



## AGENDA

### WINDCREST CRIME CONTROL AND PREVENTION DISTRICT MEETING

February 10, 2023

---

**CITY COUNCIL CHAMBERS @ 8601 MIDCROWN**

**3:00 P.M.**

NOTICE IS HEREBY GIVEN THAT A WINDCREST CRIME CONTROL AND PREVENTION DISTRICT BOARD (WCCPD) MEETING WILL BE HELD AT WINDCREST CITY HALL, 8601 MIDCROWN, WINDCREST, TEXAS ON THE 10<sup>TH</sup> DAY OF FEBRUARY 2023, STARTING AT 3:00 P.M. DURING THE MEETING THE FOLLOWING SUBJECTS WILL BE CONSIDERED AND THE BOARD MAY TAKE ACTION ON ANY OF THE LISTED SUBJECTS.

THE WINDCREST CRIME CONTROL AND PREVENTION DISTRICT BOARD RESERVES THE OPTION TO RECESS THE MEETING DURING THE AFTERNOON OF FEBRUARY 10, 2023, AND TO RECONVENE THE MEETING ON THE FOLLOWING DAY, FEBRUARY 11, 2023, AT 3:00 P.M. AT THE WINDCREST CITY HALL, 8601 MIDCROWN, WINDCREST, TEXAS.

#### **NOTICE OF ASSISTANCE AT THE PUBLIC MEETING**

The City of Windcrest Council Chambers are wheelchair accessible, and accessible parking spaces are available. In compliance with Americans with Disabilities Act, the City of Windcrest will provide reasonable accommodations for persons attending the meeting. To better serve you, requests should be received 48 hours prior to the meeting. Please contact the City Secretary's Office, at 210-655-0022 ext. 2150 or Fax 210-655-8776, or 711 Texas Relay.

- I. Call to Order**
- II. Roll Call**
- III. Vote to Excuse Absent Board Members**
- IV. Pledge of Allegiance**
- V. Citizens to be Heard**
  - Citizens may address the Windcrest Crime Control and Prevention District Board on topics not on the agenda for no more than three (3) minutes.
  - In addition to the foregoing, citizens shall also have the opportunity to address the Windcrest Crime Control and Prevention District Board during consideration of posted agenda items for no more than six (6) minutes.
  - A City Official may make a statement of specific factual information in response to an inquiry made by a member of the public, or a recitation of existing policy in response to an inquiry made by a member of the public.

**VI. Items for Discussion/Action**

- a) Commission will review, discuss, and may take action on approving a budget amendment funds from the FY22/23 Windcrest Crime Control District budget for the emergency purchase of a new Spillman Flex Server. [Jimmie Cole, Interim Police Chief]

**VII. GENERAL ANNOUNCEMENTS & FUTURE AGENDA ITEMS REQUESTED**

*Per Ordinance No. 618, repealing Ordinance No. 593; Section 9: Every agenda shall include an item entry granting a member the opportunity to propose an item for consideration of future agendas for Regular or Special Meetings. Any member may request the inclusion of such items at any meeting.*

**VIII. ADJOURNMENT****AGENDA NOTICES:****DECORUM REQUIRED:**

Any disruptive behavior, including shouting or derogatory statements or comments may be ruled out of order by the Presiding Officer. Continuation of this type of behavior could result in a request by the Presiding Officer that the individual leave the meeting, and if refused, an order of removal.

**ACTION BY COUNCIL AUTHORIZED:**

The Windcrest Crime Control and Prevention District Board may vote and/or act upon any item within this Agenda. The Board reserves the right to retire into executive session concerning any of the items listed on this Agenda, pursuant to and in accordance with Texas Government Code § 551.072 (Deliberations about Real Property); § 551.073 (Deliberations about Gifts & Donations); § 551.076 (Deliberations about Security Devices); §551.087 (Economic Development); and, § 551.071 to seek the advice of its attorney about pending or contemplated litigation, settlement offer or on a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas conflict with the Open Meetings Act and may invoke this right where the City Attorney, the Mayor or a majority of the Governing Body deems an executive session is necessary to allow privileged consultation between the City Attorney and the governing body, if considered necessary and legally justified under the Open Meetings Act. The attorney may appear in person, or appear in executive session by conference call in accordance with applicable state law.

