



**INTERAGENCY COMMUNICATIONS INTEROPERABILITY AUTHORITY
A CALIFORNIA JOINT POWERS AGENCY
SPECIAL MEETING OF THE GOVERNANCE BOARD
VIA VIRTUAL TELECONFERENCE ONLY
Pasadena Police Department
Community Relations Conference Room
207 North Garfield Avenue
Pasadena, California 91101**

DECEMBER 29, 2021 AT 1:00 PM – AGENDA

Due to the continuing situation with the COVID-19 novel coronavirus the ICI System Authority Governance Board meeting will be conducted Electronically only.

Due to social distancing requirements, there will be no physical presence at the meeting and the public will not be able to attend in person. The public is encouraged to monitor and participate from the safety of their homes and offices to practice social distancing.

Microsoft Teams meeting

Join on your computer or mobile app

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[+1 213-493-7443,,42108982#](#) United States, Los Angeles

Phone Conference ID: 421 089 82#

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1. BUSINESS AGENDA

a. Roll Call

b. Report of Staff, re: Posting of Agenda. The Agenda for the December 29, 2021 Special Governance Board Meeting was posted on December 27, 2021 on the I-C-I System Web Site and the Bulletin Board outside Glendale City Hall.

2. ORAL COMMUNICATIONS

Discussion is limited to items NOT a part of this agenda. Each speaker is allowed five minutes. Members may question or respond to the speaker but there will be no debate or decision.

3. REPORTS - INFORMATION

No Reports

4. CONSENT ITEMS

- a. Approval of the Minutes for the December 2, 2021 Governance Board Meeting

5. ACTION ITEMS

- a. Discussion Concerning the Motorola Solutions, Inc. (MSI), Proposed Advanced Plus Services and System Upgrade Proposals and Recommendation of Technical Committee to Accept and Proceed with Authorizing the Chair to Execute Said Agreements with MSI.
 1. Motion Authorizing the Chair to Execute an Agreement with Motorola Solutions in acceptance of their 6 Year Advanced Plus Services and 6 Year System Upgrade Proposals as Presented by Staff and the Technical Committee.
 2. Motion Directing Staff to Establish Necessary Budgeting and Billing Processes to Facilitate Billing of and Collection from Governance Board Member Entities For Pass Through of Funds to MSI.

6. BOARD MEMBER COMMENTS

7. STAFF COMMENTS

8. ADJOURNMENT

Next Meeting: February 3, 2022 at 1:00pm
Glendale City Hall 613 East Broadway
Glendale, CA 91206



ITEM 4.a.

**INTERAGENCY COMMUNICATIONS INTEROPERABILITY AUTHORITY
A CALIFORNIA JOINT POWERS AGENCY
SPECIAL MEETING OF THE GOVERNANCE BOARD
VIA VIRTUAL TELECONFERENCE ONLY**

**Pasadena Police Department
Community Relations Conference Room
207 North Garfield Avenue
Pasadena, California 91101**

DECEMBER 2, 2021 AT 1:00 PM – MINUTES

Due to the continuing situation with the COVID-19 novel coronavirus the ICI System Authority Governance Board meeting will be conducted Electronically only.

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1. BUSINESS AGENDA

a. Roll Call

Beverly Hills – Chief Greg Barton (V)

Burbank – Mr. Jim Compton (V)

Com Net – Absent

INSB – Mr. Ernest Gallo (V)

Pomona – Chief Michael Ellis (V)

Glendale – Chief Carl Povilaitis (V)

Culver City – Chief Ken Powell (V)

Montebello – Mr. Mark Kim (V)

Pasadena – Chief Anthony James (V)

Santa Monica – Mr. Adam Orland (V)

(V) Virtual

b. Report of Staff, re: Posting of Agenda. The Agenda for the December 2, 2021 Governance Board Meeting was posted on November 29, 2021 on the I-C-I System Web Site and the Bulletin Board outside Glendale City Hall.

2. ORAL COMMUNICATIONS

No Cards

3. REPORTS - INFORMATION

a. Reports Regarding Changes in Project Status from Previous Meeting
None to Report

b. Report on Status of 2022 LA-LB UASI Grant Process
Mr. Edey advised that ICI is tentatively approved for \$1 million for TDMA Migration Projects.

c. Report on Status of System Upgrade Proposal
Mr. Edey reported that the Tech Committee would be calling a special meeting to act upon a recommendation to the Board for the SUA.

4. CONSENT ITEMS

a. Approval of the Minutes for the October 7, 2021, Governance Board Meeting
Motion made by: Burbank

Second by: Culver City

Beverly Hills – Aye

Burbank – Aye

Com Net - Absent

Culver City – Aye

Glendale – Aye

INSB – Aye

Montebello – Aye

Pasadena – Aye

Santa Monica – Aye

Pomona – Aye

In Favor – 9, Noes – 0, Absent – 1, Abstain – 0

5. ACTION ITEMS

a. Discussion Regarding Proposed Revised Budget for FY 2021-2022 to Include Additional Funding for Auditors for GASB 84 Implementation and Increased Subscriber Expense
1. Motion to Approve and Adopt Revised Budget

Motion made by: Glendale

Second by: Santa Monica

Beverly Hills – Aye

Burbank – Aye

Com Net - Absent

Culver City – Aye

Glendale – Aye

INSB – Aye

Montebello – Aye

Pasadena – Aye

Santa Monica – Aye

Pomona – Aye

In Favor – 9, Noes – 0, Absent – 1, Abstain – 0

b. Discussion Regarding Subscriber Agreement with Monterey Park Police Department.

1. Motion to Approve Chair to Execute Subscriber Agreement with Monterey Park Police.

Motion made by: Glendale

Second by: Santa Monica

Beverly Hills – Aye

Burbank – Aye

Com Net - Absent

Culver City – Absent (left meeting early)

Glendale – Aye

INSB – Aye

Montebello – Aye

Pasadena – Aye

Santa Monica – Aye

Pomona – Aye

In Favor – 8, Noes – 0, Absent – 2, Abstain – 0

6. BOARD MEMBER COMMENTS

Beverly Hills – no comment

Burbank – no comment

Com Net - absent

Culver City – absent

Glendale – no comment

INSB – If the documents discussed/shared could be included in the agenda packet for future meetings and the ones discussed/reviewed during this meeting can be distributed to the group.

Montebello – no comment

Pasadena – no comment

Pomona – no comment

Santa Monica – no comment

7. STAFF COMMENTS

Apologize for technical difficulties with not being able to display the documents from computer, although I will distribute the documents as soon as the meeting is over.

Ken Gurwell added: wanted to thank Ray and Gordon for working with Motorola and getting the pricing down not only on the SUA but on the maintenance services too. In looking at it there is substantial savings on the maintenance end of it which will help pay for some of these SUAs and updates for a lot of the agencies.

8. ADJOURNMENT at 1:59 pm by Chair Ellis.

Next Meeting: February 3, 2022 at 1:00pm
Glendale City Hall 613 East Broadway
Glendale, CA 91206

ITEM 5.a.

MOTOROLA SOLUTIONS SUA PACKAGE PROPOSAL

The Motorola Solutions SUA Package Proposal Consists of Four Elements:

SYSTEM UPGRADE AGREEMENT

SERVICE AGREEMENTS

CYBER SECURITY SERVICES

MPLS/JUNIPER EXTENDED WARRANTY

For reasons to be discussed, the Technical Committee and Staff are recommending the Governance Board proceed with the System Upgrade and Service Agreement Proposals and that both the Cyber Security Services and MPLS/Juniper Extended Warranty Proposal be dealt with separately.

The Costing and Terms of these agreements are predicated upon the ICI JPA Consolidating the Billing for Member SA and SUA Services with MSI into a Single Invoice to be processed and paid through the JPA.

JPA MEMBER SA & SUA BILLING

The JPA will be billed in July of each Fiscal Year for the total sum due MSI for that year's SA and SUA for the ICI Governance Member Entities including INSB and ComNet Cities.

ICI will bill each Governance Board Member entity July 1, of each Fiscal Year for the apportioned sums (including INSB and ComNet Cities). Payment must be prompt in order for us to avoid late charges passing the funds through to MSI within the Billing Cycle.

SUBSCRIBER BILLING

Subscribers desirous of receiving the preferred costing within the 6-year ICI System JPA Agreement will enter into individual 6 Year Agreements with MSI. (See last page)

SERVICE AGREEMENT – ADVANCED PACKAGE

The Service Agreement (SA) is an already existing cost to you. It is the Customer Service Plan you already work with Rob Russell from Motorola to purchase.

This is the Motorola Solutions Service Agreement that each agency enters into with MSI for System Monitoring, Emergency Response, and Maintenance. Referred to as an 'SA' your Service Agreements are a necessary means by which you ensure your infrastructure, consoles, and connectivity are functioning properly and that their status is continually monitored 24/7 by MSI at their facilities.

The SA's also ensure all elements of the network are compliant with technical requirements to ensure overall system integrity and stability.

All ICI Member and Subscriber entities are required to maintain their individual sites to prevailing technical standards and to ensure they are continuously monitored to ensure technical compliance and proper functionality.

SYSTEM UPGRADE AGREEMENT

Also known as an 'SUA', this service product is Motorola Solutions' means of ensuring all LMR systems have the most up to date operating systems and components. In today's world, communications systems are more IT than radio. Like cell phones, personal computers, and software, technology advances so quickly that components become obsolete and dysfunctional at a steady pace. Most, if not all, IT technologies reach 'end of sale', end of 'support', and 'end of life' at a steady pace, requiring upgrades and component replacements to keep the systems operating. Just consider how often we need to replace our cell phones, personal devices, and laptop/desktop computers.

The Motorola Solutions SUA refreshes the entire network with both hardware and software and ensures that the system as a whole is working at optimum levels with the most state-of-the art components and operating systems.

The entire network must migrate as one. All Cells and Infrastructure, including Consoles, Prime Sites, the Master Site, the Redundant Master Site, and all the RF Sites must migrate together. Coordinated participation of all member and subscriber entities is more than essential and is not optional.

Commercial Off-The-Shelf (COTS) product integration and global supply chain issues limit Motorola's ability to control infrastructure End of Life (EOL) and product replacement. The pre-planning included in SUA's minimizes these issues and their potential threats to system integrity.

While we have engaged in SUA's several times in the past, the last in 2020, this multi-year agreement will be a new "annual" expense, as it includes multiple SUA's (3 during the course of the agreement) spread through a 6 year plan. Motorola will no longer entertain single year SUA's at an advantageous costing. They are now prohibitively expensive, approaching \$2.4 million for a single SUA. Single SUA's also create a high risk of critical components failing or becoming obsolete mid-stream as they are potentially employed well past their projected end of support or even life between upgrades. Motorola now requires nearly a one-year lead time before engaging in an SUA for existing systems.

Every trunked digital LMR system must undergo recurring SUA's in order to remain resilient and functional, and our neighboring systems are no different.

ICI System Governance Member Costs: This spreadsheet reflects the final negotiated cost of the 6 year SUA in comparison to the original list price costing presented by Motorola Solutions.

PROPOSED COST PER FISCAL YEAR FOR SUA (BY CELL WITH MASTER SITE APPORTIONED) - 12/20

CELL	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	TOTAL
ComNet*	\$ 87,816	\$ 89,527	\$ 91,258	\$ 93,010	\$ 94,784	\$ 96,581	\$ 552,975
INSB*	\$ 78,900	\$ 80,437	\$ 81,992	\$ 83,566	\$ 85,161	\$ 86,775	\$ 496,832
Beverly Hills	\$ 43,814	\$ 44,667	\$ 45,531	\$ 46,405	\$ 47,290	\$ 48,187	\$ 275,894
Burbank	\$ 49,723	\$ 50,692	\$ 51,672	\$ 52,664	\$ 53,668	\$ 54,686	\$ 313,104
Culver City	\$ 28,215	\$ 28,764	\$ 29,320	\$ 29,883	\$ 30,453	\$ 31,031	\$ 177,666
Glendale**	\$ 123,749	\$ 126,159	\$ 128,598	\$ 131,067	\$ 133,568	\$ 136,100	\$ 779,241
Montebello	\$ 79,676	\$ 81,228	\$ 82,799	\$ 84,388	\$ 85,998	\$ 87,628	\$ 501,718
Pasadena	\$ 62,355	\$ 63,569	\$ 64,798	\$ 66,042	\$ 67,302	\$ 68,578	\$ 392,645
Pomona	\$ 51,351	\$ 52,351	\$ 53,363	\$ 54,388	\$ 55,425	\$ 56,476	\$ 323,354
Santa Monica	\$ 53,122	\$ 54,156	\$ 55,203	\$ 56,263	\$ 57,337	\$ 58,424	\$ 334,505
TOTAL	\$ 658,721	\$ 671,551	\$ 684,534	\$ 697,677	\$ 710,986	\$ 724,465	\$ 4,147,933
MSI LIST	\$ 1,136,642	\$ 1,170,741	\$ 1,205,863	\$ 1,242,039	\$ 1,279,301	\$ 1,317,680	\$ 7,352,266
SAVINGS	\$ 477,921	\$ 499,190	\$ 521,329	\$ 544,362	\$ 568,315	\$ 593,215	\$ 3,204,333

ICI System Governance Member Costs: This Spreadsheet represents an apples-to-apples comparison of the final offer made by Motorola in 2018 for the same 6 year period for a multi-year SUA. We did not have a DSR included at the time.

In spite of the increased cost for the Master Site/DSR you can see the significant discounting passed on to the vast majority of our members (Culver City and Glendale had the only increases). The overall difference in final offers reveals a 10% savings from the prior SUA negotiations.

This is a Savings of \$387,273 over the prior SUA Proposal for the same 6-year period.

2018 PROPOSED SUA COSTING (WE DID NOT HAVE DSR)					OLD SUA PROPOSAL			
		2022	2023	2024	2025	2026	2027	TOTAL
ICI Governing Agencies	Master Site	\$80,000	\$80,000	\$80,000	\$80,000	\$80,000	\$80,000	\$480,000
	Burbank	\$52,267	\$52,336	\$52,405	\$52,478	\$52,552	\$52,629	\$314,667
	Beverly Hills	\$47,035	\$47,109	\$47,186	\$47,265	\$47,345	\$47,430	\$283,370
	Culver City	\$8,811	\$8,817	\$8,822	\$8,829	\$8,836	\$8,843	\$52,958
	Glendale	\$94,385	\$94,450	\$94,516	\$94,585	\$94,655	\$94,727	\$567,318
	Montebello	\$95,200	\$95,292	\$95,385	\$95,483	\$95,583	\$95,686	\$572,629
	Pasadena	\$83,575	\$83,680	\$83,787	\$83,898	\$84,014	\$84,132	\$503,086
	Pomona	\$45,908	\$45,980	\$46,054	\$46,130	\$46,208	\$46,289	\$276,569
	Santa Monica	\$65,460	\$65,577	\$65,697	\$65,820	\$65,946	\$66,077	\$394,577
	Torrance/ INSB	\$101,311	\$101,453	\$101,600	\$101,749	\$101,905	\$102,066	\$610,084
	ComNet	\$79,650	\$79,782	\$79,916	\$80,056	\$80,198	\$80,346	\$479,948
Subtotal		\$753,602	\$754,476	\$755,368	\$756,293	\$757,242	\$758,225	\$4,535,206

2021 PROPOSED SUA COSTING (WITH DSR)					NEW SUA PROPOSAL			
		2022	2023	2024	2025	2026	2027	TOTAL
ICI Governing Agencies	Master Site & DSR	\$187,982	\$191,643	\$195,348	\$199,099	\$202,897	\$206,743	\$921,691
	Burbank	\$30,925	\$31,527	\$32,137	\$32,754	\$33,379	\$34,011	\$194,732
	Beverly Hills	\$25,016	\$25,503	\$25,996	\$26,495	\$27,000	\$27,512	\$157,522
	Culver City	\$9,416	\$9,600	\$9,785	\$9,973	\$10,164	\$10,356	\$59,295
	Glendale	\$104,951	\$106,995	\$109,063	\$111,157	\$113,278	\$115,425	\$660,870
	Montebello	\$60,878	\$62,064	\$63,264	\$64,478	\$65,708	\$66,954	\$383,347
	Pasadena	\$43,557	\$44,405	\$45,263	\$46,132	\$47,012	\$47,904	\$274,273
	Pomona	\$32,553	\$33,187	\$33,828	\$34,478	\$35,135	\$35,802	\$204,983
	Santa Monica	\$34,324	\$34,992	\$35,669	\$36,353	\$37,047	\$37,749	\$216,134
	Torrance/INSB	\$60,102	\$61,273	\$62,457	\$63,657	\$64,871	\$66,101	\$378,461
	ComNet	\$69,018	\$70,362	\$71,723	\$73,100	\$74,494	\$75,906	\$434,604
Subtotal		\$658,721	\$671,551	\$684,534	\$697,677	\$710,986	\$724,465	\$4,147,933

SUA COSTING FROM MSI PROPOSAL

Interagency Communications Interoperability, JPA
December 22, 2021

2.1 SUA PRICING BREAKDOWN PER AGENCY

		SUA - 6 years						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	
ICI Governing Agencies	Master	\$146,371	\$149,222	\$152,107	\$155,027	\$157,985	\$160,980	\$921,691
	DSR	\$41,611	\$42,421	\$43,241	\$44,072	\$44,912	\$45,764	\$262,021
	Burbank	\$30,925	\$31,527	\$32,137	\$32,754	\$33,379	\$34,011	\$194,732
	Beverly Hills	\$25,016	\$25,503	\$25,996	\$26,495	\$27,000	\$27,512	\$157,522
	Culver City	\$9,416	\$9,600	\$9,785	\$9,973	\$10,164	\$10,356	\$59,295
	Glendale	\$104,951	\$106,995	\$109,063	\$111,157	\$113,278	\$115,425	\$660,870
	Montebello	\$60,878	\$62,064	\$63,264	\$64,478	\$65,708	\$66,954	\$383,347
	Pasadena	\$43,557	\$44,405	\$45,263	\$46,132	\$47,012	\$47,904	\$274,273
	Pomona	\$32,553	\$33,187	\$33,828	\$34,478	\$35,135	\$35,802	\$204,983
	Santa Monica	\$34,324	\$34,992	\$35,669	\$36,353	\$37,047	\$37,749	\$216,134
	Torrance/INSB	\$60,102	\$61,273	\$62,457	\$63,657	\$64,871	\$66,101	\$378,461
	ComNet	\$69,018	\$70,362	\$71,723	\$73,100	\$74,494	\$75,906	\$434,604
Subtotal		\$658,721	\$671,551	\$684,534	\$697,677	\$710,986	\$724,465	\$4,147,933
ICI Subscriber Agencies	Arcadia	\$8,165	\$8,324	\$8,485	\$8,648	\$8,813	\$8,980	\$51,416
	Bell	\$5,775	\$5,888	\$6,002	\$6,117	\$6,233	\$6,352	\$36,366
	Bell Gardens	\$7,111	\$7,249	\$7,389	\$7,531	\$7,675	\$7,820	\$44,775
	Downey Fire	\$8,165	\$8,324	\$8,485	\$8,648	\$8,813	\$8,980	\$51,416
	Downey PD	\$10,467	\$10,671	\$10,877	\$11,086	\$11,298	\$11,512	\$65,911
	El Monte	\$10,275	\$10,475	\$10,677	\$10,882	\$11,090	\$11,300	\$64,698
	Huntington Park	\$6,830	\$6,963	\$7,098	\$7,234	\$7,372	\$7,512	\$43,007
	San Gabriel	\$5,775	\$5,888	\$6,002	\$6,117	\$6,233	\$6,352	\$36,366
	South Gate	\$8,358	\$8,521	\$8,685	\$8,852	\$9,021	\$9,192	\$52,629
	Verdugo	\$14,281	\$14,559	\$14,840	\$15,125	\$15,414	\$15,706	\$89,924
	Vernon	\$7,391	\$7,535	\$7,681	\$7,828	\$7,978	\$8,129	\$46,543
	Whittier	\$10,275	\$10,475	\$10,677	\$10,882	\$11,090	\$11,300	\$64,698
	Monterey Park	\$8,165	\$8,324	\$8,485	\$8,648	\$8,813	\$8,980	\$51,416
Subtotal		\$111,033	\$113,195	\$115,384	\$117,599	\$119,842	\$122,114	\$699,168
SUA TOTAL		\$769,754	\$784,746	\$799,918	\$815,276	\$830,828	\$846,579	\$4,847,101

