CITY OF TUCSON

Contract No. 240225-01

Computer Aided Dispatch Solutions and Related Services

Vendor: Motorola Solutions, Inc.

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CITY OF TUCSON

Contract Addenda

CITY OF TUCSON

Supplier Contract (SCON)

CITY OF TUCSON

Certificates of Insurance / Endorsements

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 06/02/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

Holder Identifier :

PRODUCER	CONTACT NAME:	
Aon Risk Services Central, Inc. Chicago IL Office 200 East Randolph Chicago IL 60601 USA	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
	E-MAIL ADDRESS:	

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Liberty Mutual Fire Ins Co	23035
INSURER B:	Liberty Insurance Corporation	42404
INSURER C:	Lexington Insurance Company	19437
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
Motorola Solutions, Inc.
Attn Stephanie Lampi
500 West Monroe
Chicago IL 60661 USA

COVERAGES **CERTIFICATE NUMBER:** 570120428488 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE / X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:	Y	Y	TB2641005169075	07/01/2025	07/01/2026	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $250,000 $10,000 $1,000,000 $2,000,000 $2,000,000
A	**AUTOMOBILE LIABILITY** X ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY	Y	Y	AS2-641-005169-015	07/01/2025	07/01/2026	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000
	UMBRELLA LIAB / OCCUR **EXCESS LIAB** / CLAIMS-MADE DED / RETENTION						EACH OCCURRENCE AGGREGATE	
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N: N **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	WA764D005169085 All Other States WC7641005169095 WI	07/01/2025 07/01/2025	07/01/2026 07/01/2026	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	 $1,000,000 $1,000,000 $1,000,000
C	E&O - Miscellaneous Professional-Primary			016006739 Professional/Cyber/E&O SIR applies per policy terms & conditions	07/01/2025	07/01/2026	Each Claim Aggregate	$2,000,000 $4,000,000

Certificate No : 570120428488

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

City of Tucson PD, AZ is included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. General Liability and Automobile Liability policies evidenced herein is Primary to other insurance available to an Additional Insured, but only in accordance with the policy's provisions. General Liability and Automobile Liability policies evidenced herein is Non-Contributory to other insurance available to an Additional Insured, but only in accordance with the policy's provisions. A Waiver of Subrogation is granted in favor of Certificate Holder in accordance with the policy provisions of the General Liability, Workers Compensation and Automobile Liability policies.

CERTIFICATE HOLDER

City of Tucson PD, AZ
255 W. Alameda
Tucson AZ 85701 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Central, Inc.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – SCHEDULED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

A. **Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

C. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable limits of insurance;

whichever is less.

This endorsement shall not increase the applicable limits of insurance.

Schedule

Name Of Additional Insured Person(s) Or Organization(s):	**Location(s) Of Covered Operations**
All Entities as required in writing prior to the date of loss	All locations as required by a written contract or agreement entered into prior to an "occurrence" or offense

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION)

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
ELECTRONIC DATA LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART
POLLUTION LIABILITY COVERAGE PART DESIGNATED SITES
POLLUTION LIABILITY LIMITED COVERAGE PART DESIGNATED SITES
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART
RAILROAD PROTECTIVE LIABILITY COVERAGE PART
UNDERGROUND STORAGE TANK POLICY DESIGNATED TANKS

SCHEDULE

Name Of Person(s) Or Organization(s):
As required by written contract or agreement entered into prior to loss.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The following is added to Paragraph **8. Transfer Of Rights Of Recovery Against Others To Us** of **Section IV – Conditions:**

We waive any right of recovery against the person(s) or organization(s) shown in the Schedule above because of payments we make under this Coverage Part. Such waiver by us applies only to the extent that the insured has waived its right of recovery against such person(s) or organization(s) prior to loss. This endorsement applies only to the person(s) or organization(s) shown in the Schedule above.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NONCONTRIBUTORY – OTHER INSURANCE CONDITION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

The following is added to the **Other Insurance** Condition and supersedes any provision to the contrary:

Primary And Noncontributory Insurance

This insurance is primary to and will not seek contribution from any other insurance available to an additional insured under your policy provided that:

(1) The additional insured is a Named Insured under such other insurance; and

(2) You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to the additional insured.

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Policy Number TB2-641-005169-075
Issued by Liberty Mutual Fire Insurance Co.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION TO THIRD PARTIES

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE PART
MOTOR CARRIER COVERAGE PART
GARAGE COVERAGE PART
TRUCKERS COVERAGE PART
EXCESS AUTOMOBILE LIABILITY INDEMNITY COVERAGE PART
SELF-INSURED TRUCKER EXCESS LIABILITY COVERAGE PART
COMMERCIAL GENERAL LIABILITY COVERAGE PART
EXCESS COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART

A. If we cancel this policy for any reason other than nonpayment of premium, we will notify the persons or organizations shown in the Schedule of this endorsement. We will send notice to the email or mailing address listed above at least 10 days, or the number of days listed above, if any, before the cancellation becomes effective. In no event does the notice to the third party exceed the notice to the first named insured.

B. This advance notification of a pending cancellation of coverage is intended as a courtesy only. Our failure to provide such advance notification will not extend the policy cancellation date nor negate cancellation of the policy.

All other terms and conditions of this policy remain unchanged.

Schedule

Name of Other Person(s) / Organization(s):	**Email Address or mailing address:**	**Number Days Notice:**
Per Schedule on File with the Company	Per Schedule on File with the Company	30

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED INSURED FOR COVERED AUTOS LIABILITY COVERAGE

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement identifies person(s) or organization(s) who are "insureds" for Covered Autos Liability Coverage under the Who Is An Insured provision of the Coverage Form. This endorsement does not alter coverage provided in the Coverage Form.

SCHEDULE

Name Of Person(s) Or Organization(s):
Any person or organization whom you have agreed in writing to add as an additional insured, but only to coverage and minimum limits of insurance required by the written agreement, and in no event to exceed either the scope of coverage or the limits of insurance provided in this policy.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Each person or organization shown in the Schedule is an "insured" for Covered Autos Liability Coverage, but only to the extent that person or organization qualifies as an "insured" under the Who Is An Insured provision contained in Paragraph **A.1.** of Section **II -** Covered Autos Liability Coverage in the Business Auto and Motor Carrier Coverage Forms and Paragraph **D.2.** of Section **I -** Covered Autos Coverages of the Auto Dealers Coverage Form.

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Policy Number: AS2-641-005169-015
Issued by: Liberty Mutual Fire Insurance Co.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED INSURED - NONCONTRIBUTING

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
GARAGE COVERAGE FORM
MOTOR CARRIERS COVERAGE FORM
TRUCKERS COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

This endorsement identifies person(s) or organization(s) who are "insureds" under the Who Is An Insured Provision of the Coverage Form. This endorsement does not alter coverage provided in the Coverage form.

Schedule

Name of Person(s) or Organizations(s):
Any person or organization whom you have agreed in writing to add as an additional insured, but only to coverage and minimum limits of insurance required by the written agreement, and in no event to exceed either the scope of coverage or the limits of insurance provided in this policy.

Regarding Designated Contract or Project:
Any written contract if the contract requires you to obtain this agreement from us, but only if the contract is executed prior to the injury or damage occurring.

Each person or organization shown in the Schedule of this endorsement is an "insured" for Liability Coverage, but only to the extent that person or organization qualifies as an "insured" under the Who Is An Insured Provision contained in Section II of the Coverage Form.

