Quote and Purchase Addendum

Customer Bill to Address
Lewis County IT Services
360 NW North St
Chehalis, WA 98532
nathan.kunishige@lewiscountywa.gov
360-740-2605

Customer Ship to Address
Lewis County IT Services
360 NW North St
Chehalis, WA 98532
nathan.kunishige@lewiscountywa.gov
360-740-2605

Quote Details
Quote Date: September 28, 2023
Quote Expiration: December 1, 2023
Quote Number: 2253060
Prepared By: Sarah Kipper
Prepared For: Nathan Kunishige

Services Included

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 staff as needed to ensure a smooth upgrade transition.

Included in Quote

	Package Pricing
Flex Server Refresh with 5 Years of Hardware Support: See Page 11	$302,690
Remote Linux to Linux Server Migration & GIS Server Migration	$16,025
*QUOTE DOES NOT INCLUDE WASHINGTON STATE SALES TAX	**Grand Total: $318,715**

Payment Terms

- Payment Due Net 30 Upon Module Installation
- Customer agrees to pay all invoices within thirty (30) business days of invoice date
- Customer affirms that a purchase order or notice to proceed is not required for contract performance or for subsequent years of service, if any, and that sufficient funds have been appropriated in accordance with applicable law.
- The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement.

- At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement

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.

Lewis County, WA	
Customer Name	Authorized Signature
Date	Print Name and Title

Section 1

Remote Server Migration for Flex Statement of Work

1.1 Overview

The Statement of Work ("SOW") defines the principal activities and responsibilities of Motorola Solutions, Inc. ("Motorola") and the Customer ("Customer"). Motorola and Customer will work to complete their respective responsibilities in accordance with the mutually agreed upon governing schedule. Any changes to the scope will be mutually agreed upon via the change provision of the Agreement.

Motorola is being contracted to move the Motorola Flex application, data and interfaces from the current server to a new Linux environment.

Motorola work is performed remotely. The Customer will provide Motorola resources with unrestricted direct network access to enable Motorola to fulfill its delivery obligations.

This SOW guides the primary activities and responsibilities for the server migration project. It documents project implementation requirements, identifies each major task within the implementation process, sets expectations for each party, and identifies the criteria by which Motorola and Customer will consider a task complete.

Motorola Integration Services are considered complete upon Motorola performing the last task listed in a series of responsibilities. Customer task completion will occur per the project schedule enabling Motorola to complete its tasks without delay.

1.2 Project Considerations and General Responsibilities

- The scope of this project specifically excludes GIS Migration. GIS Migration may be contracted separately.
- This engagement will begin on a mutually acceptable date after Motorola is in receipt of a signed contract from Customer that covers the fees and expenses described therein.
- Customer will provide knowledgeable technical and management resources to participate in the migration as identified in the project tasks and responsibilities.

Customer and Motorola will adhere to the following general responsibilities.

Motorola Project Team Responsibilities

- Function as the liaison with Customer's designated project manager.
- Provide Customer with a project management plan, including a cut-over plan for Go Live.
- Supply administration and configuration documentation, student manuals (training plans), and end user documentation if needed
- Manage all aspects of the implementation, including project communications.
- Participate in the project planning and system setup.
- Coordinate and schedule the delivery of all products and services provided by Motorola.
- Conduct project status meetings via conference call.
- Facilitate the submission and approval of Customer change requests.
- Provide responses and recommend resolutions to Customer issues.
- Facilitate the server migration.

Customer Responsibilities

- Maintain effective communications with the Motorola Project Manager.
- Participate in project status meetings.
- Respond to issues and concerns as communicated by the Motorola Project Manager.
- Provide Motorola with Customer-approved project change requests.
- Coordinate required Customer tasks and responsibilities with the Motorola Project Manager.
- Manage all third party vendors for which Customer contracts facilitate project activities.
- Ensure Customer project team members have the knowledge and expertise to meet required project responsibilities.
- Continue to provide on-site and remote dedicated VPN access.
- Customer network is available and configured to support new server hardware and migration activities.
- Provide hardware that meets or exceeds Motorola's current hardware recommendations.
- Third party vendors provide required information for interface configuration.

1.3 Project Execution

Motorola and Customer will perform their respective tasks through a combination of remote collaboration, coordination via telephone, email communications, and other remote means, as appropriate.

1.3.1 Project Planning and Kickoff Teleconference

Pre-installation and Project Planning will consist of a series of tasks and activities to help prepare the Customer and the Contractor for the migration process.

Motorola Responsibilities

- Schedule and conduct the kickoff teleconference.
- Review the scope of migration activities, interfaces and services contained in this SOW.
- Introduce project participants.
- Create the project schedule.
- Provide Customer with the install document checklist (a document listing what is needed from the agency in regards to interfaces, hardware, and module setup

Customer Responsibilities

- Schedule knowledgeable resources to attend the project kickoff teleconference.
- Attend the project kickoff teleconference.