		SUA - 6 years						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	
INSB	El Segundo	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Gardena	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Hawthorne	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Hermosa Beach	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Manhattan Beach	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Redondo Beach	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Torrance	\$24,044	\$24,512	\$24,986	\$25,465	\$25,951	\$26,443	\$151,401
INSB Total		\$60,102	\$61,273	\$62,457	\$63,657	\$64,871	\$66,101	\$378,461
ComNet	Azusa	\$9,671	\$9,859	\$10,050	\$10,243	\$10,438	\$10,636	\$60,895
	Baldwin Park	\$11,939	\$12,172	\$12,407	\$12,645	\$12,886	\$13,131	\$75,180
	Covina	\$11,939	\$12,172	\$12,407	\$12,645	\$12,886	\$13,131	\$75,180
	Glendora	\$9,404	\$9,587	\$9,773	\$9,960	\$10,150	\$10,343	\$59,218
	Irwindale	\$3,188	\$3,250	\$3,313	\$3,376	\$3,441	\$3,506	\$20,074
	La Verne	\$10,938	\$11,151	\$11,367	\$11,585	\$11,806	\$12,030	\$68,877
	West Covina	\$11,939	\$12,172	\$12,407	\$12,645	\$12,886	\$13,131	\$75,180
ComNet Total		\$69,018	\$70,362	\$71,723	\$73,100	\$74,494	\$75,906	\$434,604

Six-Year P25 System Advanced Plus Services Proposal

Use or disclosure of this proposal is subject to the restrictions on the cover page.



Motorola Solutions Confidential Restricted

Pricing Summary 2-2

ICI System Governance Member Agencies Savings on SA Proposal

Cell	Present	Proposed	Savings
ComNet*	\$ 1,340,210	\$ 1,231,589	\$ 108,621
INSB*	\$ 1,938,814	\$ 1,781,677	\$ 157,137
Beverly Hills	\$ 791,387	\$ 727,247	\$ 64,140
Burbank	\$ 673,805	\$ 619,195	\$ 54,611
Culver City	\$ 183,498	\$ 168,626	\$ 14,872
Glendale	\$ 2,582,454	\$ 2,373,152	\$ 209,303
Montebello	\$ 1,325,321	\$ 1,217,907	\$ 107,415
Pasadena	\$ 1,464,461	\$ 1,345,769	\$ 118,692
Pomona	\$ 970,314	\$ 891,672	\$ 78,642
Santa Monica	\$ 1,118,393	\$ 1,027,750	\$ 90,644
			\$ 1,004,076

*Includes INSB & ComNet Agencies

Advanced Services Costing from MSI Proposal

Interagency Communications Interoperability, JPA
December 22, 2021

2.2 ADVANCED SERVICES PRICING BREAKDOWN PER AGENCY

		ADVANCED SERVICES - 6 YEARS						
Agency		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
ICI Governing Agencies	ICIS JOINT POWERS AUTHORITY (JPA)	\$151,173.70	\$156,928.94	\$161,216.47	\$167,218.02	\$173,455.71	\$179,934.10	\$989,926.95
	ICI - DSR	\$81,311.45	\$84,407.01	\$86,713.13	\$89,941.17	\$93,296.23	\$96,780.74	\$532,449.74
	BURBANK WATER & POWER COMMUNICATIONS	\$97,096.96	\$100,793.48	\$103,547.31	\$107,402.03	\$111,408.42	\$115,569.41	\$635,817.61
	BEVERLY HILLS, CITY OF	\$114,040.84	\$118,382.42	\$121,616.80	\$126,144.19	\$130,849.71	\$135,736.81	\$746,770.77
	CULVER CITY, CITY OF	\$26,442.58	\$27,449.26	\$28,199.21	\$29,248.97	\$30,340.04	\$31,473.21	\$173,153.25
	GLENDALE, CITY OF	\$367,569.94	\$381,563.48	\$391,988.33	\$406,580.76	\$421,747.33	\$437,499.16	\$2,406,949.00
	MONTEBELLO, CITY OF	\$190,982.01	\$198,252.77	\$203,669.32	\$211,251.25	\$219,131.50	\$227,315.84	\$1,250,602.70
	PASADENA, CITY OF	\$211,846.50	\$215,722.79	\$232,169.81	\$240,812.73	\$249,795.70	\$259,125.31	\$1,409,472.84
	POMONA, CITY OF	\$139,824.53	\$145,147.71	\$149,113.35	\$154,664.35	\$160,433.75	\$166,425.79	\$915,609.48
	SANTA MONICA POLICE DEPT	\$146,974.43	\$159,835.04	\$164,201.96	\$170,314.66	\$176,667.86	\$183,266.22	\$1,001,260.18
	INSB, PRIME SITE	\$37,304.53	\$38,724.73	\$39,782.74	\$41,263.72	\$42,802.97	\$44,401.62	\$244,280.31
	TORRANCE CONSOLES	\$53,499.45	\$54,478.36	\$58,631.87	\$60,814.54	\$63,083.09	\$65,439.18	\$355,946.50
	INSB RF SITES	\$160,162.97	\$163,093.10	\$175,527.56	\$182,061.87	\$188,853.27	\$195,906.75	\$1,065,605.52
	GLENDORA, CITY OF (ComNet)	\$79,277.37	\$82,295.49	\$84,543.92	\$87,691.21	\$90,962.33	\$94,359.68	\$519,130.00
	GLENDORA, CITY OF	\$17,574.67	\$18,243.75	\$18,742.19	\$19,439.90	\$20,165.06	\$20,918.21	\$115,083.78
	AZUSA, CITY OF	\$17,574.67	\$18,243.75	\$18,742.19	\$19,439.90	\$20,165.06	\$20,918.21	\$115,083.78
	BALDWIN PARK POLICE DEPT, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67
	COVINA, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67
	LA VERNE POLICE DEPT, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67
WEST COVINA POLICE DEPT, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67	
SUB-TOTAL		\$1,971,357.44	\$2,045,259.07	\$2,122,335.24	\$2,201,342.76	\$2,283,458.87	\$2,368,743.69	\$12,992,497.08
ICI Subscriber Agencies	BELL, CITY OF	\$14,880.92	\$15,447.45	\$15,869.49	\$16,460.26	\$17,074.27	\$17,711.98	\$97,444.38
	ARCADIA, CITY OF	\$20,688.06	\$21,475.66	\$22,062.40	\$22,883.71	\$23,737.34	\$24,623.90	\$135,471.08
	BELL GARDENS POLICE DEPT, CITY OF	\$17,062.79	\$17,712.37	\$18,196.30	\$18,873.69	\$19,577.73	\$20,308.94	\$111,731.82
	DOWNEY FIRE DEPT	\$22,719.56	\$23,135.27	\$24,899.14	\$25,826.05	\$26,789.44	\$27,789.99	\$151,159.46
	DOWNEY POLICE DEPT, CITY OF	\$24,263.60	\$25,187.33	\$25,875.48	\$26,838.74	\$27,839.90	\$28,879.69	\$158,884.75
	EL MONTE POLICE DEPT	\$24,468.02	\$24,915.73	\$26,815.34	\$27,813.59	\$28,851.11	\$29,928.67	\$162,792.46
	HUNTINGTON PARK	\$17,574.29	\$18,243.35	\$18,741.78	\$19,439.48	\$20,164.62	\$20,917.75	\$115,081.28
	MONTEREY PARK, CITY OF	\$24,263.60	\$25,187.33	\$25,875.48	\$26,838.74	\$27,839.90	\$28,879.69	\$158,884.75
	SOUTH GATE, CITY OF	\$21,728.06	\$22,555.26	\$23,171.50	\$24,034.10	\$24,930.64	\$25,861.77	\$142,281.33
	SAN GABRIEL, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67
	GLENDALE, CITY OF (Verdugo Fire)	\$73,799.87	\$76,609.46	\$78,702.54	\$81,632.38	\$84,677.49	\$87,840.11	\$483,261.86
	VERNON, CITY OF	\$17,574.67	\$18,243.75	\$18,742.19	\$19,439.90	\$20,165.06	\$20,918.21	\$115,083.78
	WHITTIER POLICE DEPT	\$26,130.90	\$27,125.71	\$27,866.83	\$28,904.22	\$29,982.42	\$31,102.23	\$171,112.31
SUB-TOTAL		\$324,829.56	\$336,262.93	\$347,800.76	\$360,748.24	\$374,205.13	\$388,181.31	\$2,132,027.92
TOTAL		\$2,296,187.00	\$2,381,522.00	\$2,470,136.00	\$2,562,091.00	\$2,657,664.00	\$2,756,925.00	\$15,124,525.00

INTERAGENCY COMMUNICATIONS INTEROPERABILITY

SIX-YEAR P25 SYSTEM ADVANCED PLUS SERVICES PROPOSAL

DECEMBER 22, 2021

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

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Motorola Solutions, Inc.
10680 Trenea St., Suite 200.
San Diego, CA 92131 USA

December 22, 2021

Raymond A. Edey, Executive Director
Interagency Communications Interoperability, JPA
613 East Broadway, Suite 200
Glendale, CA 91206

Subject: Interagency Communications Interoperability P25 System Advanced Plus Services Proposal

Dear Mr. Edey:

Motorola Solutions, Inc. ("Motorola") is pleased to have the opportunity to provide Interagency Communications Interoperability, JPA ("ICI") with quality communications equipment and services. The Motorola project team has taken great care to propose a solution that will address your needs and provide exceptional value.

Per ICI's request, Motorola is providing a six-year firm offer for Advanced Plus Services consisting of Advanced Services and System Upgrade Agreement (SUA).

This proposal is subject to the terms and conditions contained in the Amended and Restated Master Purchase and Service Agreement, dated October 31, 2011, between Motorola and the City of Glendale ("Agreement") together with the additional terms enclosed herein. Pricing is as set forth in the existing Los Angeles County Contract. ICI may accept this offer by signing this proposal, which shall act as a Transaction Document as described in the Agreement. This proposal shall remain valid until December 31, 2021.

We thank you for the opportunity to provide ICI with "best in class" service solutions. Our goal is to provide you with the best products and services available in the communications industry. Any questions can be directed to your Motorola Account Executive, Denis Redzepagic at 619-577-3619 or denis.redzepagic@motorolasolutions.com.

Sincerely,
Motorola Solutions, Inc.



Jerry Burch
Territory Vice President

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SECTION 1

EXECUTIVE SUMMARY

Motorola has carefully studied ICI's current approach towards services and software upgrades, and has developed a new strategy which should benefit the ICI system and users in the years to come. A detailed comparison between the current and new approach is shown in the table below.

	Current Approach	New Approach
System Upgrades	One-off Upgrade Approach <ol style="list-style-type: none"> 1. Complex upgrade efforts 2. Missing on new features 3. GGM replacement 4. Very costly 	Subscription to an Upgrade Program <ol style="list-style-type: none"> 1. Upgrades are scheduled in advance and well planned/executed 2. New feature available to ICI to purchase 3. Predictable upgrade cost spread over 6 years 4. Volume discounts
Service Agreements	Individual Service Agreements <ol style="list-style-type: none"> 1. Inconsistent maintenance approach across single network 2. Complex, inconsistent timing and pricing of contracts 3. Higher cost 4. Non-participating agencies leave entire system at risk 	Consistent Maintenance Approach <ol style="list-style-type: none"> 1. All ICI agencies have same Motorola service entitlements 2. Volume discounts 3. Predictable annual maintenance cost per agency over 6 years 4. Consistent pricing per site equipment



SECTION 2

PRICING SUMMARY

The following table provides a breakout of the P25 Advanced Services and System Upgrade Agreement (SUA) over six years.

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	TOTAL
ICI Fiscal Year	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	FY 2026/27	FY 2027/28	
Start Date	7/1/2022	7/1/2023	7/1/2024	7/1/2025	7/1/2026	7/1/2027	
SUA	\$769,754	\$784,746	\$799,918	\$815,276	\$830,828	\$846,579	\$4,847,101
Advanced Services	\$2,296,187	\$2,381,522	\$2,470,136	\$2,562,091	\$2,657,664	\$2,756,925	\$15,124,525
	\$3,065,941	\$3,166,268	\$3,270,054	\$3,377,367	\$3,488,492	\$3,603,504	\$19,971,626

Notes:

Pricing is valid through December 31, 2021.



2.1 SUA PRICING BREAKDOWN PER AGENCY

		SUA - 6 years						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	
ICI Governing Agencies	Master	\$146,371	\$149,222	\$152,107	\$155,027	\$157,985	\$160,980	\$921,691
	DSR	\$41,611	\$42,421	\$43,241	\$44,072	\$44,912	\$45,764	\$262,021
	Burbank	\$30,925	\$31,527	\$32,137	\$32,754	\$33,379	\$34,011	\$194,732
	Beverly Hills	\$25,016	\$25,503	\$25,996	\$26,495	\$27,000	\$27,512	\$157,522
	Culver City	\$9,416	\$9,600	\$9,785	\$9,973	\$10,164	\$10,356	\$59,295
	Glendale	\$104,951	\$106,995	\$109,063	\$111,157	\$113,278	\$115,425	\$660,870
	Montebello	\$60,878	\$62,064	\$63,264	\$64,478	\$65,708	\$66,954	\$383,347
	Pasadena	\$43,557	\$44,405	\$45,263	\$46,132	\$47,012	\$47,904	\$274,273
	Pomona	\$32,553	\$33,187	\$33,828	\$34,478	\$35,135	\$35,802	\$204,983
	Santa Monica	\$34,324	\$34,992	\$35,669	\$36,353	\$37,047	\$37,749	\$216,134
	Torrance/INSB	\$60,102	\$61,273	\$62,457	\$63,657	\$64,871	\$66,101	\$378,461
	ComNet	\$69,018	\$70,362	\$71,723	\$73,100	\$74,494	\$75,906	\$434,604
Subtotal		\$658,721	\$671,551	\$684,534	\$697,677	\$710,986	\$724,465	\$4,147,933
ICI Subscriber Agencies	Arcadia	\$8,165	\$8,324	\$8,485	\$8,648	\$8,813	\$8,980	\$51,416
	Bell	\$5,775	\$5,888	\$6,002	\$6,117	\$6,233	\$6,352	\$36,366
	Bell Gardens	\$7,111	\$7,249	\$7,389	\$7,531	\$7,675	\$7,820	\$44,775
	Downey Fire	\$8,165	\$8,324	\$8,485	\$8,648	\$8,813	\$8,980	\$51,416
	Downey PD	\$10,467	\$10,671	\$10,877	\$11,086	\$11,298	\$11,512	\$65,911
	El Monte	\$10,275	\$10,475	\$10,677	\$10,882	\$11,090	\$11,300	\$64,698
	Huntington Park	\$6,830	\$6,963	\$7,098	\$7,234	\$7,372	\$7,512	\$43,007
	San Gabriel	\$5,775	\$5,888	\$6,002	\$6,117	\$6,233	\$6,352	\$36,366
	South Gate	\$8,358	\$8,521	\$8,685	\$8,852	\$9,021	\$9,192	\$52,629
	Verdugo	\$14,281	\$14,559	\$14,840	\$15,125	\$15,414	\$15,706	\$89,924
	Vernon	\$7,391	\$7,535	\$7,681	\$7,828	\$7,978	\$8,129	\$46,543
	Whittier	\$10,275	\$10,475	\$10,677	\$10,882	\$11,090	\$11,300	\$64,698
	Monterey Park	\$8,165	\$8,324	\$8,485	\$8,648	\$8,813	\$8,980	\$51,416
Subtotal		\$111,033	\$113,195	\$115,384	\$117,599	\$119,842	\$122,114	\$699,168
SUA TOTAL		\$769,754	\$784,746	\$799,918	\$815,276	\$830,828	\$846,579	\$4,847,101

		SUA - 6 years						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	
INSB	El Segundo	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Gardena	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Hawthorne	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Hermosa Beach	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Manhattan Beach	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Redondo Beach	\$6,010	\$6,127	\$6,245	\$6,365	\$6,487	\$6,610	\$37,843
	Torrance	\$24,044	\$24,512	\$24,986	\$25,465	\$25,951	\$26,443	\$151,401
INSB Total		\$60,102	\$61,273	\$62,457	\$63,657	\$64,871	\$66,101	\$378,461
ComNet	Azusa	\$9,671	\$9,859	\$10,050	\$10,243	\$10,438	\$10,636	\$60,895
	Baldwin Park	\$11,939	\$12,172	\$12,407	\$12,645	\$12,886	\$13,131	\$75,180
	Covina	\$11,939	\$12,172	\$12,407	\$12,645	\$12,886	\$13,131	\$75,180
	Glendora	\$9,404	\$9,587	\$9,773	\$9,960	\$10,150	\$10,343	\$59,218
	Irwindale	\$3,188	\$3,250	\$3,313	\$3,376	\$3,441	\$3,506	\$20,074
	La Verne	\$10,938	\$11,151	\$11,367	\$11,585	\$11,806	\$12,030	\$68,877
	West Covina	\$11,939	\$12,172	\$12,407	\$12,645	\$12,886	\$13,131	\$75,180
ComNet Total		\$69,018	\$70,362	\$71,723	\$73,100	\$74,494	\$75,906	\$434,604