**EXECUTIVE SESSIONS APPROVED BY CITY ATTORNEY:**

This agenda has been reviewed and approved by the City's legal counsel and the presence of any subject in any Executive Session portion of the agenda constitutes a written interpretation of Texas Government Code Chapter 551 by legal counsel for the body and constitutes an opinion by the attorney that the items discussed therein may be legally discussed in the closed portion of the meeting considering available opinions of a court of record and opinions of the Texas Attorney General known to the attorney. This provision has been added to this agenda with the intent to meet all elements necessary to satisfy Texas Government Code Chapter 551.144(c) and the meeting is conducted by all participants in reliance on this opinion.

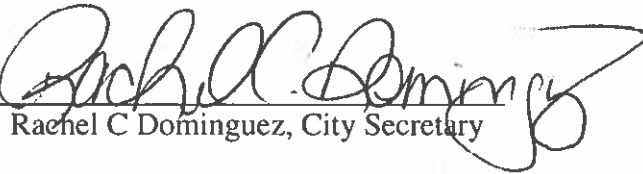
**ATTENDANCE BY OTHER ELECTED OR APPOINTED OFFICIALS:**

FEB 07 '23 14:20

It is anticipated that members of the City Council, or other city board, commissions and/or committees may attend the meeting in numbers that may constitute a quorum of the other city boards, commissions and/or committees. Notice is hereby given that the meeting, to the extent required by law, is also noticed as a meeting of the other boards, commissions and/or committees of the City, whose members may be in attendance. The members of the boards, commissions and/or committees may participate in discussions on the same items listed on the agenda, which occur at the meeting, but no action will be taken by such in attendance unless such item and action is specifically provided for on an agenda for that board, commission, or committee subject to the Texas Open Meetings Act.

I, the undersigned authority, do hereby certify that the above Notice of Meeting of the Windcrest Crime Control Prevention District of the City of Windcrest is a true and correct copy of said Notice and was posted on the bulletin board at City Hall of said City in a convenient place to the public and said Notice was posted more than seventy-two (72) hours prior to the meeting on February 10, 2023.

By:



Rachel C Dominguez, City Secretary



## Request for WCCPD Action/Discussion

---

**DEPARTMENT:** Police

**REQUESTOR:** Jim Cole

**DEPARTMENT HEAD:** Jim Cole

**IMPACTED DEPARTMENT/'S:** Police

**SUBJECT:** Spillman Flex Server Replacement

### **BACKGROUND INFORMATION:**

The Windcrest Police Department maintains a computer server critical for public safety. Spillman Flex is a Records Management System (RMS) stored on this server which includes computer aided dispatch, incident and offense reports, investigative case management, information regarding fleet, and member personnel files. Recently the Spillman server has crashed multiple times and was not operational for an extended period of time. The Spillman support staff indicated the server had begun to malfunction due to it being at the end of its five-year life, as it was purchased over ten years ago. A new server would include the cost of migrating the current Spillman and GIS servers together and provide server management services.

### **ISSUE:**

The Windcrest Police Department is in need of a new Spillman Flex Server to prevent the loss of data. The Department asks Council to consider a resolution to approve a budget amendment in order to fund this program.

### **ALTERNATIVES:**

There are no alternatives available. This purchase would make police operations and management more efficient by upgrading the current outdated and malfunctioning server; and includes server management, through the vendor, to prevent this type of unforeseen circumstance from occurring in the future.

### **FISCAL IMPACT:**

The immediate fiscal impact would include the cost of the server, data migration, and a server management agreement for \$99,639.45. At the 02.06.2023 City Council meeting, City Council approved the emergency purchase. Initial funding would be allocated from the Police Department General Fund for WCCPD to approve the reimbursement of funds into the GF. Per the Municipal Finance Office, funding is available from the WCCPD budget.

### **RECOMMENDATION:**

The Police Department recommends approval of this request.

Billing Address:  
WINDCREST POLICE  
DEPARTMENT, CITY OF  
8601 MIDCROWN  
ATTN FINANCE DEPT  
WINDCREST, TX 78239  
US  
jperna@windcrest-tx.gov

Shipping Address:  
WINDCREST POLICE  
DEPARTMENT, CITY OF  
8601 MIDCROWN  
ATTN FINANCE DEPT  
WINDCREST, TX 78239  
US

Quote Date:01/23/2023  
Expiration Date:01/23/2024  
Quote Created By:  
Billy Duncan  
Billy.Duncan@  
motorolasolutions.com  
  
End Customer:  
WINDCREST POLICE DEPARTMENT,  
CITY OF  
Jymie Perna  
jperna@windcrest-tx.gov  
(210) 655-2666 x2229  
  
