



Quote and Purchase Addendum

Quoted Date:	January 28, 2021	Quote Number:	<u>1388005</u>
Quote Expiration:	July 31, 2021	Prepared By:	Billy Duncan/Karen Sweet

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Motorola Solutions will assign a Flex Project Manager as the agency's single point of contact. This individual will coordinate Motorola's expert installation and training staff as needed to ensure a smooth upgrade transition.

Included in Quote

- Production Site and Witness Host vSAN Servers –Existing County Server Will be Used for Disaster Recovery Target (\$118,554)
- On-Site Installation
- VMWare Software
- Backup Software and Storage
- Remote Windows to Linux Migration (\$12,500)
- Five Years Solutions II Managed Service Effective 01-01-2022 (\$271,572)
- Five Years Motorola, Flex Software Maintenance (\$60,532)

Package Quote

\$463,158

Production Site vSAN Servers & Witness Host	
2	HPE ProLiant DL360 Gen10 5218 2.3GHz 16-core 1P 32GB-R P408i-a NC 8SFF 800W PS Server
6	HPE 32GB (1x32GB) Dual Rank x4 DDR4-2933 CAS-21-21-21 Registered Smart Memory Kit
2	HPE 480GB SATA 6G Mixed Use SFF (2.5in) SC 3yr Wty Multi Vendor SSD
6	HPE 1.92TB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Multi Vendor SSD
1	Red Hat Enterprise Linux Server 2 Sockets or 2 Guests 5 Year Subscription 24x7 Support E-LTU
2	Microsoft Windows Server 2019 (16-Core) Standard Reseller Option Kit English SW
2	HPE 5Y Foundation Care 24x7 wDMR SVC
1	HPE ProLiant DL20 Gen10 E-2236 3.40 GHz 6C 1P 16GB-U S100i 4SFF 500W RPS Server
1	HPE 16GB (1x16GB) Dual Rank x8 DDR4-2666 CAS-19-19-19 Unbuffered Standard Memory Kit
1	Microsoft Windows Server 2019 (16-Core) Standard Reseller Option Kit English SW
4	HPE 960GB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Multi-Vendor SSD



1	HPE 5Y Foundation Care 24x7 wDMR SVC
DR Site Server	
Use Existing County IT Server Resources	

VMWare Software	
2	VMware HCI Kit 6 Standard (Per CPU)
10	Production Support/Subscription for VMware HCI Kit 6 Standard (Per CPU) for 1 year
2	VMware vSphere 7 Standard for 1 processor
10	Production Support/Subscription for VMware vSphere 7 Standard for 1 processor for 1 year
1	VMware vCenter Server 7 Foundation for vSphere 7 up to 4 hosts (Per Instance)
5	Production Support/Subscription VMware vCenter Server 7 Foundation for vSphere 7 up to 4 hosts (Per Instance) for 1 year

Backup Software and Storage	
1	Veeam Backup & Replication Universal License. Includes Enterprise Plus Edition features. - 5 Years Subscription Upfront Billing & Production (24/7) Support-Public Sector
2	Rack Station RS820+ 4-Bay Rackmount NAS
4	8TB RED PRO SATA NAS HARD DRIVEDRV 3.5IN
2	Synology Rail Kit

Professional Services	
1	Installation and Integration for 2-3 Node Cluster with Single DR Configuration

Managed Services	
Five Years Solutions II Managed Service for 2-3 Node Cluster with Single DR Server (Onboarding Included)	

This quote includes Solutions II implementation services for all quoted hardware and software. Our engineering team will coordinate with Motorola project managers to ensure schedules and deadlines are met, verify hardware delivery, schedule Solutions II engineering resources to be on site and provide the agency with a list of all the information needed to successfully deploy the solution. Once the solution is deployed, Solutions II provides documentation of the implemented environment and continues to support the new environment for up to a year after installation with a block of support hours so Solutions II engineering resources can continue to assist with any issue not covered by Motorola Flex support.

Solutions II services are contracted through Motorola Solutions Inc., in accordance with and subject to the Agreement Terms set forth in the Master Services Agreement Number SPLM11.24.10. Any obligations are limited to the services described in this quote and any subsequent Project Change Requests.

Description of Services

Services are delivered in a combination of onsite and remote efforts. Remote work performed by Solutions II may require assistance from onsite personnel at the agency. Some activities may occur in tight timeframes outside of regular office hours. It is important that all Client team members are available as scheduled.

The following services will be performed by Solutions II.

1. Project Management

- a. Solutions II will provide a Project Manager to facilitate the project delivery from initiation through completion.

2. Implementation

- a. Project kickoff and Pre-Implementation Planning
 - I. Facilitate Internal/External Kick Off Meetings
 - II. Identify network (IPs, DNS, connectivity, etc.) and facilities readiness (rack, power, cabling, etc.)
 - III. Validate hardware and software receipt
 - IV. Arrange for remote access
- b. Production site infrastructure installation and configuration
 - I. Installation and configuration of 2 - HPE DL360 Gen 10 Servers and 1 - HPE DL20 Gen 10 Server
 1. Work with agency team on physical installation of hardware
 2. Cable server ensuring redundancy based on supporting infrastructure
 3. Configure management interfaces as necessary
 4. Configure RAID controller
 - II. VMware vSphere and vSAN
 1. Install ESXi on the host servers
 2. Install and configure VMware vCenter appliance
 3. Install and configure vSAN witness appliance