The following is added to the **Other Insurance Condition:**

If you have agreed in a written agreement that this policy will be primary and without right of contribution from any insurance in force for an Additional Insured for liability arising out of your operations, and the agreement was executed prior to the "bodily injury" or "property damage", then this insurance will be primary and we will not seek contribution from such insurance.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION)

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

SCHEDULE

Name(s) Of Person(s) Or Organization(s):
Any person or organization for whom you perform work under a written contract if the contract requires you to obtain this agreement from us, but only if the contract is executed prior to the injury or damage occurring. **Premium:** **$** INCL
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The **Transfer Of Rights Of Recovery Against Others To Us** condition does not apply to the person(s) or organization(s) shown in the Schedule, but only to the extent that subrogation is waived prior to the "accident" or the "loss" under a contract with that person or organization.

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Policy Number: AS2-641-005169-015
Issued By: Liberty Mutual Fire Insurance Co.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION TO THIRD PARTIES

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE PART
MOTOR CARRIER COVERAGE PART
GARAGE COVERAGE PART
TRUCKERS COVERAGE PART
EXCESS AUTOMOBILE LIABILITY INDEMNITY COVERAGE PART
SELF-INSURED TRUCKER EXCESS LIABILITY COVERAGE PART
COMMERCIAL GENERAL LIABILITY COVERAGE PART
EXCESS COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART

Schedule		
Name of Other Person(s)/ Organization(s):	**Email Address or mailing address:**	**Number Days Notice:**
Per schedule on file with the Company	Per schedule on file with the Company	30

A. If we cancel this policy for any reason other than nonpayment of premium, we will notify the persons or organizations shown in the Schedule above. We will send notice to the email or mailing address listed above at least 10 days, or the number of days listed above, if any, before the cancellation becomes effective. In no event does the notice to the third party exceed the notice to the first named insured.

B. This advance notification of a pending cancellation of coverage is intended as a courtesy only. Our failure to provide such advance notification will not extend the policy cancellation date nor negate cancellation of the policy.

All other terms and conditions of this policy remain unchanged.

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with its permission.

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Not applicable in Kentucky, New Hampshire and New Jersey

Schedule

Any person or organization for which the employer has agreed by written contract, executed prior to loss, may execute a waiver of subrogation. However, for purposes of work performed by the employer in Missouri, this waiver of subrogation does not apply to any construction group of classifications as designated by the waiver of right to recover from others (subrogation) rule in our manual.

The waiver does not apply to any right to recover payments which the Minnesota Workers Compensation Reinsurance Association may have or pursue under M.S. 79.36.

Use of this endorsement is limited by the Kansas Fairness in Private Construction Contract Act (K.S.A. 16-1801 through 16-1807 and any amendments thereto) and the Kansas Fairness in Public Construction Contract Act (K.S.A. 16-1901 through 16-1908 and any amendments thereto). According to the Acts, a provision in a contract for private or public construction purporting to waive subrogation rights for losses or claims covered or paid by liability or workers compensation insurance shall be against public policy and shall be void and unenforceable except that, subject to the Acts, a contract may require waiver of subrogation for losses or claims paid by a consolidated or wrap-up insurance program.

Where required by contract or written contract prior to loss and allowed by law

In the states of Alabama, Arizona, Arkansas, Colorado, Delaware, Dist. Of Col, Georgia, Guam, Idaho, Illinois, Indiana, Kansas, Maine, Michigan, Minnesota, Mississippi, Missouri, Montana, New Mexico, North Carolina, Pennsylvania, Rhode Island, South Carolina, South Dakota, Vermont, West Virginia, the premium charge is 2% of the total manual premium, subject to a minimum premium of $100 per policy.

In the states of Connecticut, Florida, Iowa, Maryland, Nebraska, Nevada and Oregon, the premium charge is 1% of the total manual premium, subject to a minimum premium of $250 per policy.

In the state of Hawaii, the premium charge is $250 and determined as

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follows: The premium charge for this endorsement is 1% of the total manual premium, subject to a minimum premium of $250 per policy.

In the state of Louisiana, the premium charge is 2% of the total standard premium, subject to a minimum premium of $250 per policy.

In the state of Massachusetts, the premium charge is 1% of the total manual premium.

In the states of New York, Oklahoma and Tennessee, the premium charge is 2% of the total manual premium, subject to a minimum premium of $250 per policy.

In the state of Virginia, the premium charge is 5% of the total manual premium, subject to a minimum premium of $250 per policy.

Issued by Liberty Insurance Corporation 21814

For attachment to Policy No. WA7-64D-005169-085 Effective Date Premium $

Issued to Motorola Solutions, Inc. Endorsement No.

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NOTICE OF CANCELLATION TO THIRD PARTIES

A. If we cancel this policy for any reason other than nonpayment of premium, we will notify the persons or organizations shown in the Schedule below by email as soon as practical after notifying the first Named Insured.

B. This advance email notification of a pending cancellation of coverage is intended as a courtesy only. Our failure to provide such advance notification will not extend the policy cancellation date nor negate cancellation of the policy.

Schedule

Name of Other Person(s) / Organization(s):	Email Address:
Schedule on file with the company	Schedule on file with the company

All other terms and conditions of this policy remain unchanged.

Issued by Liberty Insurance Corporation 21814

For attachment to Policy No. WA7-64D-005169-085 Effective Date Premium $

Issued to Motorola Solutions, Inc. Endorsement No.

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CITY OF TUCSON

Offer & Acceptance

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:
The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the solicitation which are incorporated by reference as if fully set forth herein.

Motorola Solutions, Inc.
Company Name

500 W. Monroe Street
Address

Chicago IL 60661
City State Zip

Signature of Person Authorized to Sign

Carrie Hemmen
Printed Name

MSSSI Vice President & Director Sales
Title

For clarification of this offer, contact:

Name: Emily Dean Mike Colvin

Title: Account Mgr. SW Sales Sr. Account Mgr.

Phone: 469.887.0569 520.631.5394

E-mail: emily.dean@motorolasolutions.com
mike.colvin@motorolasolutions.com

ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. _____.

CITY OF TUCSON, a municipal corporation

Approved as to form:

_____ for
As Tucson City Attorney and not personally

06/15/2026
Date

Awarded:

_____ for
As Director of Business Services and not personally

06/15/2026
Date

CITY OF TUCSON

Letter of Concurrence

Casey Adams
Principal Contract Officer
(520) 837-4128
casey.adams@tucsonaz.gov

6/4/2026

Motorola Solutions, Inc
500 W. Monroe Street
Chicago, IL 60661

Subject: Request for Proposal #240225

Summary of Negotiated Items and Order of Precedence

Based on our negotiations regarding your proposal in response to RFP #240225, the following is the Order of Precedence of the documents:

1. Motorola's Statement of Work
   - 1. PremierOne Subscription System Description
   - 2. PremierOne Subscription Statement of Work
   - 3. PremierOne Training Plan
   - 4. PremierOne Subscription System Support
2. Mutually Negotiated Agreements
   - 240225 - Terms and Conditions (Previously Negotiated on Contract 230155) including:
     i. Attachment A: Motorola Solutions Customer Agreement,
     ii. Attachment B: Data Processing Agreement,
     iii. Attachment C: Software Products Addendum
     iv. Attachment D: Subscription Services Addendum
3. Motorola Proposal in response to RFP #240225
4. RFP #240225

Casey Adams
Principal Contract Officer
(520) 837-4128
casey.adams@tucsonaz.gov

Negotiated Items:

1. The initial term of this contract will be ten (10) years with a mutual option to renew for a five (5) year term.
2. Insurance
    a. I.6 - Network Security (Cyber) and Privacy Liability – Increased Limits
        i. Each Claim: $2,000,000
        ii. Annual Aggregate: $4,000,000
    b. I.11 A - Original City Language will stand.
    c. I.11 D - Modified language:
        i. "In the event of a claim from a third party specifically naming the City, with allegations arising directly out of the products and/or services rendered by MSI under this contract, the customer reserves the right to request MSI, as Contractor, to provide access to policy(ies) that include the customer as an additional insured as required by the insurance requirements. Within 30 business day of such request MSI will provide copies of policies, including all endorsement(s). MSI will be permitted to redact any references or endorsements to other customer information before providing access to the policies."
    d. I.12 – City's Original language will stand.
3. 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 6% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 6%, but capped at 10%. 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 12%, Motorola may increase the Year 6 price by 5% (10% cap - 5% base).