Deliverables

- Install document checklist.

NOTE - The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Scheduled updates that impact milestones will be addressed via the Change Provision of the Agreement.

1.3.2 Pre-Migration Audit

The Motorola Architect will perform an audit of the current Customer system via remote connectivity access. Information about the current system will be gathered, recorded, and checked against migration prerequisites.

NOTE - Completing the Pre-Migration Audit is a critical project task. Delayed, incomplete, inaccurate information, or lack of participation will have significant impact on the project schedule.

Motorola Responsibilities

- Verify current Motorola version and patch levels.
- Identify third party interfaces.
- Record network configuration including interfaces and routes.
- Identify crons being used on the system.
- Identify system printers.
- Identify time zone.
- Locate and record any custom files, scripts, and screens.

Customer Responsibilities

- Patch to current support levels for migration process.
- Verify third party interfaces identified by Motorola.
- Complete a system backup.
- Update custom cron/scheduled tasks created by Customer.
- Update and configure system printers (as applicable).

1.3.3 Procure and Install New Server Hardware

The purpose of this task is to order and install the new server hardware required for the Motorola system. The customer is responsible for procuring the server to meet Motorola's hardware specifications. Together, Motorola and Customer will review the purchase order to verify the purchased hardware meets system specifications. Hardware will be shipped to Customer's location.

NOTE: Unless Motorola is contracted to procure and install the hardware, Customer is responsible for installing the hardware in the server rack, connecting to power source, and the physical connection to the Customer network.

Motorola Responsibilities

- Provide current hardware requirement specification.
- Provide link to BeyondTrust.
- Validate hardware availability and remote connectivity.
- Configure the operating system and disk layout.
- Load the planned Motorola software version.

Customer Responsibilities

- Configure network access.
- Provide Motorola with a temporary IP Address for the server.
- Provide MSI remote access, using BeyondTrust.
- Configure database storage space allocation.
- Configure server network interfaces.

1.3.4 Initiate Remote Migration

Motorola Architect will perform migration remotely. Communication will be frequent through email and phone. Migration will be scheduled to take place on Tuesday or Wednesday of the scheduled week. Customer will need to plan on 6-8 hours of downtime.

Motorola Responsibilities

- Initiate migration activities per Section 1.4: Attachment A.
- Restore interfaces on new server
- Monitor migration progress
- Correct any anomalies that arise as result of the migration

Customer Responsibilities

- Communicate and coordinate downtime with users.
- Install updated Motorola client application on workstations.
- Verify migration completeness and conduct testing as desired.
- Provide issue assessment and priorities to Motorola.

1.3.5 Post Migration Transition Call

Motorola Project Manager will conduct a wrap up call with Customer & Motorola Technical Services verifying completeness of the Server Migration and transitioning the system back to Motorola Technical Services for on-going Support. Establish transition of communication moving forward through Technical Services for issues related to the software.

1.4 Attachment A

Migration Steps

- Verify server is functioning and on the network and can be reached from current live server.
- Verify date/time are set.
- Verify a good backup was performed.
- Copy hosts file data.
- Take a copy of cron entries.
- Record routing table from live server.
- Logout all users.
- Run merge tool (4-6 hours).
- Copy merge tool output to new Server.
- Run upgrade tool (2-4 hours).
- Assist with changing IP address from existing server to new server.
- Assist with configuring network routes as needed.
- Copy attachments and images to new server.
- Verify Motorola Flex functionality.
- Allow a few users to login and test.
- Allow all users to login.
- Copy custom files and reports from existing server.
- Configure interfaces.
- Verify and enter cron entries.
- Move and verify Motorola Support connection.
- Configure C-Tree backup schedule state. The length of the downtime varies depending on data size, network speed, data errors, or other factors.
- Agency will need a plan for backups of the new server environment. We will provide the backup schedule for the database, but the agency is responsible for backup of the system.

Notes:

- All users will have passwords reset (window).
- The planned Motorola client will need to be installed on each machine.
- **Network changes are not advised during this process.**
- Ensure that users understand the length of the downtime. It will be from 6-8 hours before the system is in a usable state. The length of the downtime varies depending on data size, network speed, data errors, or other factors.
- Customer will need a plan for backups of the new server environment. Motorola will provide the backup schedule for the database, but the Customer is responsible for backup of the system.

Section 1

GIS Server Migration Statement of Work

1.1 Overview

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions, Inc. (Motorola) system as presented in this offer to the Customer.

Deviations and changes to this SOW are subject to mutual agreement between Motorola and the Customer and will be addressed in accordance with the change provisions of the Agreement.