2.2 ADVANCED SERVICES PRICING BREAKDOWN PER AGENCY

		ADVANCED SERVICES - 6 YEARS						
Agency		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
ICI Governing Agencies	ICIS JOINT POWERS AUTHORITY (JPA)	\$151,173.70	\$156,928.94	\$161,216.47	\$167,218.02	\$173,455.71	\$179,934.10	\$989,926.95
	ICI - DSR	\$81,311.45	\$84,407.01	\$86,713.13	\$89,941.17	\$93,296.23	\$96,780.74	\$532,449.74
	BURBANK WATER & POWER COMMUNICATIONS	\$97,096.96	\$100,793.48	\$103,547.31	\$107,402.03	\$111,408.42	\$115,569.41	\$635,817.61
	BEVERLY HILLS, CITY OF	\$114,040.84	\$118,382.42	\$121,616.80	\$126,144.19	\$130,849.71	\$135,736.81	\$746,770.77
	CULVER CITY, CITY OF	\$26,442.58	\$27,449.26	\$28,199.21	\$29,248.97	\$30,340.04	\$31,473.21	\$173,153.25
	GLENDALE, CITY OF	\$367,569.94	\$381,563.48	\$391,988.33	\$406,580.76	\$421,747.33	\$437,499.16	\$2,406,949.00
	MONTEBELLO, CITY OF	\$190,982.01	\$198,252.77	\$203,669.32	\$211,251.25	\$219,131.50	\$227,315.84	\$1,250,602.70
	PASADENA, CITY OF	\$211,846.50	\$215,722.79	\$232,169.81	\$240,812.73	\$249,795.70	\$259,125.31	\$1,409,472.84
	POMONA, CITY OF	\$139,824.53	\$145,147.71	\$149,113.35	\$154,664.35	\$160,433.75	\$166,425.79	\$915,609.48
	SANTA MONICA POLICE DEPT	\$146,974.43	\$159,835.04	\$164,201.96	\$170,314.66	\$176,667.86	\$183,266.22	\$1,001,260.18
	INSB, PRIME SITE	\$37,304.53	\$38,724.73	\$39,782.74	\$41,263.72	\$42,802.97	\$44,401.62	\$244,280.31
	TORRANCE CONSOLES	\$53,499.45	\$54,478.36	\$58,631.87	\$60,814.54	\$63,083.09	\$65,439.18	\$355,946.50
	INSB RF SITES	\$160,162.97	\$163,093.10	\$175,527.56	\$182,061.87	\$188,853.27	\$195,906.75	\$1,065,605.52
	GLENDORA, CITY OF (ComNet)	\$79,277.37	\$82,295.49	\$84,543.92	\$87,691.21	\$90,962.33	\$94,359.68	\$519,130.00
	GLENDORA, CITY OF	\$17,574.67	\$18,243.75	\$18,742.19	\$19,439.90	\$20,165.06	\$20,918.21	\$115,083.78
	AZUSA, CITY OF	\$17,574.67	\$18,243.75	\$18,742.19	\$19,439.90	\$20,165.06	\$20,918.21	\$115,083.78
	BALDWIN PARK POLICE DEPT, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67
	COVINA, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67
LA VERNE POLICE DEPT, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67	
WEST COVINA POLICE DEPT, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67	
SUB-TOTAL		\$1,971,357.44	\$2,045,259.07	\$2,122,335.24	\$2,201,342.76	\$2,283,458.87	\$2,368,743.69	\$12,992,497.08
ICI Subscriber Agencies	BELL, CITY OF	\$14,880.92	\$15,447.45	\$15,869.49	\$16,460.26	\$17,074.27	\$17,711.98	\$97,444.38
	ARCADIA, CITY OF	\$20,688.06	\$21,475.66	\$22,062.40	\$22,883.71	\$23,737.34	\$24,623.90	\$135,471.08
	BELL GARDENS POLICE DEPT, CITY OF	\$17,062.79	\$17,712.37	\$18,196.30	\$18,873.69	\$19,577.73	\$20,308.94	\$111,731.82
	DOWNEY FIRE DEPT	\$22,719.56	\$23,135.27	\$24,899.14	\$25,826.05	\$26,789.44	\$27,789.99	\$151,159.46
	DOWNEY POLICE DEPT, CITY OF	\$24,263.60	\$25,187.33	\$25,875.48	\$26,838.74	\$27,839.90	\$28,879.69	\$158,884.75
	EL MONTE POLICE DEPT	\$24,468.02	\$24,915.73	\$26,815.34	\$27,813.59	\$28,851.11	\$29,928.67	\$162,792.46
	HUNTINGTON PARK	\$17,574.29	\$18,243.35	\$18,741.78	\$19,439.48	\$20,164.62	\$20,917.75	\$115,081.28
	MONTEREY PARK, CITY OF	\$24,263.60	\$25,187.33	\$25,875.48	\$26,838.74	\$27,839.90	\$28,879.69	\$158,884.75
	SOUTH GATE, CITY OF	\$21,728.06	\$22,555.26	\$23,171.50	\$24,034.10	\$24,930.64	\$25,861.77	\$142,281.33
	SAN GABRIEL, CITY OF	\$19,675.21	\$20,424.25	\$20,982.27	\$21,763.37	\$22,575.20	\$23,418.37	\$128,838.67
	GLENDALE, CITY OF (Verdugo Fire)	\$73,799.87	\$76,609.46	\$78,702.54	\$81,632.38	\$84,677.49	\$87,840.11	\$483,261.86
	VERNON, CITY OF	\$17,574.67	\$18,243.75	\$18,742.19	\$19,439.90	\$20,165.06	\$20,918.21	\$115,083.78
WHITTIER POLICE DEPT	\$26,130.90	\$27,125.71	\$27,866.83	\$28,904.22	\$29,982.42	\$31,102.23	\$171,112.31	
SUB-TOTAL		\$324,829.56	\$336,262.93	\$347,800.76	\$360,748.24	\$374,205.13	\$388,181.31	\$2,132,027.92
TOTAL		\$2,296,187.00	\$2,381,522.00	\$2,470,136.00	\$2,562,091.00	\$2,657,664.00	\$2,756,925.00	\$15,124,525.00

2.3 PAYMENT TERMS

For SUA and Advanced Services, Motorola will invoice ICI, JPA annually in advance of each year of the plan for their portion of the contract, as detailed in the sections 2.1 and 2.2.

Subscriber Agencies will be invoiced individually on annual basis in advance of each year of the plan for their portion of the contract, as detailed in the sections 2.1 and 2.2.



SECTION 3

SOLUTION DESCRIPTION

Motorola is pleased to propose to ICI its Advanced Plus Services package for 6 years consisting of Advanced Services and System Upgrade Agreement.

3.1 ADVANCED SERVICES FOR MASTER, RF, AND CONSOLE SITES

In order to ensure that Interagency Communications Interoperability (“ICI”) has access to technical support teams and resources for troubleshooting and maintenance, Motorola proposes Advanced Services to ICI. Appropriate for customers who need immediate access to Motorola’s technical personnel, Advanced Services provide remote assistance to address unforeseen network events, make necessary repairs to network components, and deliver patches to keep ICI’s system secure. The proposed offering consists of the following specific services.

- Network Event Monitoring
- Technical Support
- Network Hardware Repair with Advanced Replacement
- Remote Security Update Service (RSUS)
- On-site Infrastructure Response
- Annual Preventive Maintenance
- Security Monitoring

These services will be delivered to ICI through a centralized team within Motorola’s Solutions Support Center (SSC), which operates on a 24 x 7 x 365 basis; and through Motorola’s Repair Depot, which will ensure that equipment is repaired to the highest quality standards.

The above described services vary across network components as described below.

System Element	Services Offer	
	SUA II	Advanced Services
Master and DSR	Yes	Yes
Prime Sites and RF Sites	Yes	Yes
Consoles	Yes	Yes
NICE	No	No
Genesis	No	No
Microwave	No	No
Backhaul MPLS Routers	No	No

Full descriptions of Advanced Services may be found in Section 4 - Advanced Services Statement of Work for Master, RF, and Console Site Support”.



3.2 SYSTEM UPGRADE AGREEMENT (SUA)

The System Upgrade Agreement (SUA) provides for radio network technology refresh as needed to keep the system in a “standard support” window for the duration of the six-year contract period.

Keeping the system in a standard support window ensures the following:

- Best-in-class cyber-security technology through Anti-virus updates, vetted 3rd party, and MSI software patches
- Access to expansion components when needed to add RF and console sites and even new (unknown today) features
- Access to Motorola support services as needed

When needed, the SUA will cover update or replacement of relevant components in the following radio network subsystems:

- Master site (includes DSR)
- RF sites (includes 10 Prime sites, 38 Remote sites)
- Console sites (includes 32 Dispatch site locations)
 - Excludes consolettes, radios and antenna systems
- MCC 7500 Subsystem (includes 168 MCC7500 Operator Positions, 4 AIS)

Based on current lifecycle support of various components that compose the radio network we anticipate that system upgrades will occur approximately every two years with items listed below updated or refreshed when no longer supportable.

Component	Typical Refresh Cadence
Motorola System Release Software	2 Years
3rd Party Software Applications	3 Years
Operating Systems	3-5 Years
Databases	3-5 Years
Servers	3-4 Years
Switches	5-6 Years
Routers	3-5 Years
PCs	2-3 Years
Firewalls	3-5 Years
MSI - RF site equipment Field Replaceable Units (FRUs)	8-10 Years

Details and scope of coverage can be found in Section 5 – ASTRO 25 System Upgrade Agreement II (SUA II) Statement of Work.

SECTION 4

ADVANCED SERVICES STATEMENT OF WORK FOR MASTER, RF, AND CONSOLE SITE SUPPORT

4.1 OVERVIEW

Motorola Solutions' ASTRO® 25 Advanced Services ("Advanced Services") provide an integrated and comprehensive sustainment program for fixed end network infrastructure equipment located at the network core, RF sites, and dispatch sites. Advanced Services do not include maintenance for mobile devices, portable devices, or network backhaul equipment.

Advanced Services consist of the following elements:

- Network Event Monitoring.
- Remote Technical Support.
- Network Hardware Repair.
- Remote Security Update Service.
- On-site Infrastructure Response.
- Annual Preventive Maintenance.
- Security Monitoring.

Each of these elements is summarized below and expanded upon in Section 4.4. In the event of a conflict between the descriptions below and an individual subsection of Section 4.4, the individual subsection prevails.

This Statement of Work ("SOW"), including all of its subsections and attachments is an integral part of the applicable agreement ("Agreement") between Motorola Solutions, Inc. ("Motorola Solutions") and the customer ("Customer").

In order to receive the services as defined within this SOW, the Customer is required to keep the system within a standard support period as described in Motorola Solutions' [Software Support Policy \("SwSP"\)](#).

Network Event Monitoring

Real-time, continuous ASTRO 25 radio communications network monitoring and event management. Using sophisticated tools for remote monitoring and event characterization, Motorola Solutions will assess events, determine the appropriate response, and initiate that response. Possible responses include remotely addressing the issue, escalation to product technical support groups, and dispatch of designated field technical resources.



Remote Technical Support

Motorola Solutions will provide telephone consultation with specialists skilled at diagnosing and swiftly resolving infrastructure operational technical issues that require a high level of ASTRO 25 network experience and troubleshooting capabilities.

Network Hardware Repair

Motorola Solutions will repair Motorola Solutions-manufactured infrastructure equipment and select third-party manufactured infrastructure equipment supplied by Motorola Solutions. Motorola Solutions coordinates the equipment repair logistics process.

Remote Security Update Service

Motorola Solutions will pre-test third-party security updates to verify they are compatible with the ASTRO 25 network, and remotely push the updates to the Customer's network.

On-site Infrastructure Response

When needed to resolve equipment malfunctions, Motorola Solutions will dispatch qualified local technicians to the Customer's location to diagnose and restore the communications network. Technicians will perform diagnostics on impacted hardware and replace defective components. The service technician's response time will be based on pre-defined incident priority levels.

Annual Preventive Maintenance

Qualified field service technicians will perform regularly scheduled operational testing and alignment of infrastructure and network components to verify those components comply with the original manufacturer's specifications.

Security Monitoring

Real-time, continuous ASTRO 25 radio network security elements monitoring by specialized security technologists with extensive experience working with ASTRO 25 mission-critical networks. For highly complex or unusual security events, Motorola Solutions technologists have direct access to Motorola Solutions engineers for rapid resolution.

4.2 MOTOROLA SOLUTIONS SERVICE DELIVERY ECOSYSTEM

Advanced Services are delivered through a tailored combination of local field service personnel, centralized teams equipped with a sophisticated service delivery platform, product repair depots, and MyView Portal. These service entities will collaborate to swiftly analyze issues, accurately diagnose root causes, and promptly resolve issues to restore the Customer's network to normal operations.

4.2.1 Centralized Managed Support Operations

The cornerstone of Motorola Solutions' support process is the Centralized Managed Support Operations ("CMSO") organization, which includes the Service Desk and technical support teams. The CMSO is staffed 24x7x365 by experienced personnel, including service desk specialists, security analysts, and operations managers.

The Service Desk provides a single point of contact for all service related items, including communications between the Customer, Motorola Solutions, and third-party subcontractors.

The Service Desk processes service requests, service incidents, change requests, and dispatching, and communicates with stakeholders in accordance with pre-defined response times.

All incoming transactions through the Service Desk are recorded, tracked, and updated through the Motorola Solutions Customer Relationship Management (“CRM”) system. The Service Desk also documents Customer inquiries, requests, concerns, and related tickets.

The CMSO coordinates with the field service organization that will serve the Customer locally.

4.2.2 Field Service

Motorola Solutions authorized and qualified field service technicians perform on-site infrastructure response, field repair, and preventive maintenance tasks. These technicians are integrated with the Service Desk and with technical support teams and product engineering as required to resolve repair and maintenance requests.

4.2.3 Customer Support Manager

A Motorola Solutions Customer Support Manager (“CSM”) will be the Customer’s key point of contact for defining and administering services. The CSM’s initial responsibility is to create the Customer Support Plan (“CSP”) in collaboration with the Customer.

The CSP functions as an operating document that personalizes the services described in this document. The CSP contains Customer-specific information, such as site names, site access directions, key contact persons, incident handling instructions, and escalation paths for special issues. The CSP also defines the division of responsibilities between the Customer and Motorola Solutions so response protocols are pre-defined and well understood when the need arises.

The CSP governs how the services will be performed and will be automatically integrated into this Statement of Work by this reference. The CSM and Customer will review and amend the CSP on a mutually agreed cadence so the CSP remains current and effective in governing the Advanced Services.

4.2.4 Repair Depot

The Motorola Solutions Repair Depot provides the Customer with a central repair location, eliminating the need to send network equipment to multiple vendor locations for repair. All products sent to the Depot are tracked throughout the repair process, from inbound shipment to return, through a case management system that enables Customer representatives to see repair status.

4.2.5 MyView Portal

Supplementing the CSM and the Service Desk as the Customer points of contact, MyView Portal is a web-based platform that provides network maintenance and operations information. The portal is accessed from a desktop, laptop, tablet, or smartphone web browser.



Figure 4-1: MyView Portal offers real-time, role-based access to critical network and services information.

The information available includes:

- **Network Event Monitoring:** Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Remote Technical Support:** Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Network Hardware Repair:** Track return material authorizations (“RMA”) shipped to Motorola Solutions’ repair depot and eliminate the need to call for status updates. In certain countries, customers will also have the ability to create new RMA requests online.
- **Remote Security Update Service:** View patch history and status of recently completed security updates.
- **On-site Infrastructure Response:** Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Annual Preventive Maintenance:** View incident status and details of each annual change request for preventive maintenance, including completed checklist information for the incident.
- **Security Monitoring:** Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Orders and Contract Information:** View available information regarding orders, service contracts, and service coverage details.

The data presented in MyView Portal is provided to support the services described in the following sections, which define the terms of any service delivery commitments associated with this data.

4.3 CONNECTIVITY SPECIFICATIONS

The Advanced Services package requires available internet connectivity provided by the Customer. A minimum connection of 2 Mbps is necessary to enable remote monitoring and update services.

4.4 ADVANCED SERVICES DETAILED DESCRIPTION

Due to the interdependence between deliverables within the detailed sections, any changes to or any cancellation of any individual section may require a scope review and price revision.

4.4.1 Network Event Monitoring

Network Event Monitoring provides continuous real-time fault monitoring for radio communications networks. Motorola Solutions uses a defined set of tools to remotely monitor the Customer's ASTRO 25 radio network and characterize network events. When an actionable event takes place, it becomes an incident. Centralized Managed Support Operations ("CMSO") technologists acknowledge and assess these incidents, and initiate a defined response.

4.4.1.1 Description of Service

With Network Event Monitoring, Motorola Solutions uses a Managed Services Suite of Tools ("MSST") to detect events 24/7 as they occur, analyze them, and escalate them to the Network Operation Center ("NOC"). Incidents will be generated automatically based on the criteria shown in Table 4-1.

Table 4-1: Alarm Threshold Rule Options for all Event Types

Standard Threshold	Optional Threshold
An incident will be triggered if an event fulfills one of the two following criteria: <ul style="list-style-type: none">Event occurs 5 times in 30 minutes.Event causes 10 minutes of continuous downtime for a monitored component.	An incident will be triggered if an event fulfills one of the two following criteria: <ul style="list-style-type: none">Event occurs 7 times in 30 minutes.Event causes 15 minutes of continuous downtime for a monitored component.

The CMSO NOC agent assigns a priority level to an incident, then initiates a response in accordance with the Customer Handling Procedure ("CHP"). Depending on the incident, Motorola Solutions' response may include continued monitoring for further incident development, remote remediation by technical support, dispatching a field service technician, or other actions Motorola Solutions determines necessary.

To prevent duplicate incidents from being generated by the same root cause, Motorola Solutions employs an auto triage process that groups related incidents. The auto triage process therefore automatically assigns grouped incidents to a field service technician, enabling the resolution of these incidents together if the root alarm has been addressed.

Motorola Solutions uses a set of standard templates to record key information on service process, defined actions, and points of contact for the Customer's service. In the event of an

incident, Motorola Solutions and the Customer can reference these templates. When information is updated, it will be organized in four categories:

- Open – Motorola Solutions' points of contact for dispatch permissions, entitlement information, and knowledge management.
- Vendor – Escalation and contact information.
- Resolution – Incident closure information.
- Site Arrival – Site arrival and exit process information.

The Customer will be able to access information on Network Event Monitoring activities via MyView Portal, including incident management reports. Any specific remediation and action notes from Motorola Solutions' CMSO or field service technicians will be available for the Customer to review as well.

Service Configuration Portal-Lite ("SCP-Lite"), which can be accessed through MyView Portal, provides a read only view of the Customer's current service configuration, including site parameters, notification preferences, and dispatch information. If the Customer or Motorola Solutions make changes to the network, the updated information will be incorporated into SCP-Lite allowing the Customer a view of the ASTRO 25 radio network's state.