Casey Adams
Principal Contract Officer
(520) 837-4128
casey.adams@tucsonaz.gov

This Letter of Concurrence is not an intent to award a contract and does not establish a contractual relationship between the firm and the City. The City will review and evaluate the written response and advise you on the next step of the process.

Please signify your concurrence by signing this document and returning to my attention via e-mail to casey.adams@tucsonaz.gov. Please contact me via e-mail with questions regarding the items above.

CITY OF TUCSON:

Casey J. Adams 6/4/2026
Authorized Signature Date

Casey Adams
Printed Name

MOTOROLA:

Authorized Signature Date

Travis Boettcher, CVP Software Sales
Printed Name

CITY OF TUCSON

Vendor's Response to Intent to Negotiate / BAFO

Proposal

City of Tucson, AZ

PremierOne Subscription System Description

RFP # 240225

COMPUTER AIDED DISPATCH SOLUTIONS AND RELATED SERVICES

Revision Date: April 10, 2026

The design, technical and price information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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System Description — PremierOne Subscription Offer

1.1. Introduction

The Motorola Solutions, Inc. (Motorola) PremierOne Subscription offer delivers a hybrid-connected CAD and Mobile solution that transforms your operational capabilities through rapid cloud activation and feature provisioning. This approach accelerates your time to value, with Motorola's dedicated Customer Success team playing a pivotal role in ensuring effective feature adoption from the outset.

Motorola is proposing a System which includes the following agencies:

- Public Safety Communications Department
- Tucson Fire
- Tucson Police
- South Tucson Police
- South Tucson Fire
- Northwest Fire
- Golder Ranch Fire
- Avra Valley Fire
- Picture Rock's Fire
- Three Points Fire
- Rincon Valley Fire
- Mt. Lemmon Fire
- Silverbell Fire
- Air National Guard
- Tucson Unified School District

When assigning responsibilities, “Motorola” includes our subcontractors and third-party partners.

1.1.1. System Overview

Motorola’s offering consists of PremierOne application and client software, application and client software, integrations, interfaces, data services, infrastructure hardware, workstation hardware and system software.

1.1.1.1. PremierOne Subscription Offer

PremierOne Subscription is a hybrid solution that encompasses a combination of on-premises software functionality and cloud-based features ("Hybrid Features") over the term of the subscription.

During the term of the subscription, the Customer receives continuous software maintenance, support, and upgrades, as well as new features & capabilities offered as part of the PremierOne subscription. Motorola reserves the right to provide functionality via the on-premises equipment or through cloud-based services.

1.1.1.2. Application Subscriptions

The following are the subscription software as a service components included with this proposal:

1.1.1.2.1. Solution Components

- PremierOne CAD System
- PremierOne CAD Mobile
- PremierOne CAD Web Client
- PremierOne CAD Radio Transcription
- Smart Incident
- PremierOne Hardware and System Software
- Hosted Solution (Managed Services)
- Cloud CAD Continuity
- Hyper Response
- DELL Workstations for PremierOne CAD

1.1.1.2.2. Services Components (As described in SOW)

- Part-time Remote Infrastructure Admin

- Summit Training Conference (4 attendees - Registration, Hotel and Airfare)
- Additional Post Go Live Services (6 Months)
- Hardware Refresh for Primary Site
- Software Upgrades

1.1.1.2.3. Subscription Components

- CommandCentral Map
- CommandCentral Responder (CAD for iOS/Android) with Auto Android/Carplay capability
- Agency Alerting (Internal)

1.1.1.2.4. Security

- Hybrid Feature: Server Endpoint Security, included with PremierOne CAD Subscription

1.1.1.2.5. Hosted Data Center by Lumen in Phoenix, AZ

- Site survey will be conducted prior to execution to ensure customer and Motorola requirements are met with regard to service availability, redundancy, and similar performance needs.
- Round trip time (network latency) between client and server application shall be preferably 20ms or less, but can occasionally tolerate latency upwards of 30ms if infrequent. Excessive latency will induce client function latency and end user disruptions.
- Address spacing between PremierOne Windows-based dispatch client and PremierOne server shall be bi-directional routable and avoid network address translation (NAT) other than encapsulation of traffic. PremierOne servers must be able to individually target the IP addresses of all PremierOne Windows-based dispatch clients. This requirement does not apply to CommandCentral Responder for CAD or PremierOne Web Client.
- Bandwidth shall be 2mbps per client connected to PremierOne servers simultaneously. This does not include any additional overhead required for network operations, such as encrypted tunnels.
- Customer shall encrypt any traffic traveling over public network(s) outside of customer enterprise network. PremierOne natively encrypts traffic, however this encryption provides additional obfuscation and simplifies meeting state and federal CJI regulations. Services provided by vendors for dedicated links using technologies such as Multiprotocol Label Switching (MPLS) do not inherently provide encryption.

- Additional firewalls may be required for purchase to provide FIPS 140-2/140-3 certified encrypted tunnel outside the scope of the system as described in this document. Final network design considerations in coordination with Customer will determine any such need.
- Additional resiliency technologies such as (but not limited to) multi-carrier aggregation, software defined wide area networking (SD-WAN), and/or wireless failover are not included as part of the system as described in this document.

1.1.1.3. System Integrations and Interfaces

This proposal includes the following system integrations and interfaces. Their respective sections provide additional information.

1.1.1.3.1. PremierOne Integrations

- ASTRO MCC7500 Console
- ASTRO Radio Location
- ASTRO Radio PTT
- RapidSOS

1.1.1.3.2. PremierOne Interfaces

- Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Points (PSAP)
- Axon Records - records management system
- Axon Fusus - real-time intelligence system
- CAD to CAD interface with AMR's CAD
- CAD to CAD with PCSD (Motorola Flex)
- First Due
- First Watch
- Vesta 911 fully spill all Automatic number identification (ANI) and automatic location identifier (ALI) (Quantity 2)
- International Public Safety Data Institute - NFORS
- ImageTrend Fire/ePCR
- MD Ally
- Nice Audio Logger
- PulsePoint
- SPIDR Tech

- USSD Station Alerting
- Mark43
- GovWorx Comms Coach
- AppArmor
- State/NCIC
    - Driver's License Query
    - Vehicle Plate Query
    - Name Query
    - Gun Query
    - Article Query

1.1.1.4. Data Services

1.1.1.4.1. GIS Data

Training and comprehensive documentation are provided to prepare and submit GIS data to maximize its value and compatibility with the Motorola PremierOne system. See the attached SOW and GIS Data Requirements.