1.2 GIS Server Migration

A GIS Server Migration is the process of moving from an existing Windows GIS server to a newly allocated Windows GIS server. The process includes the install of ArcGIS Server, movement of data to the new server, reconfiguration of the models, publishing of all services, and the setup within Flex to pull services from the new GIS server. Motorola requires remote access to both the old and new GIS servers in order to facilitate migration activities. All Motorola work is completed remotely. A web conference is established in order to support Customer efforts outlined in this SOW.

Motorola Responsibilities

1. Provide SpillmanSOE.soe, SpilllmanToolboxTools.exe, and locator files.
2. Publish services that are currently being utilized by the Flex software.
3. Update model connection information.
4. Setup Flex Administration Manager to look at the new server.
5. Provide guidance to Customer on the transfer of Geo Validation, Flex Mapping and Quickest Route files to the new server.

Note - The transfer of data between machines is a Customer initiated activity due to the increased data transfer time incurred as a result of remote connectivity.

Customer Responsibilities

1. Ensure availability of an IT resource to assist with permissions for the new ArcGIS server.
2. Complete the following prior to the initiation of the web conference:
   A. Verify that Geo Validation is currently being used.
   B. Installation of the latest version of AcrGIS Server on the new server hardware.

C. Install and authorize ArcDesktop Basic on the GIS Server that coordinates with the version present on the ArcGIS Server.

3. Transfer Geo Validation, Flex Mapping, and Quickest Route files from old server to new.
4. Confirm operational use of ArcGIS services on the new server.

Solutions II
Performing Ahead of the Curve

Quote # : 20230912-1
Configuration: HPE Linux Large 2-Node SAN with Single Server DR
Client: Motorola
Agency: Lewis County WA
Project: Flex Server Hardware
Valid Until: December 11, 2023

Date: 9/14/2023

Phone: (801) 441-5982

Notes:
1. Taxes are not included in this price quote and will be invoiced if applicable.
2. Any Shipping/Freight will show as estimated and will be invoiced accordingly.
3. This price quote, supporting configurations, and any associated contracts are confidential to the client specified and Solutions II.
4. Final configuration and prices subject to change based upon the final solutions assurance review and consultation with client.
5. Detailed services descriptions are included on an adjacent spreadsheet tab or in a subsequent section of a quote or proposal.
6. Prices quoted assume standard terms and conditions, net 30.
7. Services included in this quote are subject to terms set forth in the Master Services Agreement Number SPLM11.24.10.

Solution Summary

2 - HPE DL360 Gen 11 Servers
- 2 - Intel® Xeon® Gold 6426Y Processor s per Server
  - » 16 - 2.50 GHz / 4.10 GHz(Turbo) Cores per CPU, 32 Cores total per Server
- 512GB Memory per Server
- 4 - 1/10GbE Base-T Ports Plus 4 - 10/25GbE SFP28 Ports
- 0.5TB Useable Flash Storage
- 5 Years of 24x7x4 hardware support with keep your hard drive add-on
- 6 Windows Server virtual machine licenses per server
- 1 - Red Hat Enterprise Linux Subscription with 5 years of support for 2 virtual machines

HPE MSA 2060 10/25GbE iSCSI SFF Storage
- 37.5TB Useable Capacity
- 5 Years of Support

1 - HPE DL380 Gen 11 Server (DR Site)
- 2 - Intel® Xeon® Silver 4416+ Processor s
  - » 20 - 2.00 GHz / 3.90 GHz(Turbo) Cores per CPU, 40 Cores total
- 512GB Memory
- 4 - 1/10GbE Base-T Ports Plus 2 - 10/25GbE SFP28 Ports
- 38.8TB Useable Flash Storage expandable to 77.6TB Useable
- 5 Years of hardware support with keep your hard drive
- 6 Windows Server virtual machine licenses

VMware Software
- 104 cores of vSphere Standard Subscriptionfor 5 years (includes support)

Backup Software and NAS Storage
- 5 year Veeam Universal Subscription for 10 virtual machines
- 2 - Synology RS2423+ NAS devices, each with 6 - 16TB 7200 RPM SATA drives
  - » 64TB of useable storage, expandable to 160TB
- Synology dual-port 25GbE SFP28 network interface card

Solutions II Professional Services
- Onsite installation and integration of the solution into the Agency's existing environment
- 10 hours of Solutions II Support for assistance with the environment after installation