4.4.1.2 Scope

Network Event Monitoring is available 24 hours a day, 7 days a week. Incidents generated by the monitoring service will be handled in accordance with Section 4.5: Priority Level Definitions and Response Times.

Network Event Monitoring is a globally provided service unless limited by data export control or other applicable local and regional regulations. Timeframes are based on the Customer's local time zone.

4.4.1.3 Inclusions

Network Event Monitoring is available for the devices listed in Section 4.4.1.9: Monitored Elements.

4.4.1.4 Motorola Solutions Responsibilities

- Provide a dedicated network connection necessary for monitoring the Customer's communication network. Section 4.4.1.7: Connectivity Matrix describes available connectivity options.
- If determined necessary by Motorola Solutions, provide Motorola Solutions-owned equipment at the Customer's premises for monitoring network elements. The type of equipment and location of deployment is listed in Section 4.4.1.8: Motorola Solutions Owned and Supplied Equipment.
- Verify connectivity and event monitoring prior to system acceptance or start date.
- Monitor system continuously during hours designated in the Customer Support Plan ("CSP"), and in accordance with Section 4.5: Priority Level Definitions and Response Times.
- Remotely access the Customer's system to perform remote diagnosis as permitted by the Customer pursuant to Section 4.4.1.6: Customer Responsibilities.

- Create an incident, as necessary. Gather information to perform the following:
 - Characterize the issue.
 - Determine a plan of action.
 - Assign and track the incident to resolution.
- Provide the Customer with a link to access system configuration info, site info, system notifications, and system notes.
- Cooperate with the Customer to coordinate the transition of monitoring responsibilities between Motorola Solutions and the Customer as specified in Section 4.4.1.6: Customer Responsibilities.
- If the Customer's technician designated in the CSP is Mobile OSS ("MOSS") enabled, the incident will be Automatically Dispatched to MOSS. Otherwise, the incident will be sent to the CMSO Service Desk.
- Maintain communication as needed with the Customer in the field until incident resolution.
- Provide available information on incident resolution to the Customer.

4.4.1.5 Limitations and Exclusions

- The following activities are outside the scope of the Network Monitoring service:
 - Motorola Solutions will not monitor any elements outside of the Customer's ASTRO 25 network, or monitor infrastructure provided by a third party, unless specifically stated. Monitored elements must be within the ASTRO 25 radio network and capable of sending alerts to the Unified Event Manager ("UEM").
 - Additional support charges above contracted service agreement fees may apply if Motorola Solutions determines that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola Solutions.
 - Monitoring of network transport, such as WAN ports, WAN cloud, and redundant paths, unless provided by supplemental service outside this standard scope.

4.4.1.6 Customer Responsibilities

- Allow Motorola Solutions continuous remote access to enable the monitoring service.
- Provide continuous utility service to any Motorola Solutions equipment installed or used at the Customer's premises to support delivery of the service. The Customer agrees to take reasonable due care to secure the Motorola Solutions equipment from theft or damage while on the Customer's premises.
- Prior to contract start date, provide Motorola Solutions with pre-defined information necessary to complete a CSP, including:
 - Incident notification preferences and procedure.
 - Repair verification preference and procedure.
 - Database and escalation procedure forms.
- Submit timely changes in any information supplied to Motorola Solutions and included in the CSP to the Customer Support Manager ("CSM").
- Notify the CMSO when the Customer performs any activity that impacts the system. Activity that impacts the system may include, but is not limited to: installing software or hardware upgrades, performing upgrades to the network, renaming elements or devices within the network, and taking down part of the system to perform maintenance.
- Send system configuration change requests to Motorola Solutions' CSM.



- Allow Motorola Solutions' field service technician, if designated in the CSP, access to equipment, including any connectivity or monitoring equipment, if remote service is not possible.
- Allow Motorola Solutions' field service technician, if designated in the CSP, access to remove Motorola Solutions-owned monitoring equipment upon cancellation of service.
- Provide Motorola Solutions with all Customer-managed passwords required to access the Customer's system upon request, when opening a request for service support, or when needed to enable response to a technical issue.
- Pay additional support charges above the contracted service agreements that may apply if it is determined that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola Solutions.
- In the event that Motorola Solutions agrees in writing to provide supplemental monitoring for third-party elements provided by the Customer, the Customer agrees to obtain third party consents or licenses required to enable Motorola Solutions to provide the monitoring service.
- Cooperate with Motorola Solutions and perform reasonable or necessary acts to enable Motorola Solutions to provide these services.
- Contact Motorola Solutions to coordinate transition of monitoring when the responsibility for monitoring needs to be transferred to or from Motorola Solutions, as specified in pre-defined information provided in the Customer's CSP. An example of a transfer scenario is transferring monitoring from Motorola Solutions for network monitoring after normal business hours.
 - Upon contact, the Customer must provide Motorola Solutions with customer name, site ID, status on any open incidents, priority level of any open incidents, brief descriptions of any ongoing incident, and action plan for resolving those incidents.
- Acknowledge that incidents will be handled in accordance with Section 4.5: Priority Level Definitions and Response Times.

4.4.1.7 Connectivity Matrix

Request connectivity eight weeks in advance of service start date.

Table 4-2: Available Connectivity

System Type	Available Connectivity	Set up and Maintenance
ASTRO® 25	Internet VPN	Motorola Solutions
ASTRO® 25	Ethernet	Motorola Solutions

4.4.1.8 Motorola Solutions Owned and Supplied Equipment

This table identifies equipment that Motorola Solutions will supply to support the network monitoring service for the duration of the service.

Table 4-3: Motorola Solutions Owned and Supplied Equipment

Equipment Type	Location Installed
Firewall/Router	Master Site
Service Delivery Management Server	Master Site for each Zone

4.4.1.9 Monitored Elements

This table identifies the elements that can be monitored by the service. The specific quantities of each element to be monitored on the Customer's system will be inventoried in the CSP.

Table 4-4: Monitored Elements

Monitored Elements		
Active Directory	Enrichment Testing	Probe
Agent	Environmental	QUANTAR
AIS	ESX	Radio Interface
AMB	Exit Router	RDM
Application Server	Firewall	RFDS
APX Cloud Application	GAS Server	RGU
ATR	Gateway	RNG
AUC	Gateway Router	Router
Backup Server	Gateway Unit	RTU
Base Radio	GIS Server	SCOM Server
Call Processor	HSS	Short Data Router
CAM	Infrastructure (CHI CAM)	Site
Camera	Install Server	Statistical Server
CBSD	LAN Switch	Storage Networking
CCGW	Licensing Service	Switch
CEB	Link	Telephony
Channel	Load Balancer	TENSR
Client Station	Logging Recorder	Terminal Server
CommandCentral AXS dispatch console	Logging Replay Station	Time Keeper
Controller	MGEG	Training App
Conventional	Microwave	Training Database
Core	MME	TRAK
Core Router	MOSCAD Server	Trap Forwarder
Data Processing	Network Address	UCS
Database Server	Network Device	UEM
Data Warehouse Server	NTP	Virtual Machine
Device Configuration Server	OP	VMS
DIU	OSP	VPM
DNS	Packet Data Gateway	WSGU
Domain Controller	Physical Host Environmental	ZDS
DSC 8000 Site Controller	Physical Host Power and Network	Zone Controller
eNodeB	Power Distribution Unit	

4.4.2 Remote Technical Support

Motorola Solutions' Remote Technical Support service provides telephone consultation for technical issues that require a high level of ASTRO 25 network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Solutions Centralized Managed Support Operations ("CMSO") organization by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola Solutions applies leading industry standards in recording, monitoring, escalating, and reporting for technical support calls from its contracted customers to provide the support needed to maintain mission-critical systems.

4.4.2.1 Description of Service

The CMSO organization's primary goal is Customer Issue Resolution ("CIR"), providing incident restoration and service request fulfillment for Motorola Solutions' currently supported infrastructure. This team of highly skilled, knowledgeable, and experienced specialists is an integral part of the support and technical issue resolution process. The CMSO supports the Customer remotely using a variety of tools, including fault diagnostics tools, simulation networks, and fault database search engines.

Calls requiring incidents or service requests will be logged in Motorola Solutions' Customer Relationship Management ("CRM") system, and Motorola Solutions will track the progress of each incident from initial capture to resolution. This helps ensure that technical issues are prioritized, updated, tracked, and escalated as necessary, until resolution. Motorola Solutions will advise and inform Customer of incident resolution progress and tasks that require further investigation and assistance from the Customer's technical resources.

The CMSO Operations Center classifies and responds to each technical support request in accordance with Section 4.5: Priority Level Definitions and Response Times.

This service requires the Customer to provide a suitably trained technical resource that delivers maintenance and support to the Customer's system, and who is familiar with the operation of that system. Motorola Solutions provides technical consultants to support the local resource in the timely closure of infrastructure, performance, and operational issues.

4.4.2.2 Scope

The CMSO Service Desk is available via telephone 24 hours per day, 7 days per week, and 365 days per year to receive and log requests for technical support. Remote Technical Support service is provided in accordance with Section 4.5: Priority Level Definitions and Response Times.

4.4.2.3 Inclusions

Remote Technical Support service will be delivered for Motorola Solutions-provided infrastructure, including integrated third-party products.

4.4.2.4 Motorola Solutions Responsibilities

- Maintain availability of the Motorola Solutions CMSO Service Desk via telephone (800-MSI-HELP) 24 hours per day, 7 days per week, and 365 days per year to receive, log, and classify Customer requests for support.
- Respond to incidents and technical service requests in accordance with Section 4.5: Priority Level Definitions and Response Times.
- Provide caller a plan of action outlining additional requirements, activities, or information required to achieve restoral/fulfillment.
- Maintain communication with the Customer in the field as needed until resolution of the incident.
- Coordinate technical resolutions with agreed upon third-party vendors, as needed.
- Escalate support issues to additional Motorola Solutions technical resources, as applicable.
- Determine, in its sole discretion, when an incident requires more than the Remote Technical Support services described in this SOW and notify the Customer of an alternative course of action.

4.4.2.5 Limitations and Exclusions

The following activities are outside the scope of the Remote Technical Support service:

- Customer training.
- Remote Technical Support for network transport equipment or third-party products not sold by Motorola Solutions.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.

4.4.2.6 Customer Responsibilities

- Prior to contract start date, provide Motorola Solutions with pre-defined information necessary to complete Customer Support Plan ("CSP").
- Submit timely changes in any information supplied in the CSP to the Customer Support Manager ("CSM").
- Contact the CMSO Service Desk to engage the Remote Technical Support service when needed, providing the necessary information for proper entitlement services. This information includes, but is not limited to, the name of contact, name of Customer, system ID number, site(s) in question, and a brief description of the problem that contains pertinent information for initial issue classification.
- Maintain suitably trained technical resources familiar with the operation of the Customer's system to provide field maintenance and technical maintenance services for the system.
- Supply suitably skilled and trained on-site presence when requested.
- Validate issue resolution in a timely manner prior to close of the incident.
- Acknowledge that incidents will be addressed in accordance with Section 4.5: Priority Level Definitions and Response Times.
- Cooperate with Motorola Solutions, and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide Remote Technical Support.
- In the event that Motorola Solutions agrees in writing to provide supplemental Remote Technical Support to third-party elements provided by the Customer, the Customer

agrees to obtain all third-party consents or licenses required to enable Motorola Solutions to provide the service.

4.4.3 Network Hardware Repair with Advanced Replacement

Motorola Solutions will provide hardware repair for Motorola Solutions and select third-party infrastructure equipment supplied by Motorola Solutions. A Motorola Solutions authorized repair depot manages and performs the repair of Motorola Solutions supplied equipment, and coordinates equipment repair logistics.

4.4.3.1 Description of Service

Infrastructure components are repaired at Motorola Solutions-authorized Infrastructure Depot Operations (“IDO”). At Motorola Solutions’ discretion, select third-party infrastructure may be sent to the original equipment manufacturer or third-party vendor for repair.

Network Hardware Repair is also known as Infrastructure Repair.

4.4.3.2 Scope

Repair authorizations are obtained by contacting the Centralized Managed Support Operations (“CMSO”) organization Service Desk, which is available 24 hours a day, 7 days a week. Repair authorizations can also be obtained by contacting the Customer Support Manager (“CSM”).

4.4.3.3 Inclusions

This service is available on Motorola Solutions-provided infrastructure components, including integrated third-party products. Motorola Solutions will make a commercially reasonable effort to repair Motorola Solutions manufactured infrastructure products after product cancellation. The post-cancellation support period of the product will be noted in the product’s end-of-life (“EOL”) notification.

4.4.3.4 Motorola Solutions Responsibilities

- Provide the Customer access to the CMSO Service Desk, operational 24 hours a day and 7 days per week, to request repair service.
- Provide repair return authorization numbers when requested by the Customer.
- Receive malfunctioning infrastructure components from the Customer and document its arrival, repair, and return.
- Conduct the following services for Motorola Solutions infrastructure:
 - Perform an operational check on infrastructure components to determine the nature of the problem.
 - Replace malfunctioning components.
 - Verify that Motorola Solutions infrastructure components are returned to applicable Motorola Solutions factory specifications.
 - Perform a box unit test on serviced infrastructure components.
 - Perform a system test on select infrastructure components.
- Conduct the following services for select third-party infrastructure:

- When applicable, perform pre-diagnostic and repair services to confirm infrastructure component malfunctions and prevent sending infrastructure components with No Trouble Found (“NTF”) to third-party vendor for repair.
- When applicable, ship malfunctioning infrastructure components to the original equipment manufacturer or third-party vendor for repair service.
- Track infrastructure components sent to the original equipment manufacturer or third-party vendor for service.
- When applicable, perform a post-test after repair by original equipment manufacturer or third-party vendor to confirm malfunctioning infrastructure components have been repaired and function properly in a Motorola Solutions system configuration.
- Reprogram repaired infrastructure components to original operating parameters based on software and firmware provided by the Customer, as required in Section 4.4.3.6. If the Customer’s software version and configuration are not provided, shipping will be delayed. If the repair depot determines that infrastructure components are malfunctioning due to a software defect, the repair depot reserves the right to reload these components with a different but equivalent software version.
- Properly package repaired infrastructure components.
- Ship repaired infrastructure components to Customer-specified address during normal operating hours of Monday through Friday from 7:00 a.m. to 7:00 p.m. Central Standard Time (“CST”), excluding holidays. Infrastructure component will be sent using two-day air shipping unless the Customer requests otherwise. Motorola Solutions will pay for shipping unless the Customer requests shipments outside of the above mentioned standard business hours or carrier programs, such as next flight out (“NFO”). In such cases, the Customer will be responsible for paying shipping and handling charges.

4.4.3.5 Limitations and Exclusions

Motorola Solutions may return infrastructure equipment that is no longer supported by Motorola Solutions, the original equipment manufacturer, or a third-party vendor without repairing or replacing it. The following items are excluded from this service:

- All Motorola Solutions infrastructure components over the post-cancellation support period.
- All third-party infrastructure components over the post-cancellation support period.
- All broadband infrastructure components over the post-cancellation support period.
- Physically damaged infrastructure components.
- Third-party equipment not shipped by Motorola Solutions.
- Consumable items including, but not limited to, batteries, connectors, cables, toner or ink cartridges, tower lighting, laptop computers, monitors, keyboards, and mouse.
- Video retrieval from digital in-car video equipment.
- RF infrastructure and backhaul components, including but not limited to, antennas, transmission lines, antenna dehydrators, microwave, line boosters, amplifiers (such as tower top amplifiers and bi-directional amplifiers), logging recorders, data talker wireless transmitters, short haul modems, combiners, multicouplers, duplexers, shelters, shelter HVAC, generators, UPS’s, and test equipment.
- Racks, furniture, and cabinets.
- Non-standard configurations, customer-modified infrastructure, and certain third party infrastructure.
- Firmware or software upgrades.



4.4.3.6 Customer Responsibilities

- Contact or instruct servicer to contact the Motorola Solutions CMSO organization, and request a return authorization number prior to shipping malfunctioning infrastructure components.
- Provide model description, model number, serial number, type of system, software and firmware version, symptom of problem, and address of site location for spare infrastructure components.
- Indicate if Motorola Solutions or third-party infrastructure components being sent in for service were subjected to physical damage or lightning damage.
- Follow Motorola Solutions instructions regarding including or removing firmware and software applications on infrastructure components being sent in for service.
- In the event that the Customer requires repair of equipment that is not contracted under this service at the time of request, the Customer acknowledges that charges may apply to cover shipping, labor, and parts. Motorola Solutions and the Customer will collaborate to agree on payment vehicle that most efficiently facilitates the work, commensurate with the level of urgency that is needed to complete the repair.
- Properly package and ship the malfunctioning component, at the Customer's expense. The Customer is responsible for properly packaging the malfunctioning infrastructure component to ensure it is not damaged in-transit and arrives in repairable condition.
 - Clearly print the return authorization number on the outside of the packaging.
- Maintain versions and configurations for software, applications, and firmware to be installed on repaired equipment.
- Provide Motorola Solutions with proper software and firmware information to reprogram equipment after repair, unless current software has caused this malfunction.
- Cooperate with Motorola Solutions and perform reasonable or necessary acts to enable Motorola Solutions to provide hardware repair services to the Customer.
- At the Customer's cost, obtain all third-party consents or licenses required to enable Motorola Solutions to provide the service.