1.1.1.4.2. Data Conversion

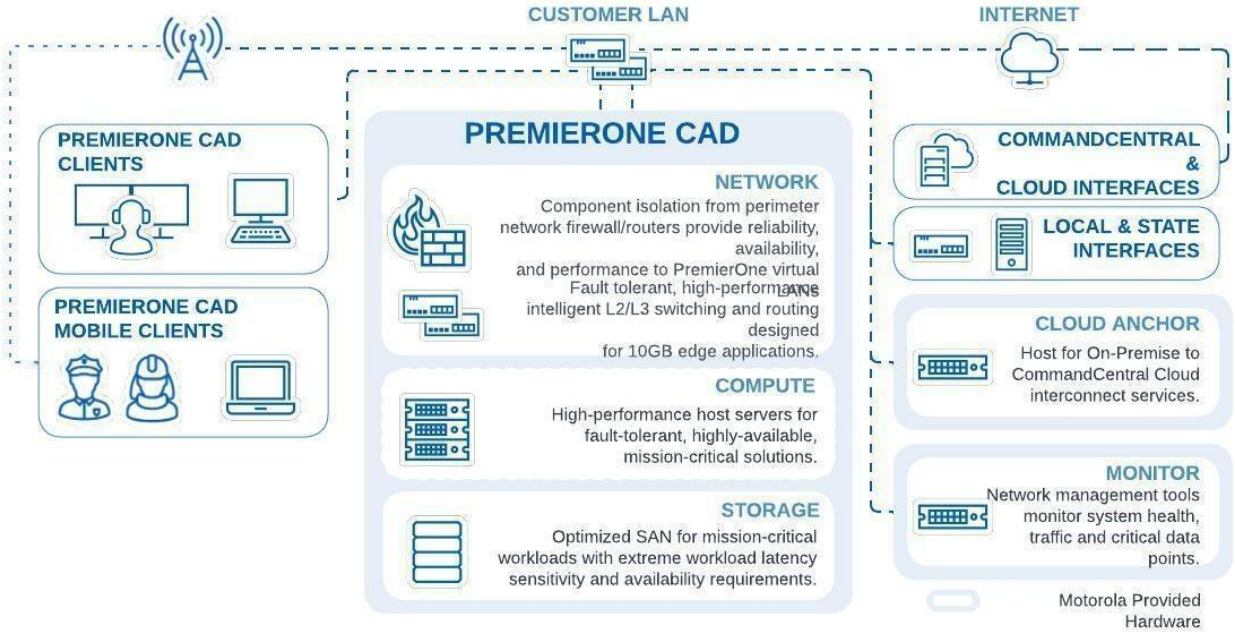
- PremierOne CAD Legacy Data Conversion

1.1.1.5. Architecture and Infrastructure

1.1.1.5.1. System Architecture

The system is designed with the separation of servers and services into modular components. The system can be expanded through the allocation of additional physical or logical resources as needs grow.

The following represents a logical illustration of the system components.



Representative System Diagram

1.1.1.5.2. Basis for System Sizing

Motorola uses Call for Service (CFS), number of records, and concurrent client quantities as the parameters to establish the infrastructure. The system has been sized as follows:

- Up to 2 million CAD Calls for Service per year
- Up to 250 PremierOne CAD clients
- Up to 1000 PremierOne Mobile clients
- 42 TB of total system storage
- 5 % annual growth for 5 years

1.1.1.5.3. System Infrastructure - Servers, Storage, and Network

Motorola proposes a 4 host system of workload nodes with Intel Xeon Gold series processors, redundant NVMe boot drives, and multiple 10G RJ-45 uplinks for redundant segmentation between compute and block data fabrics. The storage area network (SAN) consists of 42 TB of raw storage with Triple+ Parity, allowing up to three (3) simultaneous disk failures without data loss. Redundant firewalls, network switches, and application load balancers provide data and network segmentation over a 40-Gb uplink, ensuring high-speed data reliability and security.

System Description

1.2. PremierOne Subscription Hybrid Features

Throughout the duration of this agreement, Motorola may innovate and introduce additional Computer-aided Dispatch (CAD) | Mobile cloud-based functionalities. Subscribers are hereby granted the authority to access and utilize any hybrid feature within the CAD | Mobile suite that aligns with their on-premises authorizations at the time of the hybrid feature release. Motorola may introduce additional cloud-based functionalities that enhance the value and capabilities beyond the scope of the original contracted solution. These new features should they emerge during the active contract period, may not be automatically included in the base subscription, but rather will be made available for current subscribers to acquire as an optional, supplementary purchase.

The Customer, upon mutual agreement with Motorola, may elect to transition to Motorola's full cloud CAD. Upon such transition, the scope of this subscription will be limited to the functionality contained in the base offer of the Cloud Suite, and, to the extent available at the time of transition, equivalent features to Customers on-premises system. Any professional services for provisioning, configuration, and training users on the Cloud Suite will be available for purchase separately from this subscription.

The Customer will have access to various hybrid features and cloud-based functionality included in the PremierOne subscription base offer, Subscription customers are authorized to use any CAD | Mobile hybrid feature that has a comparable on-premises equivalent, such as the CAD Web Client.

Motorola explicitly maintains the right, at its sole discretion, to (a) extend such features and functionalities to on-premises systems or through cloud services, and (b) unveil novel features or advancements as part of a Major Release.

New Products offering features and benefits beyond the contracted Solution will be presented to the Customer for consideration. Such offerings may incur additional costs, and will be communicated as add-ons subscriptions (amendments) to the original subscription agreement.

1.3. Application Subscriptions

The following sections briefly describe PremierOne CAD, Mobile and other system application subscriptions. Software development is not provided since the PremierOne system contains Commercial Off-the-Shelf (COTS) products.

1.3.1. PremierOne CAD

Motorola's PremierOne computer-aided dispatch (CAD) is the central convergence point for communications and incoming data from multiple sources and systems. As an easy-to-use solution that streamlines intelligence, incident processing, and dispatch workflows; PremierOne CAD enables personnel to quickly access incoming calls, alarms, incident location, responder location, historical data, premise/hazard data, status, and more. The PremierOne CAD workstation displays this information as actionable intelligence, providing dispatchers with an operating picture to efficiently allocate resources and manage incidents as they evolve.

1.3.1.1. PremierOne CAD Concepts

1.3.1.1.1. Provisioning

The PremierOne CAD is configured using the PremierOne Provisioning Portal. This tool gives administrators the ability to shape CAD to the business processes, policies, and operations of specific agencies, personas, and users. This is the tool Motorola will utilize to shape the CAD system. Motorola will educate administrators on the use of the Provisioning Portal for management of the System.

1.3.1.1.2. User Input

Users may operate PremierOne CAD either with or without a mouse. While all commands and actions within the application can be accessed with the mouse, users may also drive PremierOne CAD almost exclusively from the keyboard. A few PremierOne CAD functions, such as selecting units from a map, must be performed with a mouse.

1.3.1.1.3. Work and Status Monitors

Users perform the majority of actions within PremierOne CAD's work monitor. Status monitors present summary information about incidents or units. A user may have one or more status monitor windows available at the workstation.

1.3.1.1.4. Security and Roles

PremierOne CAD recognizes authorized users and provides access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and

permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges, which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the defaults of Customer-created roles.

