refresh we have accounted for preserving your **primary + backup** design while maintaining seamless access to your historical audio-data. Implementation includes planning for little to no down time of recording and user access.

The supporting documents provided with this proposal will provide clear evidence that Nice Systems has and will continue to maintain critical integration with your evolving emergency communications technology. As you can see below we have included the next three software releases from Nice in anticipation of your changes and to help you maintain a predictable financial plan going forward.

Proposal Highlights

- Contract to run from 9/1/16 to 8/31/21 – (5) years @ \$48,991.00 per year
- 24/7 Onsite Technical Support, includes all Parts and Labor
- Decommission (6) older (MS2003OS) servers and refresh to (3) HP ML380 (MS2012OS).
 - (2) Harris VoIP loggers, (2) Inform App Servers, (1) Storage Center, (1) Cisco Logger
- Decommission (2) Nicelog (MS2003OS) servers and refresh to (2) Nice Recording eXpress on HP ML350 (MS2012OS).
 - Configure seamless access to Legacy Audio-Data.
- Upgrade of all Inform Software Applications to V7 in 2016, V8 in 2018, V9 in 2020.
- Native Text capture for (18) positions. (9-1-1 CPE TBD)
- Cisco CTI Active VoIP recording for up to (8) concurrent recording sessions.
- Continue the resilient integration with back up resources at Fire Station 8.
- Fully interoperable with Naperville Communications Center.
- Redaction & Reporting Functionality (see enclosed for details)

Proposed timeline for upgrades and hardware refresh

September 1,	2016	NTS Renewed
November	2016	Inform Applications upgraded to V7 with Hardware refresh to (1) each HPDL380, HPML350
January	2017	Refresh Audio-data capture resource to (2)
February	2017	Migrate legacy Audio-data to updated storage center
February	2017	Cut over to HPML350 Nice Recording eXpress
April	2017	Refresh Harris IP Loggers to (2) HPDL380
May	2017	Cut over to HPDL380 Nice Recording eXpress for Harris VoIP
June	2017	Text Capture Design finalized
October	2017	Text Capture implementation
April	2018	Inform Applications upgraded to V8
January	2020	Inform Applications upgraded to V9

Notes of Interest Summary

- If Aurora decides to go with VM the annual cost would drop to \$41,971.00 per year.
- Annual payments discounted to “pre-paid” rates without requiring pre-payment.

Enclosed Documents

- Exhibit B Terms and Conditions for support
- Upgrade Parts list
- Nice NG911 Solutions Overview
- NENA ICE Participation
- Inform Applications Functionality Description
- Nice-Airbus Integration

Contact information