4.4.3.7 Repair Process

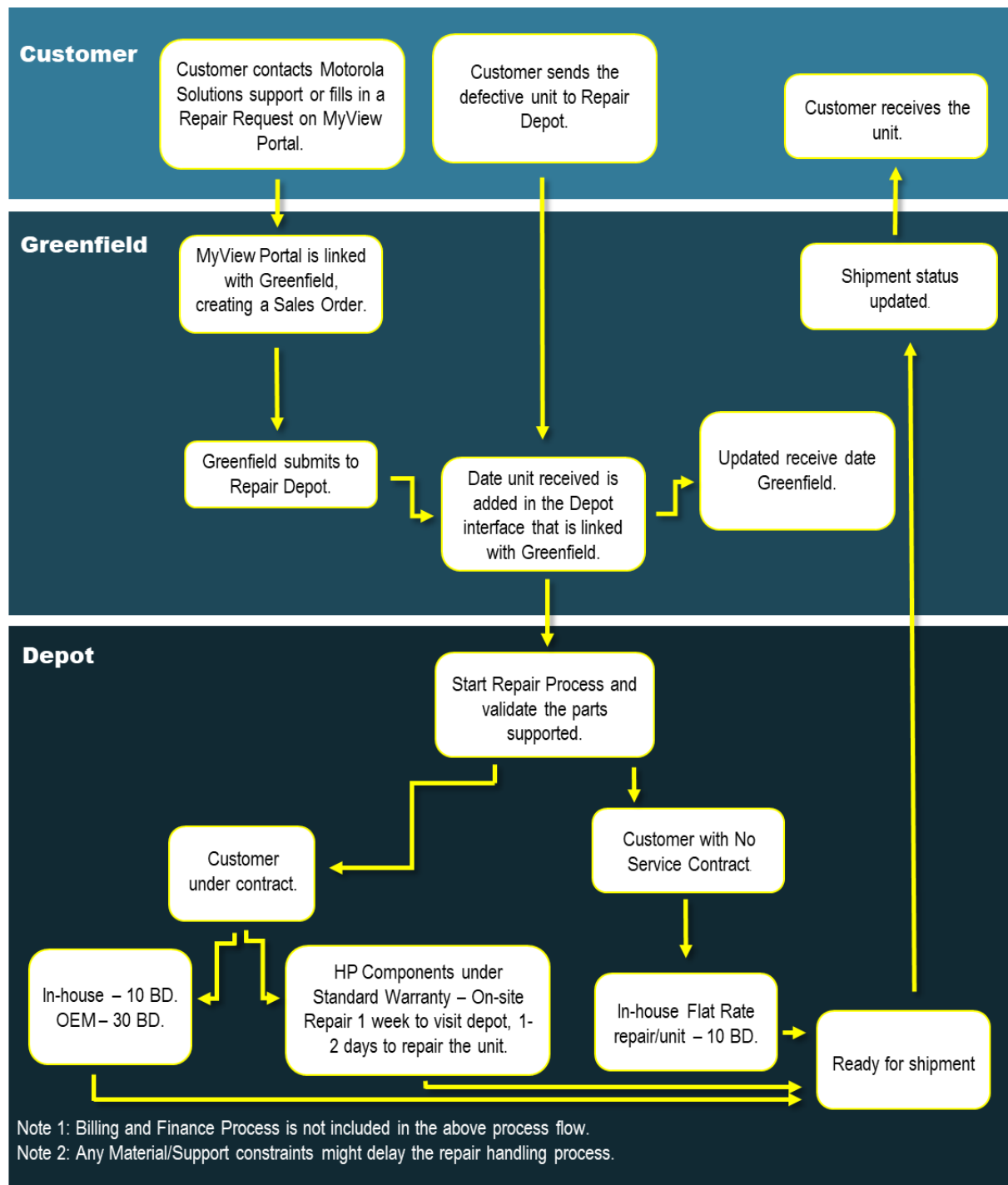


Figure 4-2: Repair Decision Process

4.4.3.8 Advanced Replacement

As an addition to Hardware Repair service, Advanced Replacement is a repair exchange service for Motorola Solutions and select third-party infrastructure components supplied by Motorola Solutions. When available, Motorola Solutions will provide the Customer with advanced replacement units or Field Replacement Units (“FRU”) in exchange for the Customer’s malfunctioning equipment. A Motorola Solutions-authorized repair depot will evaluate and repair malfunctioning equipment, and add that equipment to the depot’s FRU inventory after completing repairs.

Customers who prefer to maintain their own FRU inventory may request a “Loaner” FRU while their unit is being repaired. Refer to Figure 4-3 for details on the unit loan process.

4.4.3.8.1 Added Motorola Solutions Responsibilities for Advanced Replacement

- Use commercially reasonable efforts to maintain FRU inventory on supported platforms.
- Provide new or reconditioned FRU’s to the Customer upon request, subject to availability. The FRU will be an equipment type and version similar to the Customer’s malfunctioning component, and will contain equivalent boards and chips.
- Load firmware and software for equipment that requires programming. The Customer’s software version information must be provided for the replacement FRU to be programmed accordingly. If the Customer’s software version and configuration are not provided, shipping will be delayed.
- Package and ship FRU from the FRU inventory to Customer-specified address.
 - Motorola Solutions will ship FRU as soon as possible, depending on stock availability and requested configuration. FRU will be shipped during normal operating hours of Monday through Friday from 7:00 a.m. to 7:00 p.m. CST, excluding holidays. Motorola Solutions will pay for the shipping to the Customer, unless the Customer requests shipments outside of standard business hours or carrier programs, such as weekend or next flight out (“NFO”) shipment. In such cases, the Customer will be responsible for paying shipping and handling charges.
 - When sending FRU to the Customer, provide a return air bill in order for the Customer to send the Customer’s malfunctioning component. The Customer’s malfunctioning component will become property of the Motorola Solutions repair depot or select third party replacing it, and the Customer will own the FRU.
 - For loaner equipment, Motorola Solutions will ship repaired infrastructure components to Customer-specified address during normal operating hours, Monday through Friday from 7:00 a.m. to 7:00 p.m. CST, excluding holidays. FRU will be sent using two-day air shipping unless the Customer requests otherwise. Motorola Solutions will pay for shipping unless the Customer requests shipments outside of the above mentioned standard business hours or carrier programs, such as NFO. In such cases, the Customer will be responsible for paying shipping and handling charges.
 - When sending a loaner FRU to the Customer, Motorola Solutions will pay for outbound shipping charges. Inbound shipping to Motorola Solutions for repair will be the Customer’s responsibility. Motorola Solutions will repair and return the Customer’s component, and provide a return air bill for the Customer to return the loaner FRU. Refer to Figure 4-3 for the loaner process, and Table 4-5 for shipping charge details.

- Provide repair return authorization (“RA”) number upon Customer request to replace infrastructure components that are not classified as an advanced replacement or loaner FRU.
- Provide a repair RA number so that returned components can be repaired and returned to FRU stock.
- Receive malfunctioning components from the Customer, carry out repairs and testing, and return it to the FRU stock

4.4.3.8.2 Added Customer Responsibilities for Advanced Replacement

- Pay for Advanced Replacement or Loaner FRU shipping from Motorola Solutions repair depot if the Customer requested shipping outside of standard business hours or carrier programs set forth in Section 4.4.3.8.1. See Table 4-5 for shipping charge details.
- Properly package and ship the malfunctioning component using the pre-paid air-bill that arrived with the FRU. The Customer is responsible for properly packaging the malfunctioning infrastructure component to ensure that it is not damaged in transit and arrives in repairable condition. The Customer will be subject to a replacement fee for malfunctioning components returned improperly.
- Within five business days of receipt of the advanced replacement FRU from Motorola Solutions’ FRU inventory, properly package the Customer’s malfunctioning FRU and ship the malfunctioning Infrastructure to Motorola Solutions’ repair depot for evaluation and repair. The Customer must send the return air bill back to the repair depot in order to facilitate proper tracking of the returned infrastructure. The Customer will be subject to a full replacement fee for FRU’s not returned within five business days.
- At the Customer’s expense and risk of loss, the Customer may send a malfunctioning Motorola Solutions or third-party infrastructure component for repairs before a replacement has been sent. In such cases, the malfunctioning component should be properly packaged and shipped to Motorola Solutions.
- Clearly print the return authorization number on the outside of the packaging.



4.4.3.8.3 Replacement Process for Advanced Replacement

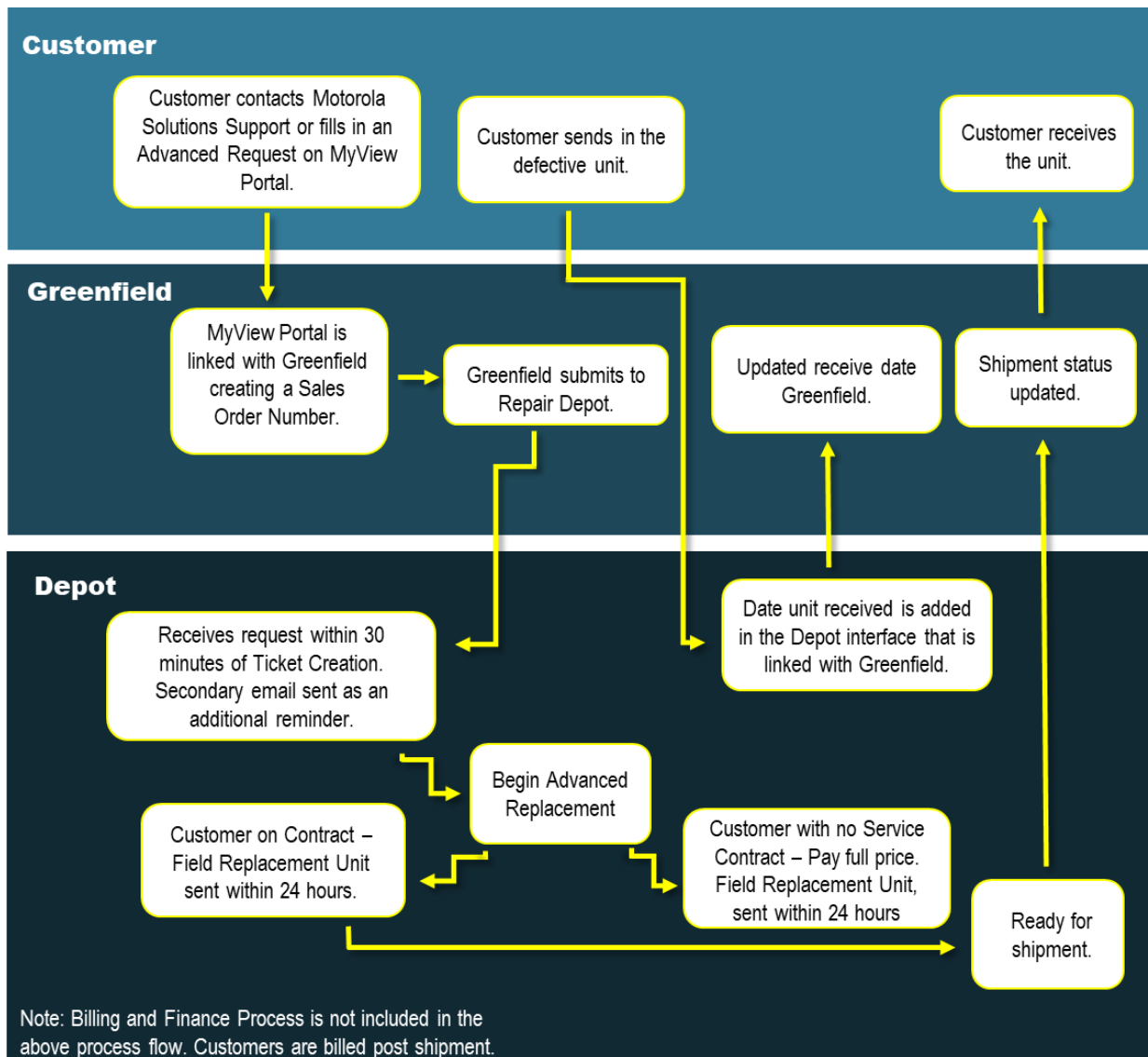


Figure 4-3: Advanced Replacement or Loaner Decision Process

Table 4-5: Shipping Charges and Default Mail Service:

Service	Advanced Replacement Charges Responsibility
Advanced Replacements (Normal Business Hours) Shipped FedEx Overnight or equivalent	Motorola Solutions
Loaner Shipping Outbound to Customer	
Loaner Repair and Return Shipping Outbound to Customer	
Advanced Replacements (Next Flight Out or Other)	Customer
Exchanges or Loaners Shipped Outbound to Customer by Non-Motorola Carrier*	
Loaner Repair Shipping Inbound to Motorola Solutions	
Loaner Installation Labor	

*Motorola Solutions shipping carrier – FedEx

4.4.4 Remote Security Update Service

Motorola Solutions' ASTRO 25 Remote Security Update Service ("RSUS") provides pretested security updates, minimizing cyber risk and software conflicts. These security updates contain operating system security patches and antivirus definitions that have been validated for compatibility with ASTRO 25 systems. Motorola Solutions will remotely deliver tested security updates to the Customer using a network connection. Reboot responsibility is determined by which options are included as part of this service.

The ASTRO 25 Security Update Service ("SUS") and Network Event Monitoring service are prerequisites for RSUS. These prerequisites are included as part of this service package.

4.4.4.1 Description of Service

Motorola Solutions remotely installs pretested security updates on the Customer's network. Motorola Solutions tests security updates for compatibility with ASTRO 25 in a dedicated information assurance lab.

Motorola Solutions will install compatible ASTRO 25 security updates using a remote connection. After installing tested security updates remotely, Motorola Solutions provides the Customer with a report outlining the updates made to the Customer's system. This report will inform the Customer of security update network transfers and installation.

Remote Update Requirements

A reliable connection from Motorola Solutions to the Customer's network is required to enable remote security update installation. Motorola Solutions' Network Event Monitoring service includes the required hardware and maintenance, and is a prerequisite to RSUS. Customer systems with slow and/or unreliable remote site links may impact the speed of RSUS updating and our ability to deliver the service.

In some instances, Motorola Technical Notices (“MTN”) must be applied to enable Motorola Solutions to remotely deploy the latest security updates. MTN installation is not part of RSUS. In the event Motorola Solutions cannot deploy security updates unless one or more MTNs are installed, Motorola Solutions will communicate this to the Customer. The Customer and their Customer Support Manager (“CSM”) will determine how to apply necessary MTNs. Once necessary MTNs are applied to the Customer’s system, Motorola Solutions will continue to remotely deploy security updates.

Connections to other networks, herein referred to as Customer Enterprise Network (“CEN”), are delineated by firewalls. All security updates deployed by RSUS are specific to the equipment included in the ASTRO 25 radio network with only the following exceptions: Key Management Facility (“KMF”) and MCC 7500e consoles.

The Customer may request, via the CSM, that Motorola Solutions remotely updates MCC 7500e consoles and KMF in the Customer’s CEN as part of RSUS, or designate Customer IT resources to install the security updates. The Customer must make the appropriate configuration changes to their firewall allowing access.

Reboot Support

If Reboot Support is included with RSUS, Motorola Solutions provides technician support to reboot impacted Microsoft Windows servers and workstations after operating system security patches have been installed.

4.4.4.2 Scope

RSUS includes pretested security updates for the software listed in Table 4-6. This table also describes the release cadence for security updates.

Table 4-6: Update Cadence

Software	Update Release Cadence
Antivirus Definition Files	Weekly
Microsoft Windows	Monthly
Microsoft Windows SQL Server	Quarterly
Microsoft Windows third party (Adobe Reader)	Monthly
Red Hat Linux (RHEL)	Quarterly
VMWare ESXi Hypervisor	Quarterly
PostgreSQL (From ASTRO 25 7.14 and newer major releases)	Quarterly
McAfee Patch(es)	Quarterly
Dot Hill DAS Firmware	Quarterly
HP SPP Firmware	Quarterly
QNAP Firmware	Quarterly

Motorola Solutions installs security updates during normal business hours. Normal business hours are defined as 8 a.m. to 5 p.m. Central Standard Time on Monday through Friday, excluding Public Holidays. The Customer may submit a formal request that Motorola Solutions personnel work outside of these hours. The Customer may need to pay additional costs for work to be completed outside of normal business hours.

Motorola Solutions will provide an Impact Timeline (“ITL”) to show installation tasks scheduled during normal business hours, including preparation work and the transfer of security updates to local storage or memory. Server and workstation reboots or zone controller rollover will be initiated at the times shared in the ITL.

Intrusive security updates require Customer coordination. Intrusive security updates may require hardware reboots and zone controller rolling (switching from one zone controller to the other) to fully implement. Systems with redundant zone controllers (L2, M2, M3) have low downtime (minutes) as the zone controllers are rolled, but systems with single zone controllers (L1, M1) will be down for longer periods. While rolling the zone controllers, the system will operate in “Site trunking” mode. The Customer will need to be aware of these operational impacts, and coordinate events with users.

4.4.4.3 Inclusions

Supported ASTRO 25 core types and security update delivery methods are included in Table 4-7. This table indicates if Motorola Solutions will provide any RSUS optional services to the Customer. RSUS supports the current Motorola Solutions ASTRO 25 system release and aligns with the established [Software Support Policy \(SwSP\)](#).

Motorola Solutions reserves the right to determine which releases are supported as business conditions dictate. Additional charges may apply in the event of supporting older releases. Contact Motorola Solutions’ assigned Customer Support Manager (“CSM”) for the latest supported releases.

Table 4-7: SUS Packages

Service	ASTRO 25 Core Type	Included
Remote Security Update Service	M Core	X
Remote Security Update Service with Reboot Support	M Core	(Not included)

Responsibilities for rebooting applicable hardware are detailed in Section 4.4.4.7: Reboot Responsibilities.

4.4.4.4 Motorola Solutions Responsibilities

- Remotely deploy updates listed in Section 4.4.4.2: Scope on the Customer’s system. Updates will be installed on the cadence described in that section.
 - As outlined in Section 4.4.4.2: Scope, coordinate and communicate with the Customer when installing updates that will require server reboots, workstation reboots, or both.
 - Install non-intrusive updates, like antivirus definitions, as released without coordination.
- In the event no security updates are released by the OEMs during the usual time period, Motorola Solutions will send a notice that no new security updates were deployed.

4.4.4.5 Limitations and Exclusions

- Systems with non-standard configurations that have not been certified by Motorola Solutions' Systems Integration and Test ("SIT") team are specifically excluded from this service, unless otherwise agreed in writing by Motorola Solutions.
- Interim or unplanned releases outside the supported release cadence.
- Service does not include pretested intrusion detection system ("IDS") signature updates for IDS solutions. However, select vendor IDS signature updates are made available via the secure website. The available vendors may change pursuant to Motorola Solutions' business decisions. The Customer is responsible for complying with all IDS licensing requirements and fees, if any.
- This service does not include releases for Motorola Solutions products that are not ASTRO 25 L, M, and Simplified Core radio network infrastructure equipment. The following are examples of excluded products: WAVE PTX™, Critical Connect, and VESTA® solutions.
- K Core ASTRO 25 systems are excluded.
- Motorola Solutions product updates are not included in these services.
- Shared network infrastructure firmware, such as transport and firewall firmware, are not included in these services.

4.4.4.6 Customer Responsibilities

- This service requires connectivity from Motorola Solutions' CMSO to the Customer's ASTRO 25 system. Procure Motorola Solutions' Network Event Monitoring service, and maintain it for the duration of RSUS contract.
- Refrain from making uncertified changes to the ASTRO 25 system. Consult with Motorola Solutions before making changes to the ASTRO 25 system.
- Be aware of the operational impacts of RSUS update installation, and coordinate the update process with users.
- Coordinate any maintenance or other updates that are not part of RSUS with Motorola Solutions to minimize downtime and redundant efforts.

4.4.4.7 Reboot Responsibilities

Microsoft Windows servers and workstations often need to be rebooted before security updates take full effect and mitigate vulnerabilities. Reboot responsibilities are determined by the specific RSUS package being purchased. Table 4-8 contains the breakdown of responsibilities. Section 4.4.4.3: Inclusions indicates which services are included.