1.3.1.1.5. Units, Incidents, and Dispatching

A unit within PremierOne CAD represents the resources, which are dispatched or monitored by the communications center personnel. All units in the system are identified with a unit id, which is typically the radio call sign for the unit. Users can initiate incidents from the command line or from the incident initiation form. The system provides a user with four methods to begin the incident dispatching process. These four methods include:

- Dispatch incident function key
- Incident dispatch command
- Dispatch form
- Drag and drop feature within status monitors and map

1.3.1.1.6. Incident Management

In addition to initiating and dispatching incidents, users can manage existing incidents through the various incident management features of PremierOne CAD:

- Updating existing incident information
- Associating incidents
- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

1.3.1.1.7. Unit Management

Users can monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack

- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- Alter a unit's capabilities based on the personnel assigned to that unit

1.3.1.1.8. Federal, State, and Local Queries

PremierOne allows users to submit requests for information to external databases. These external queries can involve local agencies, as well as state and federal agencies. External databases each have its own data formats and respond to submitted queries with one or more responses.

1.3.1.1.9. Maps

PremierOne mapping utilizes products from Environmental Systems Research Institute (Esri) for geo-processing. The display of maps is an integrated component within PremierOne. The map may be configured to display automatically when the user signs on to the workstation. A number of commands and functions allow the user to manipulate the map and make updates in response to user actions. The map may be configured to display an icon at this location to assist the call taker in determining the location at which an emergency response is required. The system also attempts to find the nearest address/common place to the caller coordinates.

1.3.1.1.10. Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with Mobile Data Terminals (MDTs).

1.3.1.1.11. CAD SQL Server Reporting Services

A standard reports library and tailored standard dashboards are included in the product, you will also be able to utilize Microsoft SQL Server Reporting Services (SSRS) to create customer-specific reports and dashboard. All reporting data is accessible via the Reporting Data Warehouse (RDW) which is isolated from the production environment so as not to affect operations.

1.3.1.2. PremierOne CAD Radio Transcription

PremierOne CAD Radio Transcription assists CAD operators by providing near real time transcription and display of radio traffic for a set of talk groups selected by the user.

LMR Audio for transcription-enabled talk groups defined by the agency is sent to AIS (Archiving Interface Server) that is a part of MSI Astro infrastructure. AIS forwards the audio to MSI Interlink service in the cloud. From there the audio is transcribed and formatted to make it more meaningful for CAD operators. Another internal service then sends transcribed messages to the Web client that renders it in the browser UI. In parallel to this transcribed messages are sent to Motorola Big Data Platform for search and reporting use cases.

NOTE: The City of Tucson is responsible for providing Motorola access to the County's AIS server

1.1.1. PremierOne Mobile

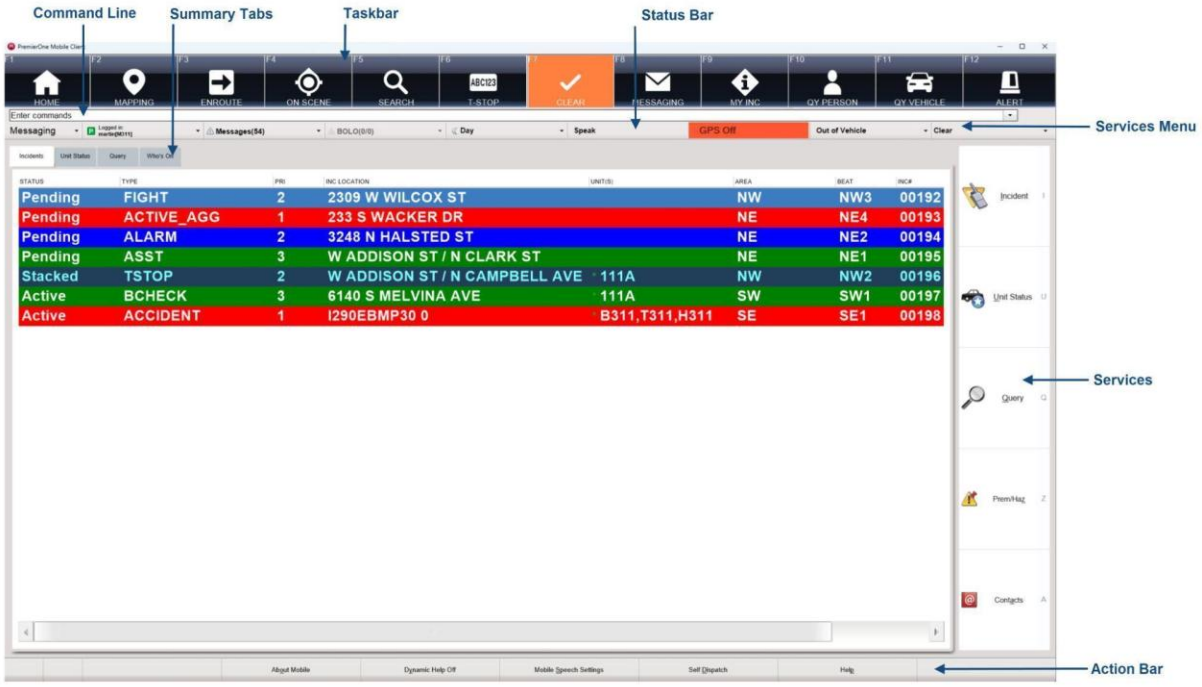
PremierOne CAD integrates with the PremierOne Mobile application. PremierOne CAD and Mobile are built on a core platform of common services, which minimizes the need for redundant data entry. The PremierOne common services platform tightly integrates elements such as user administration, the map, messaging, queries, and reporting. Incident updates and queries made on the CAD dispatch client are immediately available on the Mobile client and vice versa. The PremierOne Mobile application is a mobile extension of the CAD client that is used in the dispatch center and is provisioned through the same Provisioning Portal as PremierOne CAD.

Mobile clients support queries, incident/unit management, status monitors, mapping, drive directions, field-initiated incidents, premise/hazards, and many additional features. A sub-set of client features are described below.

Mobile Devices

A key feature of PremierOne Mobile is the ability to configure the look and feel of the client application per agency or agency type. PremierOne offers a web-based system administrator portal (Provisioning), allowing customers to configure items such as function keys, action bars, status codes, and status monitor displays. These display settings can be agency-specific, allowing each agency to tailor its mobile display to fit its needs. Mobile also includes “follow me” settings, which will enable a user to personalize the look of their device and allow those

settings to follow the user.



Sample PremierOne Mobile Home Window

The Taskbar contains button shortcuts to the more commonly used tasks, such as the Map, person query, traffic stop, en route (status update), or on scene (status update). The taskbar is configurable by agency. Agencies can elect to further customize the menu icons using Classic, Cobalt, or Custom icon images.

The command line can be turned on or off through the provisioning tool.

The Status Bar contains status information regarding the Mobile application, such as who is logged in, how many unread messages are present, unit and radio status, GPS status indicator, and the current date and time.

The status drop down allows users to easily change their status for next available status when responding to an incident or for accomplishing admin status updates. Common status changes may be added to the taskbar. PremierOne Mobile also supports automatic status updates, allowing for the user's status to be automatically changed based on proximity or GPS movements.

The Services Menu includes shortcuts to Mobile functions, such as messaging, query, incident initiation, home display, contacts, etc.

The Services areas are configured vertically on the left, right, or both sides of the window.