Payment Terms:30 NET

| Line # | Item Number     | Description                                                               | Qty | Term    | Ext. Sale Price |
|--------|-----------------|---------------------------------------------------------------------------|-----|---------|-----------------|
|        | Flex            |                                                                           |     |         |                 |
| 1      | ISV00S01856A    | REMOTE WINDOWS TO WINDOWS<br>SERVER MIGRATION                             | 1   |         | \$10,328.89     |
| 2      | ISV00S01851A    | REMOTE GIS SERVER MIGRATION                                               | 1   |         | \$5,459.56      |
| 3      | DS000000031A-SP | HPE DL 360 GEN10 PLUS WINDOWS<br>SERVER, FIVE YEARS SERVER<br>MAINTENANCE | 1   |         | \$54,367.00     |
| 4      | SSV00S02433A-SP | SOLUTIONS II SERVER MANAGEMENT                                            | 1   | 5 YEARS | \$138,348.00    |

Grand Total **\$208,503.45(USD)**

## Pricing Summary

| Sale Price               |              |        |
|--------------------------|--------------|--------|
| FIRST YEAR COST          | \$99,639.45  |        |
| Grand Total System Price | \$208,503.45 | \$0.00 |



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.  
Motorola Solutions, Inc.: 500 West Monroe, United States - 60661 ~ #: 36-1115800

**Notes:** Subsequent years of Server Management will be due in the respective budget cycle.

- \* YEAR TWO SOLUTIONS II SERVER MANAGEMENT - \$27,216
- \* YEAR THREE SOLUTIONS II SERVER MANAGEMENT - \$27,216
- \* YEAR FOUR SOLUTIONS II SERVER MANAGEMENT - \$27,216
- \* YEAR FIVE SOLUTIONS II SERVER MANAGEMENT - \$27,216

- Unless otherwise noted, this quote excludes sales tax or other applicable taxes (such as Goods and Services Tax, sales tax, Value Added Tax and other taxes of a similar nature). Any tax the customer is subject to will be added to invoices.

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 Motorola Solutions. 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.

Motorola Solutions, Inc.

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Customer

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_



## GIS SERVER MIGRATION STATEMENT OF WORK

### 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.

### 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 Arc 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 ArcGIS 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, SpillmanToolboxTools.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 ArcGIS 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.



## Solution Summary

### 1 - HPE DL360 Gen 10 Plus Server

- 1 - Intel® Xeon® Silver 4314 Processor
  - » 16 - 2.40 GHz / 3.40 GHz(Turbo) Cores
- 128GB Memory
- 4 - 1GbE Base-T Ports plus 2 - 1/10GbE Base-T Ports
- 3.6TB Useable Flash Storage expandable to 10.6TB Useable
- 5 Years of 24x7x4 hardware support with keep your hard drive add-on
- 4 Windows Server virtual machine licenses

### VMware Software

- 1 - vSphere Standard License with 5 Years Prepaid Support

### Backup Software and NAS Storage

- 5 year Veeam Universal Subscription for 10 virtual machines
- 1 - Synology RS822+ NAS device with 3 - 10TB 7200 RPM SATA drives
  - » 10TB of useable storage, expandable to 20TB

### Solutions II Professional Services

- Onsite installation and integration of the solution into the Agency's existing environment
- 5 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 1 - HPE DL360 Gen 10 Plus Server
      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
      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 or move any virtual machines needed to support the Motorola Flex application
  - a. Spillman Flex - Windows Server

- b. Veeam – Windows Server
  - c. GIS – Windows Server
  - d. 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
- 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 (5) 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 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.
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.

# **Public Safety Software Implementation Statement of Work ("SOW")**

Between

**Motorola Solutions, Inc.  
("Motorola")**

And

**Windcrest Police Department  
("Customer")**

Prepared

**January 13, 2023**

By

**Motorola Solutions, Inc.**

*This information is the property of Motorola and is provided on a confidential and restricted basis. This information shall not be disclosed outside of Customer organization and shall not be duplicated, used, or disclosed in whole or in part for any reason other than to evaluate this SOW.*

## Introduction and Purpose

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.

## Project Objectives

### Ongoing objectives of the Server Migration project:

- Move the Motorola application, data, and interfaces from current server to new  
(*Server Environment entered here*)

### Specific SOW objectives:

- Complete the project plan and schedule
- Obtain hardware (*Customer or Included in Project*)
- Perform pre-migration audit
- Configure, set up, and install the server
- Configure,
- Migrate Motorola data to new server
- Configure, set up, and install Motorola software and interfaces

## Change Management Procedures

In the event it is necessary to change this SOW or, if applicable, a Scope of Work document, the following procedure will be used:

- The party requesting the change will issue a Change Request document (“Change Request”). The Change Request will describe the nature of the change, the reason for the change, and the effect of the change, which may include changes to the work product. The Change Request will also include any changes in pricing.
- Either party may initiate a Change Request for any material changes to this SOW and any applicable Scope of Work. The requesting party will review the proposed change with the other party and the parties will negotiate reasonably and in good faith to agree upon the requested change and any changes to the fees or schedule that may result therefrom. Upon the parties’ agreement, the appropriate authorized representatives of the parties will sign the Change Request, indicating acceptance of the changes by the parties.
- Upon execution of the Change Request, the Motorola and Customer Project Managers will incorporate the change into the SOW or Scope of Work.