Table 4-8: Reboot Responsibilities Matrix

Remote SUS Package	Motorola Solutions Responsibilities	Customer Responsibilities
Remote Security Update Service	<ul style="list-style-type: none"> Provide a report to the Customer's main contact listing the servers or workstations which must be rebooted to ensure installed security updates become effective. 	<ul style="list-style-type: none"> When a security update requires a reboot, reboot servers and workstations after security updates are installed. <ul style="list-style-type: none"> When remote deployment is in progress, it may be necessary for multiple reboots to be coordinated with Motorola Solutions.
Remote Security Update Service with Reboot Support	<ul style="list-style-type: none"> When a security update requires a reboot, dispatch a technician to reboot servers and workstations after security updates are installed. 	

4.4.4.8 Disclaimer

This service tests OEM security updates. Delivering security updates for specific software depends on OEM support for that software. If an OEM removes support (end-of-life) from deployed software, Motorola Solutions will work with the OEM to reduce the impact, but may remove support for the affected software from this service without notice.

OEMs determine security update schedules, supportability, or release availability without consultation from Motorola Solutions. Motorola Solutions will obtain and test security updates when they are made available, and incorporate those security updates into the next appropriate release.

Motorola Solutions disclaims any warranty with respect to pretested database security updates, hypervisor patches, operating system software patches, intrusion detection sensor signature files, or other third-party files, express or implied. Further, Motorola Solutions disclaims any warranty concerning non-Motorola Solutions software and does not guarantee Customers' systems will be error-free or immune to security breaches as a result of these services.

4.4.5 On-site Infrastructure Response

Motorola Solutions' On-site Infrastructure Response service provides incident management and escalation for on-site technical service requests. The service is delivered by Motorola Solutions' Centralized Managed Support Operations ("CMSO") organization in cooperation with a local service provider.

On-site Infrastructure Response may also be referred to as On-site Support.

4.4.5.1 Description of Service

The Motorola Solutions CMSO Service Desk will receive the Customer's request for on-site service.

The CMSO Dispatch Operations team is responsible for opening incidents, dispatching on-site resources, monitoring issue resolution, and escalating as needed to ensure strict compliance to committed response times.

The dispatched field service technician will travel to the Customer's location to restore the system in accordance with Section 4.5: Priority Level Definitions and Response Times.

Motorola Solutions will manage incidents as described in this SOW. The CMSO Service Desk will maintain contact with the field service technician until incident closure.

4.4.5.2 Scope

On-site Infrastructure Response is available 24 hours a day, 7 days a week in accordance with Section 4.5: Priority Level Definitions and Response Times. Customer's Response Time Classification is designated in the Customer Support Plan.

4.4.5.3 Inclusions

On-site Infrastructure Response is provided for Motorola Solutions-provided infrastructure.

4.4.5.4 Motorola Solutions Responsibilities

- Receive service requests.
- Create an incident when service requests are received. Gather information to characterize the issue, determine a plan of action, and assign and track the incident to resolution.
- Dispatch a field service technician, as required by Motorola Solutions' standard procedures, and provide necessary incident information.
- Provide the required personnel access to relevant Customer information, as needed.
- Motorola Solutions field service technician will perform the following on-site:
 - Run diagnostics on the infrastructure component.
 - Replace defective infrastructure component, as supplied by the Customer.
 - Provide materials, tools, documentation, physical planning manuals, diagnostic and test equipment, and any other material required to perform the maintenance service.
 - If a third-party vendor is needed to restore the system, the vendor can be accompanied onto the Customer's premises.
 - If required by the Customer's repair verification in the Customer Support Plan ("CSP"), verify with the Customer that restoration is complete or system is functional. If verification by the Customer cannot be completed within 20 minutes of restoration, the incident will be closed and the field service technician will be released.
 - Escalate the incident to the appropriate party upon expiration of a response time.
- Close the incident upon receiving notification from the Customer or Motorola Solutions field service technician, indicating the incident is resolved.
- Notify the Customer of incident status, as defined in the CSP and Service Configuration Portal ("SCP"):
 - Open and closed.
 - Open, assigned to the Motorola Solutions field service technician, arrival of the field service technician on-site, delayed, or closed.
- Provide incident activity reports to the Customer, if requested.



4.4.5.5 Customer Responsibilities

- Contact Motorola Solutions, as necessary, to request service.
- Prior to start date, provide Motorola Solutions with the following pre-defined Customer information and preferences necessary to complete CSP:
 - Incident notification preferences and procedure.
 - Repair verification preference and procedure.
 - Database and escalation procedure forms.
- Submit timely changes in any information supplied in the CSP to the Customer Support Manager (“CSM”).
- Provide the following information when initiating a service request:
 - Assigned system ID number.
 - Problem description and site location.
 - Other pertinent information requested by Motorola Solutions to open an incident.
- Provide field service technician with access to equipment.
- Supply infrastructure spare or FRU, as applicable, in order for Motorola Solutions to restore the system.
- Maintain and store software needed to restore the system in an easily accessible location.
- Maintain and store proper system backups in an easily accessible location.
- If required by repair verification preference provided by the Customer, verify with the CMSO Service Desk and dispatch that restoration is complete or system is functional.
- Cooperate with Motorola Solutions and perform reasonable or necessary acts to enable Motorola Solutions to provide these services.
- In the event that Motorola Solutions agrees in writing to provide supplemental On-site Infrastructure Response to Customer-provided third-party elements, the Customer agrees to obtain and provide applicable third-party consents or licenses to enable Motorola Solutions to provide the service.

4.4.6 Annual Preventive Maintenance

Motorola Solutions personnel will perform a series of maintenance tasks to keep network equipment functioning correctly.

4.4.6.1 Description of Service

Annual Preventative Maintenance provides annual operational tests on the Customer’s infrastructure equipment to monitor its conformance to specifications.

4.4.6.2 Scope

Annual Preventive Maintenance will be performed during standard business hours, unless otherwise agreed to in writing. After the service starts, if the system or Customer requirements dictate that the service must occur outside of standard business hours, an additional quotation will be provided. The Customer is responsible for any charges associated with unusual access requirements or expenses.

Motorola Solutions will provide level 1 Preventive Maintenance.



4.4.6.3 Inclusions

Annual Preventive Maintenance service will be delivered for Motorola Solutions-provided infrastructure, including integrated third-party products, per the level of service defined in Section 4.4.6.7: Preventive Maintenance Tasks.

4.4.6.4 Motorola Solutions Responsibilities

- Notify the Customer of any planned system downtime needed to perform this service.
- Maintain communication with the Customer as needed until completion of the Annual Preventive Maintenance.
- Determine, in its sole discretion, when an incident requires more than the Annual Preventive Maintenance services described in this SOW, and notify the Customer of an alternative course of action.
- Provide the Customer with a report in MyView Portal, or as otherwise agreed in the Customer Support Plan ("CSP"), comparing system performance with expected parameters, along with any recommended actions. Time allotment for report completion is to be mutually agreed.
- Provide trained and qualified personnel with proper security clearance required to complete Annual Preventive Maintenance services.
- Field service technician will perform the following on-site:
 - Perform the tasks defined in Section 4.4.6.7: Preventive Maintenance Tasks.
 - Perform the procedures defined in Section 4.4.6.8: Site Performance Evaluation Procedures for each site type on the system.
 - Provide diagnostic and test equipment necessary to perform the Preventive Maintenance service.
 - As applicable, use the Method of Procedure ("MOP") defined for each task.

4.4.6.5 Limitations and Exclusions

The following activities are outside the scope of the Annual Preventive Maintenance service.

- Preventive maintenance for third-party equipment not sold by Motorola Solutions as part of the original system.
- Network transport link performance verification.
- Verification or assessment of Information Assurance.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.
- Tower climbs, tower mapping analysis, or tower structure analysis.

4.4.6.6 Customer Responsibilities

- Provide preferred schedule for Annual Preventative Maintenance to Motorola Solutions.
- Authorize and acknowledge any scheduled system downtime.
- Maintain periodic backup of databases, software applications, and firmware.
- Establish and maintain a suitable environment (heat, light, and power) for the equipment location as described in equipment specifications, and provide Motorola Solutions full, free, and safe access to the equipment so that Motorola Solutions may provide services. All sites shall be accessible by standard service vehicles.
- Submit timely changes in any information supplied in the CSP to the Customer Support Manager ("CSM").

- Provide site escorts, if required, in a timely manner.
- Provide Motorola Solutions with requirements necessary for access to secure facilities.
- In the event that Motorola Solutions agrees in writing to provide supplemental Annual Preventive Maintenance to third-party elements provided by Customer, the Customer agrees to obtain any third-party consents or licenses required to enable Motorola Solutions field service technician to access the sites to provide the service.

4.4.6.7 Preventive Maintenance Tasks

The Preventive Maintenance service includes the tasks listed in this section.

MASTER SITE CHECKLIST	
Servers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Network Management ("NM") Client Applications	Review Unified Event Manager ("UEM") events and verify backhaul links are reported as operational. Review event log for persistent types. Verify all NM client applications are operating correctly.
Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.
Complete Backup	Verify backups have been completed or scheduled, and that data has been stored in accordance with the Customer's backup plan. Check that adequate storage space is available for backups.
Network Time Protocol ("NTP")	Verify operation and syncing all devices.
Data Collection Devices ("DCD") check (if present)	Verify data collection.
Anti-Virus	Verify anti-virus is enabled and that definition files on core security management server were updated within two weeks of current date.
Routers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on router type. Capture available diagnostic logs.
Verify Redundant Routers	Test redundancy in cooperative WAN routers. Carry out core router switchover in coordination with Customer.
Switches	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on switch type. Capture available diagnostic logs.
Verify Redundant Switches	Test redundancy in backhaul switches. Carry out core router switchover in coordination with Customer.
Domain Controllers (non-Common Server Architecture)	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.

MASTER SITE CHECKLIST	
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.
Firewalls	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Logging Equipment	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Server CPU Health	Check memory, HDD, CPU, and disk space utilization.

PRIME SITE CHECKLIST	
Software	
Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.
Switches	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on switch type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
Routers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on router type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
Miscellaneous Equipment	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Site Frequency Standard Check (Timing Reference Unit)	Check LEDs for proper operation.

PRIME SITE CHECKLIST	
Site Controllers	
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
Site Controller Redundancy (Trunking)	Roll site controllers with no dropped audio.
Comparators	
Equipment Alarms	Verify no warning/alarm indicators.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.

DISPATCH SITE CHECKLIST	
General	
Inspect all Cables	Inspect all cables and connections to external interfaces are secure.
Mouse and Keyboard	Verify operation of mouse and keyboard.
Configuration File	Verify each operator position has access to required configuration files.
Console Operator Position Time	Verify console operator position time is consistent across all operator positions.
Screensaver	Verify screensaver set as Customer prefers.
Screen Performance	Verify screen operational and is not suffering from dead pixels or image burn-in that prevent user operation.
Touchscreen	Verify touchscreen operation, if present.
Cabling/Lights/Fans	Visual inspection of all equipment cabling, lights, and fans
Filters/Fans/Dust	Clean all equipment filters and fans and remove dust.
Monitor and Hard Drive	Confirm monitor and hard drive do not "sleep".
DVD/CD	Verify and clean DVD or CD drive.
Time Synchronization	Verify console time is synchronized with NTP server
Anti-Virus	Verify anti-virus is enabled and that definition files have been updated within two weeks of current date.

DISPATCH SITE CHECKLIST	
Headset Unplugged Testing	
Speakers	Test all speakers for audio quality, volume, static, drop-outs, and excess hiss when turned up.
Channel Audio in Speaker	Verify selected channel audio in select speaker only.
Footswitch Pedals	Verify both footswitch pedals operational.
Radio On-Air Light	Verify radio on-air light comes on with TX (if applicable).
Headset Plugged In Testing	
Radio TX and RX	Verify radio TX/RX from both headset jacks. Verify levels OK. Check volume controls for noise, static, or drop-outs.
Speaker Mute	Verify speaker mutes when muted.
Telephone Operation	Verify telephone operational through both headset jacks. Check volume controls for noise, static, or drop-outs.
Audio Switches	Verify audio switches to speaker when phone off-hook if interfaced to phones.
Radio Takeover in Headset	Verify radio-takeover in headset mic when phone is off-hook, with mic switching to radio and muting phone during push-to-talk.
Other Tests	
Phone Status Light	Verify phone status light comes on when phone is off-hook (if applicable).
Desk Microphone Operation	Confirm desk mic operation (if applicable).
Radio Instant Recall Recorder ("IRR") Operation	Verify radio IRR operational on Motorola Solutions dispatch (if applicable).
Telephone IRR Operation	Verify telephone IRR operational on Motorola Solutions dispatch, if on radio computer.
Recording	Verify operator position being recorded on long term logging recorder, if included in service agreement
Computer Performance Testing	
Computer Reboot	Reboot operator position computer.
Computer Operational	Confirm client computer is fully operational (if applicable).
Audio Testing	
Conventional Resources	Confirm all conventional resources are functional, with adequate audio levels and quality.
Secure Mode	Confirm any secure talkgroups are operational in secure mode.
Trunked Resources	Confirm all trunked resources on screen are functioning by placing a call in both directions, at the Customer's discretion, and at a single operator position
Backup Resources	Confirm backup resources are operational.
Logging Equipment Tests	
Recording - AIS Test	Verify audio logging of trunked calls.

DISPATCH SITE CHECKLIST	
Recording	With Customer assistance, test operator position logging on recorder.
System Alarms	Review alarm system on all logging equipment for errors.
Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.
Playback Station (Motorola Solutions Provided)	
Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.
Recall Audio	Verify that radio and telephone audio can be recalled.

RF SITE CHECKLIST	
RF PM Checklist	
Equipment Alarms	Verify no warning or alarm indicators.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.
Site Frequency Standard Check	Check LEDs for proper operation.
Basic Voice Call Check	Voice test each voice path, radio to radio.
Trunking Control Channel Redundancy	Roll control channel, test, and roll back.
Trunking Site Controller Redundancy, ASTRO 25 Site Repeater only	Roll site controllers with no dropped audio.
PM Optimization Workbook (See Section 4.4.6.8 Site Performance Evaluation Procedures for GTR tests)	Complete Base Station Evaluation tests - Frequency Error, Modulation Fidelity, Forward at Set Power, Reverse at Set Power, and Gen Level Desense no TX. Update station logs.

FACILITIES CHECKLIST	
Visual Inspection Exterior	
Antenna Site Registration Sign	Verify that the Antenna Site Registration sign is posted.

FACILITIES CHECKLIST	
Warning Sign - Tower	Verify that a warning sign is posted on the tower.
Warning Sign - Gate	Verify that a warning sign is posted at the compound gate entrance.
10 Rule Sign	Verify that a 10 rules sign is posted on the inside of the shelter door.
Outdoor Lighting	Verify operation of outdoor lighting and photocell.
Exterior of Building	Check exterior of building for damage and disrepair.
Fences / Gates	Check fences and gates for damage and disrepair.
Landscape / Access Road	Check landscape and access road for accessibility.
Visual Inspection Interior	
Electrical Surge Protectors	Check electrical surge protectors for alarms.
Emergency Lighting	Verify emergency lighting operation.
Indoor Lighting	Verify indoor lighting.
Equipment Inspection	Visually inspect that all hardware, including equipment, cables, panels, batteries, and racks, is in acceptable physical condition for normal operation.
Regulatory Compliance (License, ERP, Frequency, Deviation)	Check for site and station FCC licensing indicating regulatory compliance.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
UPS	
Visual inspection (condition, cabling)	Check for damage, corrosion, physical connections, dirt and dust, and error indications.
Generator	
Visual Inspection	Check panel housing for cracks, rust, and weathering. Check physical connections for corrosion, dirt and dust, or other abnormal conditions.
HVAC	
Coils	Check coils for dirt and straightness.
Outdoor Unit	Check that outdoor unit is unobstructed.
Wiring	Check wiring for insect and rodent damage.

FACILITIES CHECKLIST	
Cooling / Heating	Check each HVAC unit for cooling/heating.

PRIME SITE CHECKLIST	
Software	
Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.
Verify System software Installed	Verify software versions installed on system. Document any changes.
Switches	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on switch type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
Verify Redundant Switches	Test redundancy in backhaul switches. Carry out core router switchover in coordination with Customer.
Routers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on router type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
Verify Redundant Routers	Test redundancy in cooperative WAN routers. Carry out core router switchover in coordination with Customer.
Miscellaneous Equipment	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Site Frequency Standard Check (Timing Reference Unit)	Check LEDs for proper operation.
Site Controllers	
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Equipment Alarms	Check LED and/or other status indicators for fault conditions.

PRIME SITE CHECKLIST	
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
Site Controller Redundancy (Trunking)	Roll site controllers with no dropped audio.
Verify Software	Verify that the latest MOTOPATCH, released for Windows by Motorola Solutions, has been installed.
Comparators	
Equipment Alarms	Verify no warning/alarm indicators.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.

DISPATCH SITE CHECKLIST	
General	
Inspect all Cables	Inspect all cables and connections to external interfaces are secure.
Mouse and Keyboard	Verify operation of mouse and keyboard.
Configuration File	Verify each operator position has access to required configuration files.
Console Operator Position Time	Verify console operator position time is consistent across all operator positions.
Screensaver	Verify screensaver set as Customer prefers.
Screen Performance	Verify screen operational and is not suffering from dead pixels or image burn-in that prevent user operation.
Touchscreen	Verify touchscreen operation, if present.
Cabling/Lights/Fans	Visual inspection of all equipment cabling, lights, and fans
Filters/Fans/Dust	Clean all equipment filters and fans and remove dust.
Monitor and Hard Drive	Confirm monitor and hard drive do not "sleep".
DVD/CD	Verify and clean DVD or CD drive.
Time Synchronization	Verify console time is synchronized with NTP server
Anti-Virus	Verify anti-virus is enabled and that definition files have been updated within two weeks of current date.
Headset Unplugged Testing	
Speakers	Test all speakers for audio quality, volume, static, drop-outs, and excess hiss when turned up.
Channel Audio in Speaker	Verify selected channel audio in select speaker only.

DISPATCH SITE CHECKLIST	
Footswitch Pedals	Verify both footswitch pedals operational.
Radio On-Air Light	Verify radio on-air light comes on with TX (if applicable).
Headset Plugged In Testing	
Radio TX and RX	Verify radio TX/RX from both headset jacks. Verify levels OK. Check volume controls for noise, static, or drop-outs.
Speaker Mute	Verify speaker mutes when muted.
Telephone Operation	Verify telephone operational through both headset jacks. Check volume controls for noise, static, or drop-outs.
Audio Switches	Verify audio switches to speaker when phone off-hook if interfaced to phones.
Radio Takeover in Headset	Verify radio-takeover in headset mic when phone is off-hook, with mic switching to radio and muting phone during push-to-talk.
Other Tests	
Phone Status Light	Verify phone status light comes on when phone is off-hook (if applicable).
Desk Microphone Operation	Confirm desk mic operation (if applicable).
Radio Instant Recall Recorder ("IRR") Operation	Verify radio IRR operational on Motorola Solutions dispatch (if applicable).
Telephone IRR Operation	Verify telephone IRR operational on Motorola Solutions dispatch, if on radio computer.
Recording	Verify operator position being recorded on long term logging recorder, if included in service agreement
IRR Setup Parameters	Check IRR set-up parameters, audio card set-up, and level adjustments.
Paging Controls	Confirm all paging controls are functional, including third-party encoders if covered by maintenance contract.
Computer Performance Testing	
Computer Reboot	Reboot operator position computer.
Computer Operational	Confirm client computer is fully operational (if applicable).
Event Logs	Pull event logs and review for major errors.
Hard Drive Backup	Create backup of drive for offsite storage.
Memory Usage	Check memory usage.
Application Logs and Alerts	Review built in application logs and alerts.
Hard Drive Usage	Check available space, ensure there is a minimum of 10%.
Verify Software	Verify that the latest MOTOPATCH, released for Windows by Motorola Solutions, has been installed.
Audio Testing	
Conventional Resources	Confirm all conventional resources are functional, with adequate audio levels and quality.