The Summary Tabs (or status portals) show summary status information on four tabs: Incidents, unit status, Query, and Who's On. Summary Tab information increases operational awareness by providing quick access to information such as incidents and nearby units. The information can be filtered by user and allows the user to see a snapshot of what is occurring in their response area, jurisdiction, agency, etc.

The PremierOne Mobile application displays incident details and provides real time updates both from CAD and other Mobile users. This includes the nature of the incident, location details, premise hazards, comments, people, vehicles, and files such as pictures or relevant data. This allows the user in the field to have the same access to information as the CAD user in the communications center. PremierOne Mobile is also closely integrated with PremierOne RMS allowing for the report, citation, crash, etc. to be generated from the CAD incident and the data to be re-utilized within the report in PremierOne RMS. The call for service, queries, people, and vehicle can be reused from the incident in PremierOne RMS to reduce duplicate data entry.

The Action Bar contains buttons for tasks related to the currently displayed window.

The Mobile client provides visual and audible notifications for a new dispatch, incident updates, messaging notifications, be on the lookout (BOLO), or query responses. This helps the user prioritize the information that is relevant to their operational tasks. Notifications are configurable by the administrator and/or user.

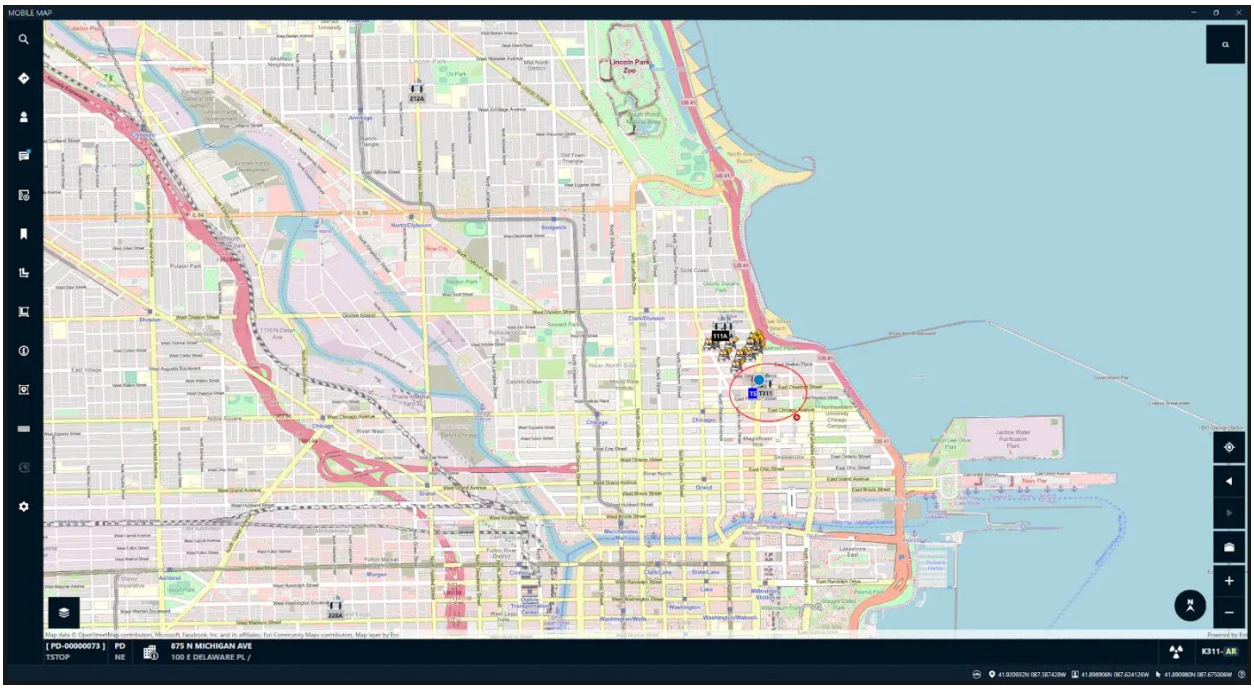
PremierOne Mobile is designed for use both during the day and at night. When in night mode, the color palette changes to reduce the screen's brightness.



PremierOne Mobile Night Mode

Mobile Map

The Mobile Map provides the end user with a mapping solution that displays incident, unit, and agency specific map data such as hydrants, premise hazards, common place locations, etc. The map provides routing directions to incidents, units, and additional locations. The map also allows the Mobile user to change their status, review incident comments and updates without having to toggle between the map and mobile application. The map will also display integrations with the agency's existing RapidSOS and/or What3Words data.



Mobile Map

1.1.2. PremierOne Hybrid Features

1.1.2.1.1. CAD Web Client

The CAD Web Client is a light web-based CAD client that augments the PremierOne CAD on-premises system, providing seamless bi-directional functionality between the CAD web user and the dispatcher in communications.

The product is useful for the following user groups:

- Dispatch supervisors
- First Responders
- Command Staff in need of real-time CAD monitoring
- Desk Officers
- Non-emergency call takers

CAD Web Client provides authorized access to CAD incident and unit information via a Chrome web browser. The client provides the benefits of a cloud-based deployment without a need to VPN into a network to access critical CAD data. CAD Web Client can be used with PremierOne

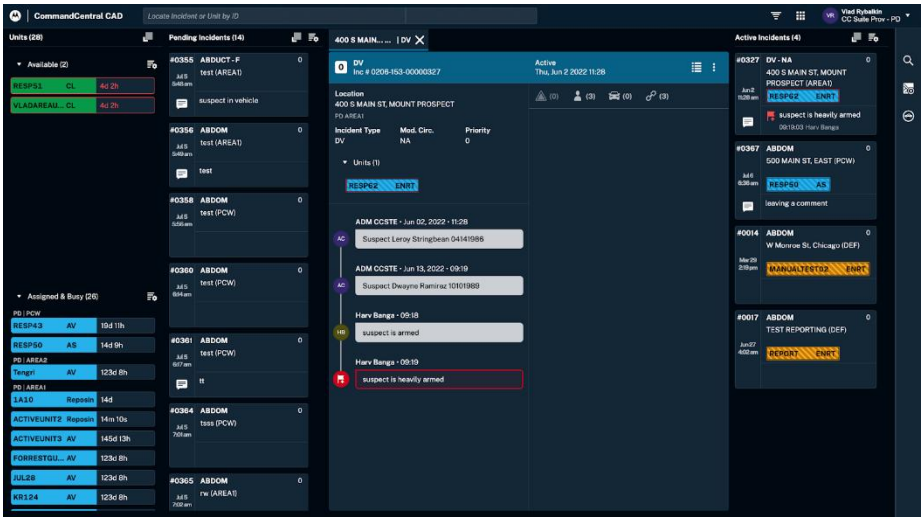
CAD 4.6.16 and above. The application can be used on a single display or across multiple computer displays.

CAD Web Client also provides the capability to create single-agency / single-discipline CAD incidents with address validation against Esri World Geocoder as well as agency-owned GIS data. The application also provides the ability to assign Report numbers (single and multiple against owning and responding agencies). Users can also update CAD incidents (involved persons, vehicles, comments). The CAD Web Client is exclusively cloud-hosted by Motorola, utilizing Azure Government Cloud.