## Project Assumptions and General Responsibilities

### Project Assumptions

- The Motorola System will be implemented in a Windows environment.
- Customer network is available and appropriately configured.
- Hardware is purchased that meets or exceeds Motorola's current hardware recommendations.
- Third party vendors provide required information for interface configuration.
- 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 appropriate technical and management resources to participate in the migration as identified in the project tasks and responsibilities.

### **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 onsite and dedicated VPN remote access

### **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

## Project Tasks and Responsibilities

This section outlines all project phases, individual tasks, and responsible parties required to meet the goals and objectives of this SOW. 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.

| Project Planning & Kickoff Meeting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Task Description</b></p> <p>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. Tasks include in no particular order:</p> <ul style="list-style-type: none"> <li>• Kickoff meeting with a review of the project <ul style="list-style-type: none"> <li>– Review list of purchased modules, interfaces and services of the project contract as well as the Scope of Work.</li> <li>– Review by the Motorola Solutions Architect of what will be needed from the agency during the migration</li> </ul> </li> </ul> <p><b>Deliverables</b></p> <ul style="list-style-type: none"> <li>• Install document checklist, listing what is needed from the agency in regards to interfaces, hardware, and module setup.</li> </ul> <p><b>Prerequisites</b></p> <ul style="list-style-type: none"> <li>• Not applicable</li> </ul> |                                                                                                                                   |
| Motorola                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Customer                                                                                                                          |
| <p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Conduct Kickoff Meeting</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Attend Kickoff Meeting</li> </ul>                         |
| <p><b>Required Staff</b></p> <ul style="list-style-type: none"> <li>• Project manager</li> <li>• Solution Architect</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><b>Required Staff</b></p> <ul style="list-style-type: none"> <li>• Project Manager</li> <li>• Customer Project Team</li> </ul> |



## Order Hardware if needed

### Task Description

The purpose of this task is to order the hardware required for the Motorola system. Customer or Motorola (as specified in the Agreement) will be responsible for procuring the server needed 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 then be shipped to Customer's location.

### Deliverables

- Hardware recommendations

### Prerequisites

- Pre-Installation and Project Planning

| Motorola                                                                                                                                                                                                                         | Customer                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Verify hardware order</li> <li>• Order hardware (per Contract)</li> <li>• Provide minimum and recommended hardware requirements for all workstations</li> </ul> | <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Order hardware (per Contract)</li> <li>• Ensure hardware (workstation) upgrades, as needed</li> </ul> |
| <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Project manager</li> <li>• Installation manager</li> <li>• Solution Architect</li> </ul>                                                                          | <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Project manager</li> <li>• IT personnel (as needed)</li> <li>• System administrator</li> </ul>          |

## Finalize Project Schedule

### Task Description

During this task, the project managers from both Motorola and Customer, as well as Customer personnel who make decisions regarding resource allocations or scheduling, will meet and review the project schedule. These individuals will make any necessary adjustments based on known changes in resource availability. Motorola's project manager will then update the schedule.

The project schedule will be further updated as necessary over the course of the project. All changes to the schedule will be mutually agreed upon and, if required, documented via the mutually agreed upon change order process. Any schedule changes that occur will be a part of the project status reports provided by Motorola's project manager.

As a standard, Migration Projects are scheduled to occur during normal business hours. This ensures we have appropriate resources to assist with the project.

### Deliverables

- Final project schedule

### Prerequisites

- Not applicable

| Motorola                                                                                                                                                                  | Customer                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Lead Customer through a review of the project schedule</li> <li>• Update the project schedule</li> </ul> | <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Ensure personnel who can make resource allocation and scheduling decisions attend Project Schedule review</li> </ul> |
| <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Project manager</li> </ul>                                                                                 | <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Project manager</li> <li>• System administrator</li> </ul>                                                             |

## Pre-Migration Audit

### Task Description

The Motorola Solutions Architect will perform an audit of the current Customer system. Information about the current system will be gathered and recorded and checked against migration prerequisites.