DISPATCH SITE CHECKLIST	
Secure Mode	Confirm any secure talkgroups are operational in secure mode.
Trunked Resources	Confirm all trunked resources on screen are functioning by placing a call in both directions, at the Customer's discretion, and at a single operator position
Backup Resources	Confirm backup resources are operational.
Paging Tones	Confirm tone sequences and paging operation.
Logging Equipment Tests	
Recording - AIS Test	Verify audio logging of trunked calls.
Recording	With Customer assistance, test operator position logging on recorder.
System Alarms	Review alarm system on all logging equipment for errors.
Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.
Verify Software	Verify that the latest MOTOPATCH, released for Windows by Motorola Solutions, has been installed.
Playback Station (Motorola Solutions Provided)	
Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.
Recall Audio	Verify that radio and telephone audio can be recalled.

RF SITE CHECKLIST	
RF PM Checklist	
Equipment Alarms	Verify no warning or alarm indicators.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.
Site Frequency Standard Check	Check LEDs for proper operation.
Basic Voice Call Check	Voice test each voice path, radio to radio.
Trunking Control Channel Redundancy	Roll control channel, test, and roll back.

RF SITE CHECKLIST	
Trunking Site Controller Redundancy, ASTRO 25 Site Repeater only	Roll site controllers with no dropped audio.
PM Optimization Workbook (See Section 4.4.6.8 Site Performance Evaluation Procedures for GTR tests)	Complete Base Station Evaluation tests - Frequency Error, Modulation Fidelity, Forward at Set Power, Reverse at Set Power, and Gen Level Desense no TX. Update station logs.

4.4.6.8 Site Performance Evaluation Procedures

The Preventive Maintenance service includes the site performance evaluation procedures listed in this section.

ASTRO 25 GTR ESS SITE PERFORMANCE
Antennas
Transmit Antenna Data
Receive Antenna System Data
Tower Top Amplifier Data
FDMA Mode
Base Radio Transmitter Tests
Base Radio Receiver Tests
Base Radio Transmit RFDS Tests
Receive RFDS Tests with TTA (if applicable)
Receive RFDS Tests without TTA (if applicable)
TDMA Mode
Base Radio TDMA Transmitter Tests
Base Radio TDMA Receiver Tests
TDMA Transmit RFDS Tests
TDMA Receive RFDS Tests with 432 Diversity TTA
TDMA Receive RFDS Tests with 2 Independent TTA's (if applicable)
TDMA Receive RFDS Tests without TTA (if applicable)

4.4.7 Security Monitoring

Motorola Solutions' ASTRO 25 Security Monitoring provides radio network security element monitoring by experienced, specialized security technologists with extensive experience working with ASTRO 25 mission-critical networks. For highly complex or unusual security events, Motorola Solutions' technologists have rapid direct access to Motorola Solutions engineers for rapid resolution.

4.4.7.1 Description of Service

Security Monitoring provides continuous monitoring of authentication logs and monitors for potential introduction of malware software into the ASTRO 25 network.

4.4.7.2 Scope

Security Monitoring is available 24 hours a day, 7 days a week. The service is delivered by the Motorola Solutions Secure Operations Center ("SOC"). The SOC is part of Motorola Solutions' Centralized Managed Support Operations ("CMSO"), and is staffed by highly trained and experienced security professionals. When a security event is detected, the security specialists will run remote diagnostics and initiate an appropriate response. This response may consist of continuing to monitor the event for further development, attempting to remotely restore the system, or logging an incident for dispatch of a field service technician.

Motorola Solutions will respond to events in accordance with Section 4.4.7.8: Security Monitoring Priority Level Definitions and Response Times.

4.4.7.3 Inclusion

- **Anti-malware Monitoring** – ASTRO 25 comes installed with Anti-malware software. Motorola Solutions will remotely monitor ASTRO 25 anti-malware software for activity such as deletion, quarantine, and alerting of suspicious software.
- **Authentication Monitoring** – ASTRO 25 may be accessed by users by way of Windows and RSA logins. Motorola Solutions will remotely monitor such logins for repeated failures and locked accounts.
- **Firewall Monitoring** – ASTRO 25 systems may be deployed with certain firewalls, as described in Section 4.4.7.7: Potential ASTRO 25 Firewalls, which may or may not support remote monitoring. Motorola Solutions will remotely monitor those firewalls that support such monitoring.
- **Intrusion Detection System ("IDS") Monitoring.** – An IDS is an option for ASTRO 25 that may be deployed between the ASTRO 25 firewall and the CEN. Motorola Solutions will remotely monitor an IDS for the Customer where applicable.
- **Centralized Event Logging** – ASTRO 25 has provided the ability to forward device syslogs to a single virtual server called Centralized Syslog Server. This allows monitoring of Linux components for authentication events. Motorola Solutions will remotely monitor syslog data elements forwarded by the centralized event logging server specific to the monitored ASTRO 25 system. Not all elements within the network will be supported for forwarding in every ASTRO 25 system release. The Customer and CSM will document the specific supported elements in the Customer Support Plan ("CSP").

4.4.7.4 Motorola Solutions Responsibilities

- Provide, maintain, and when necessary replace, hardware and software required to monitor ASTRO 25 security elements. Hardware may include a firewall, router, or physical server. Software may include virtual servers either on the ASTRO 25 core or a separate physical server, as well as related OS, SIEM collectors, and software that support update distribution and remote diagnostics.
- Verify connectivity and monitoring is active prior to start of service.
- Coordinate with the Customer to maintain Motorola Solutions service authentication credentials.
- Maintain trained and accredited technicians. Monitor the Customer's system 24/7/365 for malicious or unusual activity.
- Post security reports to MyView Portal.

4.4.7.5 Customer Responsibilities

- Security Monitoring requires a connection from the Customer's ASTRO 25 system to Motorola Solutions' SOC. Motorola Solutions offers either a T1 or a Virtual Private Network ("VPN") link through a Customer-supplied internet connection. Connectivity needs to be established before service commences.
- Permit Motorola Solutions continuous remote access to monitor the ASTRO 25 system. This includes keeping the connection plugged-in, providing passwords, and working with Motorola Solutions to understand and maintain proper administration privileges.
- Provide continuous utility service to any Motorola Solutions equipment installed or utilized at the Customer's premises to support service delivery.
- Provide Motorola Solutions with contact information necessary to complete the CSP. Notify the Customer's Customer Support Manager ("CSM") within two weeks of any contact changes.
- Validate that Motorola Solutions is monitoring the components defined in the CSP and notify Motorola Solutions if any new components need to be incorporated in Security Monitoring.
- As necessary, upgrade the ASTRO 25 system to supported releases.
- Allow Motorola Solutions dispatched field service technicians physical access to the equipment when required.
- Comply with the terms of the applicable license agreements between Customer and the non-Motorola Solutions software copyright owners.
- Cooperate with Motorola Solutions and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide the services described in this SOW.
- Ensure that all monitored devices within the network have a properly configured Syslog agent, which is forwarding events to the centralized event log server.
- Obtain any third party consents required to enable Motorola Solutions to provide the monitoring service.

4.4.7.6 Disclaimer

Disclaimer: “**AS IS**”. MOTOROLA SOLUTIONS’ ASTRO 25 SECURITY MONITORING SERVICES ARE PROVIDED “AS IS”. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. Motorola Solutions does not guarantee that the Customer’s system will be error-free or immune to security breaches as a result of these services.

4.4.7.7 Potential ASTRO 25 Firewalls

Table 4-9: Potential ASTRO Firewalls

Firewall	Description
Customer Network Interface (“CNI”)	This firewall separates the ASTRO 25 Radio Network from the Customer’s IT network, which is often referred to as the CEN or Customer Enterprise network. There are single and redundant (high-availability) options for the CNI. The redundant option includes two firewalls. Both firewalls must be monitored in the redundant case.
Dynamic System Resilience (“DSR”)	This is an ASTRO 25 option where a geographically separated backup master site is implemented as a “hot-standby” in case the primary becomes inoperable due to a failure. This option potentially doubles the number of firewalls in the system.
Zone Core Protection (“ZCP”)	This ASTRO 25 option places firewalls at the master site where the RF and console sites connect. This prevents a compromised site from being used to attack the core or other sites. For redundancy, there are always 2 firewalls in this option.
Telephone Interconnect (“TI”)	This ASTRO 25 option allows calls to be made to and from ASTRO 25 subscribers. One firewall is required to protect the RNI. The TI firewall may also be used to protect ISSI connections.
Inter RF Subsystem Interface (“ISSI”)	This option allows connectivity to a separate system. This connection can be to another P25 system, or to non-P25 systems through an additional interface, such as WAVE. In both cases, one firewall is necessary to protect the RNI. The ISSI firewall may also be used to protect TI connections.
MCC 7100 Dispatch Console	The MCC 7100 Dispatch Console may be configured so that it can connect via Virtual Private Network (“VPN”) through an internet connection. A firewall is required to terminate on the ASTRO 25 side of that connection. This firewall may be physically located at either a console site or the master site, and there may be multiple firewalls for this purpose.
Custom	The Customer may opt to install their own firewalls and request that Motorola Solutions monitor them. The most common location is at console sites. The Customer will have to work with Motorola Solutions to determine if and how custom firewalls can be monitored. Monitoring these firewalls may require an additional fee.

4.4.7.8 Security Monitoring Priority Level Definitions and Response Times

Table 4-10: Priority Level Definitions and Response Times

Incident Priority	Incident Definition	Response Time
Critical P1	Security incidents that have caused, or are suspected to have caused significant and/or widespread damage to the functionality of the Customer's ASTRO 25 system or information stored within it. Effort to recover from the incident may be significant. Examples: <ul style="list-style-type: none"> Malware that is not quarantined by anti-virus Evidence that a monitored component has communicated with suspected malicious actors. 	Response provided 24 hours, 7 days a week, including US Holidays.
High P2	Security incidents that have localized impact, but have the potential to become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant. Examples: <ul style="list-style-type: none"> Malware that is quarantined by antivirus. Multiple behaviors observed in the system that are consistent with known attacker techniques. 	Response provided 24 hours, 7 days a week, including US Holidays.
Medium P3	Security incidents that potentially indicate an attacker is performing reconnaissance or initial attempts at accessing the system. Effort to recover from the incident may be low to moderate. Examples include: <ul style="list-style-type: none"> Suspected unauthorized attempts to log into user accounts. Suspected unauthorized changes to system configurations, such as firewalls or user accounts. Observed failures of security components. 	Response provided Monday through Friday 8 a.m. to 5 p.m. local time, excluding US Holidays.
Low P4	Routine, informational events that are expected to be benign, but are captured and tracked to provide context in case of future incidents. Examples include: <ul style="list-style-type: none"> User account creation or deletion. Privilege change for existing accounts. 	Response provided Monday through Friday 8 a.m. to 5 p.m. local time, excluding US Holidays.

4.5 PRIORITY LEVEL DEFINITIONS AND RESPONSE TIMES

Table 4-11 describes the criteria Motorola Solutions uses to prioritize incidents and service requests, and lists the response times for those priority levels.

Table 4-11: Priority Level Definitions and Response Times

Incident Priority	Incident Definition	Initial Response Time	On-site Response Time
Critical P1	<p>Core: Core server or core link failure. No redundant server or link available.</p> <p>Sites/Subsites: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater.</p> <p>Consoles: More than 40% of a site's console positions down.</p> <p>Conventional Channels: Conventional Channel Gateways (CCGW) down without redundant gateways available.</p> <p>Security Features: Security is non-functional or degraded.</p> <p>Alarm Events: Door, motion, intrusion, power failure, or environmental alarms triggered.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 30 minutes of CMSO logging incident.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>
High P2	<p>Core: Core server or link failures. Redundant server or link available.</p> <p>Consoles: Between 20% and 40% of a site's console positions down.</p> <p>Sites/Subsites: One RF site or up to 10% of RF sites down, whichever is greater.</p> <p>Conventional Channels: Up to 50% of CCGWs down. Redundant gateways available.</p> <p>Network Elements: Site router, site switch, or GPS server down. No redundant networking element available.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 1 hour of CMSO logging incident.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>

Incident Priority	Incident Definition	Initial Response Time	On-site Response Time
Medium P3	<p>Consoles: Up to 20% of a site's console positions down.</p> <p>Conventional Channels: Single channel down. Redundant gateway available.</p> <p>Network Elements: Site router/switch or GPS server down. Redundant networking element available.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 4 hours of CMSO logging incident.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Field service technician arrival on-site within 8 hours of receiving dispatch notification.</p>
Low P4	<p>Service Requests: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).</p>	<p>Response provided during normal business hours.</p> <p>Motorola Solutions will acknowledge and respond within 1 Business Day.</p>	Not applicable.



SECTION 5

ASTRO 25 SYSTEM UPGRADE AGREEMENT II (SUA II) STATEMENT OF WORK

5.1 DESCRIPTION OF SERVICE AND OBLIGATIONS

- 1.1 As system releases become available, Motorola agrees to provide the Customer with the software, hardware and implementation services required to execute up to one system infrastructure upgrade in a two-year period for their ASTRO 25 system.
- 1.2 The Customer has, at its option, the choice of upgrading in either Year 1 or Year 2 of the coverage period. To be eligible for the recurring ASTRO 25 SUA II, the ASTRO 25 system must be in the Standard Support Period.
- 1.3 ASTRO 25 system releases are intended to improve the system functionality and operation from previous releases and may include some minor feature enhancements. At Motorola's option, system releases may also include significant new feature enhancements that Motorola may offer for purchase. System release software and hardware shall be pre-tested and certified in Motorola's Systems Integration Test lab.
- 1.4 The price quoted for the SUA II requires the Customer to choose a certified system upgrade path from the system release upgrade chart referenced in Appendix A. Should the Customer elect an upgrade path other than one listed in Appendix A, the Customer agrees that additional costs will be incurred to complete the implementation of the system upgrade. In this case, Motorola agrees to provide a price quotation for any additional materials and services necessary.
- 1.5 ASTRO 25 SUA II entitles a Customer to past software versions for the purpose of downgrading product software to a compatible release version.
- 1.6 The following ASTRO 25 certified system release software for the following products are covered under this ASTRO 25 SUA II:
 - 1.6.1 Servers
 - 1.6.2 Workstations
 - 1.6.3 Firewalls
 - 1.6.4 Routers
 - 1.6.5 LAN switches
 - 1.6.6 MCC 7XXX Dispatch Consoles
 - 1.6.7 GTR8000 Base Stations
 - 1.6.8 GCP8000 Site Controllers
 - 1.6.9 GCM8000 Comparators
 - 1.6.10 Motorola Solutions Logging Interface Equipment



- 1.6.11 PBX switches for Telephone Interconnect
- 1.6.12 NICE and Verint Logging Solutions (if purchased)
- 1.7 Motorola will provide certified hardware version updates and/or replacements necessary to upgrade the system with an equivalent level of functionality up to once in a two-year period. Hardware will be upgraded and/or replaced if required to maintain the existing features and functionality. Any updates to hardware versions and/or replacement hardware required to support new features or those not specifically required to maintain existing functionality are not included. Unless otherwise stated, platform migrations such as, but not limited to, stations, consoles, backhaul, civil, network changes and additions, and managed services are not included.
- 1.8 The following hardware components, if originally provided by Motorola, are eligible for full product replacement when necessary per the system release upgrade:
 - 1.8.1 Servers
 - 1.8.2 Workstations
 - 1.8.3 CommandCentral AXS Hub
 - 1.8.4 Routers
 - 1.8.5 LAN Switches
- 1.9 The following hardware components, if originally provided by Motorola, are eligible for board-level replacement when necessary per the system release upgrade. A “board-level replacement” is defined as any Field Replaceable Unit (“FRU”) for the products listed below:
 - 1.9.1 GTR 8000 Base Stations
 - 1.9.2 GCP 8000 Site Controllers
 - 1.9.3 GCM 8000 Comparators
 - 1.9.4 MCC 7XXX Dispatch Consoles
- 1.10 ASTRO 25 SUA II makes available the subscriber radio software releases that are shipping from the factory during the SUA II coverage period. New subscriber radio options and features not previously purchased by the Customer are excluded from ASTRO 25 SUA II coverage. Additionally, subscriber software installation and reprogramming are excluded from the ASTRO 25 SUA II coverage.
- 1.11 The ASTRO 25 SUA II does not cover all products. Refer to section 3.0 for exclusions and limitations.
- 1.12 Motorola will provide implementation services necessary to upgrade the system to a future system release with an equivalent level of functionality up to once in a two-year period. Any implementation services that are not directly required to support the certified system upgrade are not included. Unless otherwise stated, implementation services necessary for system expansions, platform migrations, and/or new features or functionality that are implemented concurrently with the certified system upgrade are not included.
- 1.13 As system releases become available, Motorola will provide up to once in a two-year period the following software design and technical resources necessary to complete system release upgrades:
 - 1.13.1 Review infrastructure system audit data as needed.
 - 1.13.2 Identify additional system equipment needed to implement a system release, if applicable.



- 1.13.3 Complete a proposal defining the system release, equipment requirements, installation plan, and impact to system users.
- 1.13.4 Advise Customer of probable impact to system users during the actual field upgrade implementation.
- 1.13.5 Program management support required to perform the certified system upgrade.
- 1.13.6 Field installation labor required to perform the certified system upgrade.
- 1.13.7 Upgrade operations engineering labor required to perform the certified system upgrade.
- 1.14 ASTRO 25 SUA II pricing is based on the system configuration outlined in Appendix C. This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require an ASTRO 25 SUA II price adjustment.
- 1.15 The ASTRO 25 SUA II applies only to system release upgrades within the ASTRO 25 7.x platform.
- 1.16 Motorola will issue Software Maintenance Agreement (“SMA”) bulletins on an annual basis and post them in soft copy on a designated extranet site for Customer access. Standard and optional features for a given ASTRO 25 system release are listed in the SMA bulletin.