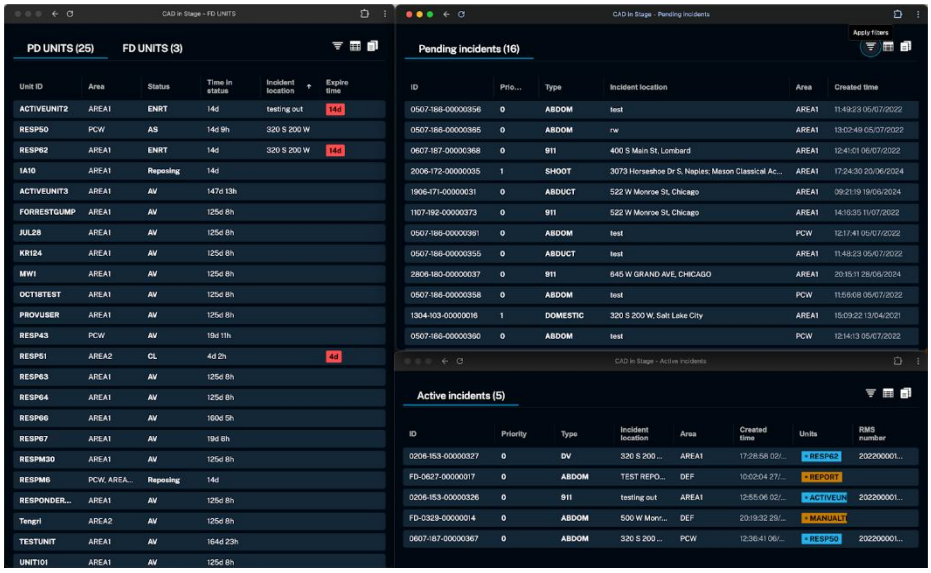
CAD Web Client provides basic incident search capabilities so that users can look up pending, active, and closed incidents by several parameters (CAD Incident ID, RMS Report ID, involved person's first, last name, and phone number, comments, address, and incident type). Users can also view incident history from within the Web Client UI to understand the chronology of events in a given CAD incident.

The customer will have access to the following functionality:

- Monitoring capabilities (incident and unit)
- CAD Map (incident display and display of assigned units) including map layers
- Incident search capabilities
- Basic agency-based incident and unit monitoring permissions to restrict unauthorized access
- Viewing printable incident details report from CAD incident details.
- Incident history
- Incident management capabilities
    - Incident create (single/multi-discipline) with Esri World Geocoder and customer GIS data (addresses, response boundaries)
    - Field initiated incident
    - Unit assignment
    - Add comment, persons, vehicles
    - Incident close and reopen
    - Request a Records/RMS Report Number
    - Display of associated incidents
- Unit status update, place on/off duty



Single screen default view [Dispatch mode]



CAD Web Client Extracted Status Monitors [single page view]

1.1.2.1.2. CommandCentral Responder Mobile Dispatch

CommandCentral Responder for Mobile Dispatch (“Mobile Dispatch”) is a cloud-based application that enables first responders and other authorized personnel to access PremierOne CAD to view or update incident and status information using mobile devices. It extends the power of an agency’s PremierOne CAD system directly to the field, putting critical incident details in the hands of officers.

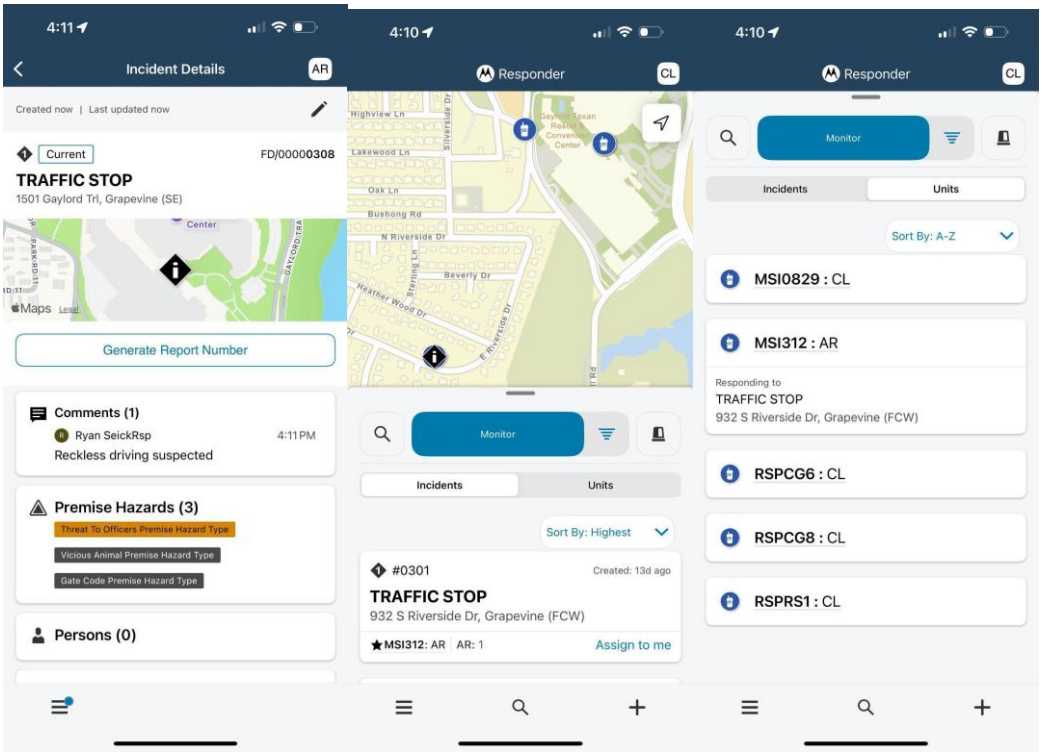
This intuitive companion application integrates with existing Motorola technologies, enabling officers to update their unit status, monitor incidents and responding units, add CAD comments, capture information, complete workflows and stay connected to the dispatcher while in the field.

Mobile Dispatch supports the following Mobile Operating Systems:

- iOS 17 and after
- Android 10 and after



Sample Mobile Dispatch Incident Details Screen



Incident Details CAD Map (Units & Incidents) Change Status

Mobile Dispatch provides First Responders and other authorized personnel with the following functionality:

- Monitoring capabilities (incident and unit)
- CAD Map (incident display and location of assigned units)
- Incident & Unit search capabilities
- Unit status update
- Address verification and reverse geocoding
- Premises hazards
- Apple CarPlay®
- Editing and Update capabilities
  - Incident creation
  - Self Assignment of Incidents
  - Send and Receive CAD comments
  - Unit status change

- Incident close with disposition

Configuration

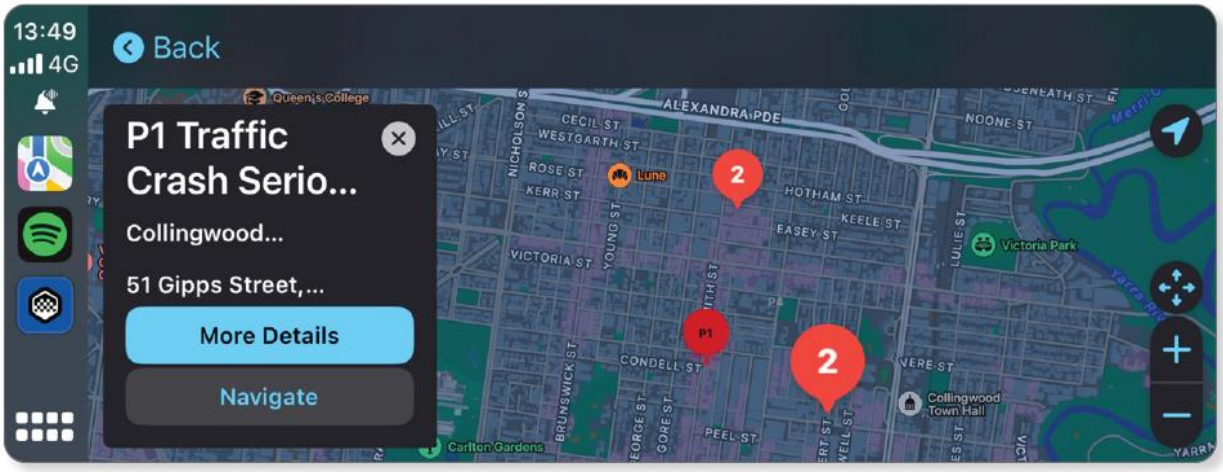
During the deployment process, Motorola will configure Mobile Dispatch with your agency's required fields as defined by PremierOne CAD tables, including the incident status, unit status, incident type, and various other CAD options.