### Deliverables

- Migration Summary Document

### Prerequisites

- VPN access to current server

| Motorola                                                                                                                                                                                                                                                                                                                                                                                                                          | Customer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Verify Motorola version and patch level</li> <li>• Identify third party interfaces</li> <li>• Record network configuration including interfaces and routes</li> <li>• Identify crons being used on system</li> <li>• Identify any System printers</li> <li>• Identify time zone</li> <li>• Locate and record any custom files, scripts, screens, etc.</li> </ul> | <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Patch to a current supported level for migration process (1411)</li> <li>• Verify third party interfaces provided by Solution Architect</li> <li>• Validate a good backup has been performed</li> <li>• Decide which cron/scheduled tasks are still valid</li> <li>• Update custom cron/scheduled tasks created by Customer</li> <li>• Update and configure System Printers (if applicable; no longer supported by Motorola)</li> </ul> |
| <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Project manager</li> <li>• Solution Architect</li> </ul>                                                                                                                                                                                                                                                                                                           | <b>Required Staff</b> <ul style="list-style-type: none"> <li>• System administrator</li> <li>• IT department</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                  |

## Install and Configure Hardware and Operating System

### Task Description

The configuration and installation of the new server will be jointly conducted with the Customer's IT staff. Motorola will load the Windows operating system and configure disk layout according to standard practices.

### Deliverables

- Server installed and configured

### Prerequisites

- Server location, equipment, networking and supply of power provided
- Temporary IP Address for server identified

| Motorola                                                                                                                                                                                             | Customer                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Conduct initial tests of the equipment and correct any problems or deficiencies</li> <li>• Load planned Motorola version</li> </ul> | <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Install server and operating system</li> <li>• Configure database storage space allocation</li> <li>• Facilitate physical installation of server (rack, power, network connectivity)</li> <li>• Provide temporary IP address for new server</li> <li>• Configure server network interface(s)</li> </ul> |
| <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Project manager</li> <li>• Solution Architect</li> </ul>                                                                              | <b>Required Staff</b> <ul style="list-style-type: none"> <li>• System administrator</li> <li>• IT department</li> </ul>                                                                                                                                                                                                                                                  |

## Remote Migration

### Task Description

Motorola Solutions 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.

### Deliverables

- Migration to new server

### Prerequisites

- Hardware installed and connected to network

| Motorola                                                                                                                                                                                                                   | Customer                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Perform the migration (detailed steps provided in Attachment A)</li> <li>• Restore interfaces on new server</li> <li>• Troubleshoot any issues</li> </ul> | <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Communicate to end users about length of downtime</li> <li>• Install updated Motorola client application on PCs if needed</li> <li>• Provide issue assessment and priorities to Solution Architect</li> </ul> |
| <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Solution Architect</li> </ul>                                                                                                                               | <b>Required Staff</b> <ul style="list-style-type: none"> <li>• System administrator</li> <li>• IT department</li> </ul>                                                                                                                                                        |

## Post Migration TS Transition Call

### **Task Description**

Motorola Solutions Project Manager will conduct a wrap up call with Customer & Motorola Technical Services, in verifying the task list of the items for the Server Migration and transition back to Motorola Technical Services for on-going Support.

Verify the completeness of the Migration for the core software and interfaces. Establish transition of communication moving forward through Technical Services for issues related to the software.

### **Deliverables**

- Post Migration Transition Call
- Checklist Completed

### **Prerequisites**

- Migration completed

| <b>Motorola</b>                                                                                                                                       | <b>Customer</b>                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Conduct post migration transition call.</li> </ul>                                   | <b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Participate in post migration transition call.</li> </ul> |
| <b>Required Staff</b> <ul style="list-style-type: none"> <li>• Solution Architect</li> <li>• Technical Services</li> <li>• Project Manager</li> </ul> | <b>Required Staff</b> <ul style="list-style-type: none"> <li>• System administrator</li> <li>• IT department</li> </ul>    |

## 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

### 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.**
- Please make sure 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, etc.

- 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.



# GIS SERVER MIGRATION

## STATEMENT OF WORK

### 1. Introduction

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 ("Motorola") system as presented in this offer to Windcrest Police Department, TX (hereinafter referred to as "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.

### 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 Arc 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 ArcGIS 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, SpillmanToolboxTools.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 Geovalidation, 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 GeoValidation is currently being used.
  - b. Installation of ArcGIS Server 10.6.1 or newer on the new server hardware.
  - c. Install and authorize ArcDesktop Basic on the ArcGIS Server that coordinates with the version present on the ArcGIS Server.

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