5.2 UPGRADE ELEMENTS AND CORRESPONDING PARTY RESPONSIBILITIES

- 2.1 Upgrade Planning and Preparation: All items listed in this section are to be completed at least 6 months prior to a scheduled upgrade.
 - 2.1.1 Motorola responsibilities
 - 2.1.1.1 Obtain and review infrastructure system audit data as needed.
 - 2.1.1.2 Identify the backlog accumulation of security patches and antivirus updates needed to implement a system release. If applicable, provide a quote for the necessary labor, security patches and antivirus updates.
 - 2.1.1.3 If applicable, identify additional system hardware needed to implement a system release and if the customer has added hardware that is not covered under this agreement.
 - 2.1.1.4 Complete a proposal defining the system release, equipment requirements, installation plan, and impact to system users.
 - 2.1.1.5 Advise Customer of probable impact to system users during the actual field upgrade implementation.
 - 2.1.1.6 Inform Customer of high speed internet connection requirements.
 - 2.1.1.7 Assign program management support required to perform the certified system upgrade.
 - 2.1.1.8 Assign field installation labor required to perform the certified system upgrade.
 - 2.1.1.9 Assign upgrade operations engineering labor required to perform the certified system upgrade.
 - 2.1.1.10 Deliver release impact and change management training to the primary zone core owners, outlining the changes to their system as a result of the upgrade path elected. This training needs to be completed at least 12 weeks prior to



the scheduled upgrade. This training will not be provided separately for user agencies who reside on a zone core owned by another entity. Unless specifically stated in this document, Motorola will provide this training only once per system.

2.1.2 Customer responsibilities

- 2.1.2.1 Contact Motorola to schedule and engage the appropriate Motorola resources for a system release upgrade.
- 2.1.2.2 Purchase the security patches, antivirus updates and the labor necessary to address any security updates backlog accumulation identified in Section 2.1.1.2, if applicable. Unless otherwise agreed in writing between Motorola and Customer, the installation and implementation of accumulated backlog security patches and network updates is the responsibility of the Customer.
- 2.1.2.3 Provide high-speed internet connectivity at the zone core site(s) for use by Motorola to perform remote upgrades and diagnostics. High-speed internet connectivity must be provided at least 12 weeks prior to the scheduled upgrade. In the event access to a high-speed connection is unavailable, Customer may be billed additional costs to execute the system release upgrade.
- 2.1.2.4 Assist in site walks of the system during the system audit when necessary.
- 2.1.2.5 Provide a list of any FRUs and/or spare hardware to be included in the system release upgrade when applicable.
- 2.1.2.6 Purchase any additional software and hardware necessary to implement optional system release features or system expansions.
- 2.1.2.7 Provide or purchase labor to implement optional system release features or system expansions.
- 2.1.2.8 Participate in release impact training at least 12 weeks prior to the scheduled upgrade. This applies only to primary zone core owners. It is the zone core owner's responsibility to contact and include any user agencies that need to be trained or to act as a training agency for those users not included.

2.2 System Readiness Checkpoint: All items listed in this section must be completed at least 30 days prior to a scheduled upgrade.

2.2.1 Motorola responsibilities

- 2.2.1.1 Perform appropriate system backups.
- 2.2.1.2 Work with the Customer to validate that all system maintenance is current.
- 2.2.1.3 Work with the Customer to validate that all available security patches and antivirus updates have been updated on the customer's system.
 - 2.2.1.3.1 Motorola reserves the right to charge the Customer for the security patches, antivirus updates and the labor necessary to address any security updates backlog accumulation, in the event that these are not completed by the Customer at the System Readiness Checkpoint.

2.2.2 Customer responsibilities

- 2.2.2.1 Validate system maintenance is current.
- 2.2.2.2 Validate that all available security patches and antivirus updates to their system have been completed or contract Motorola to complete in time for the System Readiness Checkpoint.



2.3 System Upgrade

2.3.1 Motorola responsibilities

- 2.3.1.1 Perform system infrastructure upgrade in accordance with the system elements outlined in this SOW.

2.3.2 Customer responsibilities

- 2.3.2.1 Inform system users of software upgrade plans and scheduled system downtime.
- 2.3.2.2 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide software upgrade services.

2.4 Upgrade Completion

2.4.1 Motorola responsibilities

- 2.4.1.1 Validate all certified system upgrade deliverables are complete as contractually required.
- 2.4.1.2 Deliver post upgrade implementation training to the customer as needed, up to once per system.
- 2.4.1.3 Obtain upgrade completion sign off from the customer.

2.4.2 Customer Responsibilities

- 2.4.2.1 Cooperate with Motorola in efforts to complete any post upgrade punch list items as needed.
- 2.4.2.2 Cooperate with Motorola to provide relevant post upgrade implementation training as needed. This applies only to primary zone core owners. It is the zone core owner's responsibility to contact and include any user agencies that need to be trained or to act as a training agency for those users not included.
- 2.4.2.3 Provide Motorola with upgrade completion sign off.

5.3 EXCLUSIONS AND LIMITATIONS

- 3.1 The parties agree that Systems that have non-standard configurations that have not been certified by Motorola Systems Integration Testing are specifically excluded from the ASTRO 25 SUA II unless otherwise agreed in writing by Motorola and included in this SOW.

- 3.2 The parties acknowledge and agree that the ASTRO 25 SUA II does not cover the following products:

- MCC5500 Dispatch Consoles
- MIP5000 Dispatch Consoles
- Plant/E911 Systems
- MOTOBRIDGE Solutions
- ARC 4000 Systems
- Motorola Public Sector Applications Software ("PSA")
- Custom SW, CAD, Records Management Software
- Data Radio Devices



- Mobile computing devices such as Laptops
- Non-Motorola two-way radio subscriber products
- Genesis Products
- Point-to-point products such as microwave terminals and association multiplex equipment

- 3.3 ASTRO 25 SUA II does not cover any hardware or software supplied to the Customer when purchased directly from a third party, unless specifically included in this SOW.
- 3.4 ASTRO 25 SUA II services do not include repair or replacement of hardware or software that is necessary due to defects that are not corrected by the system release, nor does it include repair or replacement of defects resulting from any nonstandard, improper use or conditions; or from unauthorized installation of software.
- 3.5 ASTRO 25 SUA II does not cover or include deliverables included with the Security Update Service. This means that the SUA II does not include software support for virus attacks or other applications that are not part of the ASTRO 25 system or unauthorized modifications or other misuse of the covered software. Motorola is not responsible for management of anti-virus or other security applications, unless specifically contracted.
- 3.6 ASTRO 25 SUA II does not cover the labor or materials associated with the backlog accumulation of security patches or antivirus updates. Additional fees may apply as outlined in Section 2.1.1.2.
- 3.7 At the time of upgrade, Motorola will provide the latest applicable software, patches and antivirus updates when and if available, as a part of the system release upgrade. The security patches and antivirus updates delivered as part of this upgrade are intended to bring the system current in all respects but does not imply that the customer is eligible for ongoing security patching. The upgrade may include 3rd party SW such as Microsoft Windows and Server OS, Red Hat Linux, and any Motorola software service packs that may be available. Motorola will only provide patch releases that have been analyzed, pre-tested, and certified in a dedicated ASTRO 25 test lab to ensure that they are compatible and do not interfere with the ASTRO 25 network functionality.
- 3.8 Upgrades for equipment add-ons or expansions during the term of this ASTRO 25 SUA II are not included in the coverage of this SOW unless otherwise agreed to in writing by Motorola.

5.4 SPECIAL PROVISIONS

- 4.1 Customer acknowledges that if the System has a Special Product Feature, that it may be overwritten by the software update. Upon request, Motorola will determine whether a Special Product Feature can be incorporated into a system release and whether additional engineering effort is required. If additional engineering is required Motorola will issue a change order for the change in scope and associated increase in the price for the ASTRO 25 SUA II.
- 4.2 Customer will only use the software (including any System Releases) in accordance with the applicable Software License Agreement.



- 4.3 ASTRO 25 SUA II coverage and the parties' responsibilities described in this Statement of Work will automatically terminate if Motorola no longer supports the ASTRO 25 7.x software version in the Customer's system or discontinues the ASTRO 25 SUA II program; in either case, Motorola will refund to Customer any prepaid fees for ASTRO 25 SUA II services applicable to the terminated period.
- 4.4 If Customer chooses to not have Motorola apply the security patches and antivirus updates as described in 2.1.1.2 and this delays or postpones the system software update, Motorola reserves the right to charge the Customer a fee equivalent to the costs incurred by the Motorola Solutions Upgrade Operations Team for the unplanned and additional time on site. Any additional fees to be provided in a quote or other writing.
- 4.5 If Customer cancels a scheduled upgrade within less than 12 weeks of the scheduled on site date, Motorola reserves the right to charge the Customer a cancellation fee equivalent to the cost of the pre-planning efforts completed by the Motorola Solutions Upgrade Operations Team.
- 4.6 The SUA II annualized price is based on the fulfillment of the two-year term. If Customer terminates, except if Motorola is the defaulting party, Customer will be required to pay for the balance of payments owed if a system release upgrade has been taken prior to the point of termination.



APPENDIX A – ASTRO 25 SYSTEM RELEASE UPGRADE PATHS

ASTRO System Release	Certified Upgrade Paths
Pre-7.15	Release in the Standard Support Period
7.15	7.17.X*
7.16	7.18
7.17.X*	A2019.2, A2020.1
7.18	A2021.1

* Includes planned incremental releases

- The information contained herein is provided for information purposes only and is intended only to outline Motorola's presently anticipated general technology direction. The information in the roadmap is not a commitment or an obligation to deliver any product, product feature or software functionality and Motorola reserves the right to make changes to the content and timing of any product, product feature or software release.
- The most current system release upgrade paths can be found in the most recent SMA bulletin.



APPENDIX B – HIGH-SPEED CONNECTIVITY SPECIFICATIONS

Connectivity Requirements

- The minimum supported link between the core and the zone is a full T1
- Any link must realize a sustained transfer rate of 175 kBps / 1.4 Mbps or better, bidirectional
- Interzone links must be fully operational when present
- Link reliability must satisfy these minimum QoS levels:
 - Port availability must meet or exceed 99.9% (three nines)
 - Round trip network delay must be 100 ms or less between the core and satellite (North America) and 400 ms or less for international links
 - Packet loss shall be no greater than 0.3%
 - Network jitter shall be no greater than 2 ms



APPENDIX C – SYSTEM PRICING CONFIGURATION

This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require an ASTRO 25 SUA II price adjustment.

Master Site Configuration	Qty
# of M3 Master Sites	1
# DSR Sites	1
System Level Features	
Network Management Clients	9
Unified Network Services (UNS) ex: POP25, Presence Notifier, Text Messaging, Outdoor Location, KMF/OTAR	1
Security Configuration	
Firewalls	2
RF Site Configuration	
Simulcast Prime Sites (co-located/redundant) and Conventional XLC Site	10
RF Sites (includes Simulcast sub-sites, ASR sites, HPD sites)	38
GTR 8000 Base Stations	479
Dispatch Site Configuration	
# of Dispatch Sites	32
MCC7500 Dispatch Consoles	168
AIS	4
CCGWs	92

SECTION 6

CONTRACTUAL DOCUMENTATION

This proposal is subject to the terms and conditions contained in the Amended and Restated Master Purchase and Service Agreement, dated October 31, 2011, between Motorola and the City of Glendale ("Agreement") and the attached Lifecycle Management Addendum.



LIFECYCLE MANAGEMENT ADDENDUM

This Addendum to the Communications System and Services Agreement or other previously executed Agreement currently in force, as applicable ("Primary Agreement") provides additional or different terms and conditions to govern the sale of Lifecycle Management services. The terms in this Addendum are integral to and incorporated into the Primary Agreement signed by the Parties.

1. DEFINITIONS

All capitalized terms not otherwise defined herein shall have the same meaning as defined in the Agreement.

"Lifecycle Management Services" means the upgrade services as defined in the applicable Statement(s) of Work.

"SUA" or "SUA II" means Motorola's Software Upgrade Agreement program.

2. SCOPE

Motorola will provide Services as further described in the applicable Statement of Work, or attachment to Motorola's proposal for additional services.

3. TERMS AND CONDITIONS

The terms of the Primary Agreement combined with the terms of this Addendum will govern the products and services offered pursuant to this Addendum. To the extent there is a conflict between the terms and conditions of the Primary Agreement and the terms and conditions of this Addendum, this Addendum takes precedence.

3.2 LIFECYCLE MANAGEMENT SERVICES

3.2.1 PURCHASE ORDER ACCEPTANCE. Purchase orders for SUA, NUA or MUA services and software support, during the Warranty Period or after the Warranty Period, become binding only when accepted in writing by Motorola.

3.2.2 The Software License Agreement included as Exhibit A to the Agreement applies to any Motorola Software provided as part of the Lifecycle Management transactions.

3.2.3 The term of this Addendum is 6 years, commencing on July 1, 2022. The Lifecycle Management Price for the 6 years of services is \$4,847,101, excluding applicable sales or use taxes but including discounts as more fully set forth in the pricing pages. Because the Lifecycle Management services are subscription services as more fully described in the applicable Statement of Work, payment from Customer is due in advance and will not be in accordance with any Payment Milestone Schedule.

3.2.4 The System upgrade will be scheduled during the subscription period and will be



performed when Motorola's system upgrade operation resources are available. Because there might be a significant time frame between when this Amendment is executed and when a System upgrade transaction is performed, Motorola may substitute any of the promised Equipment or Software so long as the substitute is equivalent or superior to the initially promised Equipment or Software.

3.2.5 Acceptance of a Lifecycle Management transaction occurs when the Equipment (if any) and Software are delivered and the Lifecycle Management services are fully performed; there is no Acceptance Testing with a Lifecycle Management transaction.

3.2.6 The Warranty Period for any Equipment or Motorola Software provided under a Lifecycle Management transaction will commence upon shipment and not on System Acceptance or Beneficial Use, and is for a period of ninety (90) days rather than one (1) year. The ninety (90) day warranty for Lifecycle Management services is set forth in the applicable Statement of Work.

3.2.7 In addition to the description of the services and exclusions provided in the Statement of Work, the following apply:

- a) Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment.
- b) services exclude the repair or replacement of Equipment that has become defective or damaged from use in other than the normal, customary, intended, and authorized manner; use not in compliance with applicable industry standards; excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events.
- c) Unless specifically included in this Addendum or the Statement of Work, services exclude items that are consumed in the normal operation of the Equipment; accessories; and repair or maintenance of any transmission line, antenna, microwave equipment, tower or tower lighting, duplexer, combiner, or multicoupler. Motorola has no obligations for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by the transmission medium.
- d) Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be available during the performance of the services.

3.2.8 The annualized price is based on the fulfillment of the two year cycle. If Customer terminates this service during a two year cycle, except for Motorola's default, then Customer will be required to pay for the balance of payments owed for the two year cycle if a major system release has been implemented before the point of termination.

3.2.9 If Customer terminates this service and contractual commitment before the end of the 6 year term, for any reason other than Motorola's default, then the Customer will pay to Motorola a



termination fee equal to the discount applied to the last three years of service payments related to the 6 year commitment.

3.2.10 INFLATION ADJUSTMENT. For multi-year agreements, at the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed using the U.S. Department of Labor, Consumer Price Index, all Items, Unadjusted Urban Areas (CPI-U). Should the annual inflation rate increase greater than 3% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 3%. All items, not seasonally adjusted shall be used as the measure of CPI for this price adjustment. Measurement will take place once the annual average for the new year has been posted by the Bureau of Labor Statistics. For purposes of illustration, if in year 5 the CPI reported an increase of 8%, Motorola may increase the Year 6 price by 5% (8%-3% base).

4. ENTIRE AGREEMENT. This Addendum, any related attachments, and the Agreement, constitutes the entire agreement of the Parties regarding the subject matter of this Addendum and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Addendum may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any Customer purchase or purchase order, acknowledgment or other form will not be considered an amendment or modification of this Addendum, even if a representative of each Party signs that document.

The Parties hereby enter into this Agreement as of the Effective Date.

Motorola Solutions, Inc.

Customer

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____
Date: _____



Subscriber Agency Agreement

This Subscriber Agency Agreement (“**SAA**”) is entered into between Motorola Solutions Inc. (“**Motorola**”) and the entity set forth below or in the Motorola Proposal dated December 22, 2021 (“**Customer**” or “**Host Agency**”) and will be subject to and governed by the terms of the Amended and Restated Master Purchase and Service Agreement, dated October 31, 2011, between Motorola and the City of Glendale (“**Agreement**”) and any addendum (“**Addendum**” and collectively, the “**Addenda**”) entered into between the Parties, effective as of _____. Capitalized terms used in this SAA, but not defined herein, will have the meanings as set forth in the Agreement.

By entering into this SAA, the Subscriber Agency affirms that they will fund their Subscriber costs of the services, per the terms of the Agreement and as identified in the pricing section of the attached Proposal. Subscriber Agency agrees that a purchase order or other notice to proceed is not required for contract performance or for subsequent years of service, if any, and that Customer will appropriate funds according to the Payment Schedule. Motorola will invoice the Subscriber Agency upon contract execution for the Subscriber costs and Motorola will invoice the Subscriber Agency annually for their portion of ongoing annual maintenance and system upgrade services identified in the Proposal.

Section 1: Definitions

- 1.1 Subscriber Agency** - A “Subscriber Agency” is an agency that has purchased the right to use the system currently owned and operated by the Host Agency, as set forth in the Agreement.
- 1.2 Host Agency** – The “Host Agency” is a current Motorola customer that is authorized by Motorola and has agreed to share its use of the system installed at its facilities with the Subscriber Agency.
- 1.3 System** – “System” means the LMR Radio System detailed hereunder.
- 1.4 Proposal** – “Proposal” means Interagency Communications Interoperability Six-Year P25 System Advanced Plus Services Proposal dated December 22, 2021

Section 2: Scope of Rights

- 2.1 Support and Services.** Subscriber Agency understands that, unless otherwise agreed in writing by all parties, all assistance, support and maintenance services for the System may be obtained by Subscriber Agency only through the Host Agency. This SAA does not entitle Subscriber Agency to any Motorola services beyond those described in the Proposal.
- 2.2 Warranty.** The Representations and Warranties for the provided Services are defined in the Agreement and Addenda.
- 2.3 Termination.** This SAA will terminate automatically if and when the Agreement terminates for any reason. Motorola or the Host Agency may immediately terminate this SAA and Services at any time if the Subscriber Agency breaches the terms of this SAA or the Agreement. The Host Agency may terminate this SAA at any time, with or without cause, upon ninety (90) days prior written notice to Motorola and the Subscriber Agency, unless otherwise agreed in writing by the Host Agency.
- 2.4 No Assignment.** The Subscriber Agency may not assign or transfer this SAA to any other entity or agency, including by operation of law, without the prior written consent of the Host Agency and Motorola, which shall not be unreasonably withheld.

Accepted and Approved:

_____[Subscriber Agency]

Motorola Solutions, Inc.

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____