Professional Services

This quote includes onsite implementation services from Solutions II for all quoted hardware and software. Solutions II will coordinate with Motorola project managers and the Agency to ensure schedules and deadlines are met, to verify hardware delivery, schedule Solutions II engineers to be on site and provide the Agency with all 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 for this engagement will be delivered by a combination of onsite and remote efforts. All travel expenses for one (1), multiple day trip to the Agency's location are inclusive in this project. Remote work performed by Solutions II may require onsite assistance from the Agency and Motorola. It is important that all 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 11 Servers and 1 HPE MSA 2060 10GbE iSCSI SFF Storage
         1. Work with agency team on physical installation of hardware
         2. Cable server ensuring redundancy based on supporting infrastructure
         3. Configure lights out management interfaces
         4. Configure RAID controller
      II. VMware vSphere and SAN Configuration
         1. Install ESXi on the host servers
         2. Install and configure VMware vCenter appliance
         3. Configure the Storage Array
            a. Configure the controller management interfaces
            b. Configure redundant storage network paths to the ESXi hosts
            c. Configure storage pools and volumes
            d. Present storage to the ESXi Hosts

4. Create, move or P2V any virtual machines needed to support the Motorola Flex application
    a. Spillman Flex - Windows Server
    b. Veeam – Windows Server
    c. GIS – Windows Server
    d. VMware vCenter
    e. Other virtual machines needed to support the Flex application
        - Limited by available hardware resources and licensing

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 DL380 Gen 11 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
2. Configure local storage on the server
3. Configure vSwitches as needed on the ESXi host
4. Create, move or P2V any virtual machines needed to support the Motorola Flex application

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. As Needed - E911 Network Serial Port Configuration
    a. Assign an IP address to the Digi PortServer
    b. Create a custom DB9/DB25 to 8p8c RJ45 connector to connect the E911 ANI/ALI feed to the Digi PortServer
    c. Verify data coming out of the serial port is seen by the server
4. Software Patches and Firmware Updates
    a. All hardware firmware and software installed by Solutions II will be updated to the latest recommended levels during installation.
    b. If there is more than a year between the installation and the Flex application go-live, all hardware firmware and software installed by Solutions II will be updated a second time to recommended levels.
    c. All patches and updates after the Flex application go-live are the Agency's responsibility unless the Agency has purchased Solutions II managed services.

5. Knowledge Transfer
   a. Solutions II will provide knowledge transfer for the installation, configuration, ongoing management, and administration of implemented environment.
6. 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
7. 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

Solutions II's performance is dependent upon the Agency fulfilling the responsibilities listed below. Any delay in performance of these 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 change order procedure.

Motorola will ensure the Agency is aware of and complies with the following responsibilities, at no charge to Solutions II.

1. Facility Readiness - The Agency will provide the power, cooling, rack space, cabling, network infrastructure and access required for Solutions II to deliver the services in scope.
2. If Solutions II is onsite at the Agency, the Agency will provide Solutions II with the equipment, workspace and physical facilities (i.e. data center) and other resources as required.
3. The Agency will provide the following technical and management resources to assist Solutions II as needed services contained in this SOW are being performed.
   a. An authorized contact who will be responsible for approving business or technical changes (for example, approving access or maintenance activities).
   b. An authorized contact with physical access to the locations Solutions II will be performing services.
   c. An authorized contact that can assist with tasks that are outside of the scope of work contained in this SOW (for example, network switch configuration changes, creating DNS entries, creating Active Directory users, Etc.).
4. The Agency will provide maintenance windows as needed by Solutions II to perform services that require or may result in down time.
5. The Agency is required to have current maintenance and license agreements in place with the vendor of any product Solutions II is performing services on or is needed to enable the completion of the services described herein.
6. Password and Passphrase Management: Before project completion the Solutions II engineer will give the End-user all passwords and passphrases that have been configured in the End-user's environment. Once that handoff occurs, the End-user 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 End-user to securely share the passwords and passphrases between multiple people and ensures availability of the passwords and passphrases should be considered.

7. 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 End-user 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 polices. 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.

8. Business continuity planning – The Agency is responsible for any business continuity planning that is not in scope to the services set forth in this description of services. Some of the key tasks that are required for a business continuity plan include but are not limited to the following items.

a. Business Impact Analysis to identify potential loss scenarios and perform risk assessments on those scenarios.
b. Development of business continuity policies.
    I. Failover Go / No-Go policy
    II. Damage assessment procedures
    III. Communication plans
    IV. Repair plans and procedures
    V. Risk management plans
c. Determining appropriate recovery point objective (RPO) and recovery time objective (RTO) times based on business needs.
    I. Solutions II will implement the in-scope backup and recovery products as close to the Agency's specified RPO times as is possible for the product.
d. Determining work recovery time (WRT) and maximum tolerable downtime (MTD).
e. Failover plans for other essential servers, interfaces, hardware or software that not in the scope of this SOW.
f. Disaster mitigation plans.
g. Other contingency plans.
h. Regular testing of the backup and recovery solutions implemented by Solutions II after project completion.