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4. Enable vSAN on the servers
 - a. Configure vSAN disk groups
 - b. Configure vSAN network
 5. Configure vSwitches as needed on the ESXi hosts
 6. Create up to five (5) virtual machines to support the environment
 - a. Spillman Flex - Red Hat Enterprise Linux
 - b. Veeam – Windows Server
 - c. GIS – Windows Server
 - d. Two (2) Veeam Backup proxy appliances
 - d. 2 - Veeam Backup Proxy Appliances
- III. Veeam Backup
1. Installation and configuration of NAS backup target
 2. Installation of Veeam backup on designated VM's
 3. Obtain Client backup requirements
 4. Creation of Backup jobs for Spillman Environment per requirements
 5. Creation of Backup schedule
 6. Configuration of Email alerts
- c. DR site infrastructure installation and configuration
- I. Installation and configuration of 1 - HPE DL360 Gen 10 Server
 1. Work with agency team on physical installation of server
 2. Cable server ensuring redundancy based on supporting infrastructure
 3. Configure management interfaces as necessary
 4. Configure RAID controller
 - II. VMware vSphere
 1. Install ESXi on the host server



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2. Configure local storage on the server
 3. Configure vSwitches as needed on the ESXi host
 4. Create up to two (2) virtual machines to support the environment
- III. Veeam Backup
 1. Installation and configuration of NAS backup target
- d. Veeam Replication
 - I. Setup Spillman and GIS virtual machines for replication
 - II. Define data sources, replication order and destinations on agencies existing infrastructure
 - III. Configure re-IP rules
 - IV. Define job schedule
 - e. Disaster Recovery Testing
 - I. Simulated failover test
 1. Start and test a copy of the Spillman server VM at the DR site to ensure failover functionality without down time
 - OR
 - II. Full DR failover test
 1. The Spillman server is shutdown at the primary site and brought up at the DR site
- 3. Knowledge Transfer**
 - a. Solutions II will provide knowledge transfer for the installation, configuration, ongoing management, and administration of implemented environment.
- 4. Deliverables**
 - a. At the conclusion of this project, Solutions II will provide the following documentation:
 - I. Site Guide
 - II. Rack and Cabling Diagrams
 - III. Operations Guides



IV. Configuration Documents

5. Support Hours

a. Provide up to (10) hours of as needed support for the environment installed by Solutions II.

I. Hours are available to use for 1 year from the date the environment is installed by Solutions II. Unused hours will be forfeited.

II. Hours will be scheduled in advance for a mutually agreed upon date and time. If urgent help is needed and cannot be scheduled in advance, Solutions II will engage on a "best effort" time frame

Agency Responsibilities

1. Facility Readiness – The Agency will provide the power, cooling, space, cabling, network infrastructure and access required for Solutions II to deliver the services in scope.
2. The Agency will provide Solutions II technical resources with safe access, suitable office space, supplies, furniture, high-speed connectivity to the Internet, and other facilities for Solutions II's personnel while working at the location(s) specified in this SOW.
3. The Agency will provide appropriate technical and management resources to participate in the implementation, including an Authorized Contact who will obtain and provide applicable information, data, consents, decisions and approvals as required by Solutions II to perform the services.
4. The Agency will provide maintenance windows as required to perform services.
5. The Agency has current maintenance and license agreements in place with applicable vendors for those products and services upon which Solutions II is relying to provide the services described herein.
6. Solutions II's performance is dependent upon the Agency's management for fulfillment of responsibilities, at no charge to Solutions II. Any delay in performance of the Agency's responsibilities may result in additional charges and/or delay of the completion of the services. Such additional charges and/or delay will be handled in accordance with the Project Change Control Procedure.
7. Password and Passphrase Management: Before project completion the Solutions II engineer will give the Agency all passwords and passphrases that have been configured in the End-user's environment. Once that handoff occurs, the Agency is responsible for managing those passwords and passphrases. Lost passwords and passphrases can cause extended unplanned downtime and permanent data loss. Solutions II recommends the use of a defined process and procedures for managing that critical data. A commercial password manager and/or vault that will allow the Agency to



securely share the passwords and passphrases between multiple people and ensures availability of the passwords and passphrases should be considered.

8. Encryption Key Management – Encryption keys are an essential part of system security and are used to encrypt the storage virtual machines run on, backups, and other data at rest. Before project completion the Solutions II engineer will give the Agency a copy of all encryption keys used to encrypt data in the End-user's environment if data at rest encryption is applicable and in scope for this project. Once that handoff occurs, the End-user is responsible for the management of those encryption keys. Proper encryption key management involves ensuring keys are available when needed to unlock data and rotating encryption keys according to the End-user's policies. Solutions II recommends that the End-user develop a written policy to manage encryption keys that is shared among multiple people. The use of a key management software solution to aid in encryption key management is required for some solutions. When a key management software solution is deployed it will be the End-users responsibility to manage and maintain that system according to the best practice recommendations of the key management vendor. Solutions II recommends that the End-user develop and maintain a policy to manage encryption key management software when it is deployed in their environment. Lost encryption keys can cause extended unplanned downtime and permanent data loss.

The Customer's signature below constitutes its agreement to purchase the licenses, products and/or services according to the terms quoted by Motorola Solutions within this document. This document shall serve as an addendum to the Purchase Agreement previously entered into between the Customer and Spillman Technologies. The terms and conditions of the Purchase Agreement, as well as the related License Agreement and Support Agreement, shall apply to the items quoted herein.

Gordon County E - 911
Customer Name

Authorized Signature

Date

Print Name and Title