

**AMENDMENT NUMBER 4 TO PROFESSIONAL SERVICES AGREEMENT  
COUNTY OF MONTEREY & NICE Systems, Inc.**

**THIS AMENDMENT** is made to the AGREEMENT for Maintenance Services Agreement by and between **NICE Systems, Inc.**, hereinafter “CONTRACTOR”, and the County of Monterey, a political subdivision of the State of California, hereinafter referred to as “County”.

**WHEREAS**, the parties entered into a Maintenance Services Agreement (“Agreement”) for the period September 20, 2006 to September 19, 2007, which provided for the purchase and installation and maintenance of the NICE voice logging and recording system, and

**WHEREAS**, the parties executed Amendment #1 to the Maintenance Services Agreement to extend the term of the agreement to and to clarify the terms and pricing, and

**WHEREAS**, the parties executed Amendment #2 to the Maintenance Services Agreement on May, 14, 2009 to modify the service level agreement from “Silver Level” to “Gold Level” and,

**WHEREAS**, the parties executed Amendment #3 to the Maintenance Services Agreement to correct the pricing table and,

**WHEREAS**, the parties wish to amend the Maintenance Services Agreement to provide for an additional year of maintenance of the existing voice logging and recording system; and

**WHEREAS**, the parties wish to amend the Maintenance Service Agreement to purchase licensing, hardware and software, and maintenance services to make the NICE voice logging and recording system compatible with the NGEN radio system, and

**WHEREAS**, the parties wish to increase the amount of the Agreement to provide for these purchases and additional maintenance services.

**NOW THEREFORE**, the County and CONTRACTOR hereby agree to amend the AGREEMENT in the following manner:

1. Section 2., “PAYMENTS BY THE COUNTY” shall be amended by removing, “*The total amount payable by County to CONTRACTOR under this Agreement shall not exceed the sum of \$48,000.00.*” and replacing it with “*The total amount payable by County to CONTRACTOR under this AGREEMENT shall not exceed \$100,841.00*”.
2. EXHIBIT A1 – Scope of Services shall be amended by adding the purchase of licensing, software and hardware, professional services and maintenance, as per EXHIBIT A1, page 1, attached hereto, in the amount of \$53,150, to provide for compatibility with the NGEN system.
3. The Scope of Services of the Agreement shall be amended by adding the purchase of another year of maintenance, Part Number SP-SPNA03-VI-SLA, Gold, for the period of

March 27, 2017 through March 26, 2018, in the amount of \$47,691, to provide for maintenance of the existing NICE system.

4. Except as provided herein, all remaining terms, conditions and provisions of the AGREEMENT are unchanged and unaffected by this AMENDMENT No. 4 and shall continue in full force and effect as set forth in the AGREEMENT No. 4.
5. A copy of this AMENDMENT No. 4 shall be attached to the original AGREEMENT executed by the County on April 18, 2017, as well as Amendments Numbers 1 through 3.

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