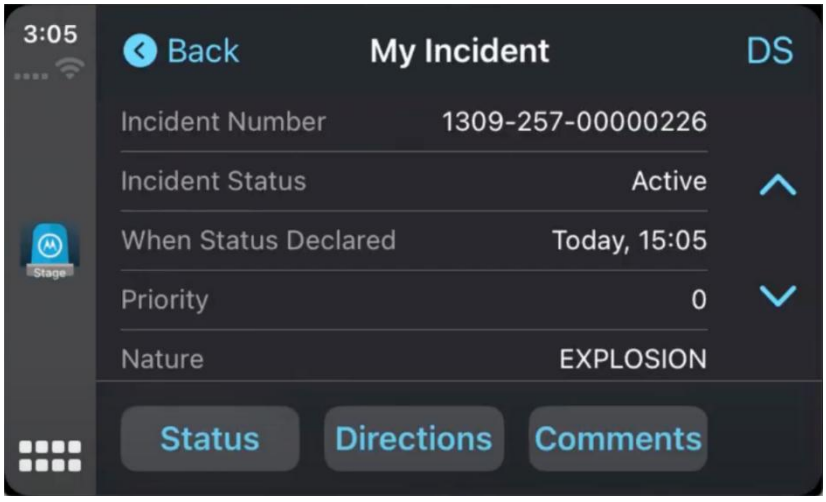
Mobile Dispatch with CarPlay®

Mobile Dispatch on Apple CarPlay–an integration that brings relevant mobile dispatch features to your patrol car's hands-free infotainment system.

Apple CarPlay provides officers with intuitive, in-dash access to critical information from their agency's PremierOne CAD system. It is compatible with voice control features, allowing officers to stay focused on the road and obtain vital details and updates of an incident before arriving on scene. Officers can also use voice-to-text to dictate critical CAD comments to update details for all responding units while keeping both hands on the wheel.

Officers can easily view and interact with a list or map of incidents and other units in the area, see their assignments from Dispatch, self-assign to open incidents, complete status updates, and launch turn-by-turn navigation to get on scene quickly. When incidents change or are updated, officers can stay informed by on-screen notifications that can also be read aloud through Apple CarPlay.





1.1.2.1.3. CommandCentral Map

In addition to the on-premise PremierOne CAD Map, CommandCentral Map offers a unified mapping interface, powered by Esri, to display resource and event locations and alerts. Users can view all location-based data on the map display. The CommandCentral Map also includes the following:

- Custom Map Layers - Add your custom map layers from ArcGIS, Mapbox, or GeoServer.
- Data Layer Panel – Show or hide data and custom map layers to refine the map view.
- Event Detail Display – View details associated with each event on the map.
- Incident Recreation – Replay a time lapse of mapped events over a set period of time for up to 90 days. This history can be exported and viewed in Google Earth or ESRI ArcGIS Pro.
- Traffic and Weather - Overlay real-time traffic data and a weather radar map layer.
- Building Floor Plans - Enhance your map view with the addition of static indoor floor plans.
- Collaborative Drawing Tools - Draw and save polygons, polylines, and points onto the map to support planning for pre-planned events and provide tactical awareness during a real-time incident response. Annotations are visible by all users as a data layer.
- Zones of Interest - Create geofences that geographically filter information in a defined area.
- Directed Patrol Alerts - Specify geographic areas, set alerts and define rules for resources to enter and remain in for a user-determined period of time.

- Unit Management - From CommandCentral Admin, affiliate various resources into a single unit that can be named and intelligently tracked based on data from all affiliated resources.
- Modules:
  - Esri-based Unified Map
  - CAD-Like Configurable Event Monitor
  - Workflow Automation Rules Engine
- Integrations:
  - VESTA 9-1-1 - Call locations and details
  - CommandCentral, PremierOne, or Flex CAD – Incident locations and details as well as unit location, status, and detail (if enabled within CAD system)
  - Rave Mobile Safety Panic Button – Panic alert locations and details
  - Rave Alert - Receive location-based alerts on the map for immediate awareness of high-priority events.
  - Facility Profiles - Access critical property, building, and campus information
  - Smart911 - Access critical person information, including health and emergency contact information.
    - NOTE: Rave Mobile Safety Panic Button and Smart911 must be purchased separately. If Customer has Rave Mobile Safety Panic Button and/or Smart911, they will have access to the Panic Button and/or Smart911 through the CommandCentral Map.
- Share critical incident data with jurisdictional partners and stakeholders outside of CAD such as Emergency Management, DOT, and other extended response teams via configurable rules
- Proximity Alerts - based on event and location, automate critical notifications and quickly get the right information to the right people. Common use cases include soft target protection like schools and government facilities.

1.1.2.1.4. Agency Alerting

The PremierOne Subscription Offer includes internal text, email, and voice alerting for Agency employee communication with emergency and non-emergency capabilities including staffing use cases. Includes role-based access control. This cloud-based, customizable platform supports both emergency communications and everyday operational messages for a defined internal audience.

An upgrade for use with external/community alerting is an add-on option.

1.1.2.1.5. Quick and Reliable Messaging

Whether for a planned event or an unforeseen emergency, agency alerting offers your administrators an intuitive interface and customizable templates for immediate and accurate messaging to the appropriate users. Instant notifications via all channels – text, voice, and email – helps to expand your reach for mass notifications.

1.1.2.1.6. Enhanced Internal Coordination

Using an intuitive database that administrators can easily manage and update, agency alerting helps to bolster the coordination of groups by location, department, or other criteria that you choose. Administrators can customize their interface, provide updates to internal users, and receive immediate reports on alert success and delivery rates.

1.1.2.1.7. Public | Private Incident Collaboration

The PremierOne Subscription Offer includes a crisis management platform that supports your team's communication and collaboration, whether in routine situations or emergencies.

Within the incident collaboration functionality included, it is easy to establish clear responsibilities, immediately assign critical tasks, and provide event-specific materials to improve procedural compliance. Responses and actions are automatically recorded and tracked to confirm that the appropriate steps are being taken.

Benefits of incident collaboration include:

Increased coordination between team members - From a single screen, users can see their own tasks as well as what has been assigned to others. Team members are connected and can address situations with a planned strategy, making coordinated decisions in real time as actions and tasks are accomplished.

Greater situational awareness for all personnel - Notes, status reports, and next steps are immediately visible. From the onset of an event through the all-clear signal, your organization's leadership and responsible personnel are current from one moment to the next.

Faster response times in moments of emergency - Incident collaboration provides a clear list of tasks and responsibilities, customer templates for all types of scenarios, and an easy mechanism to record and share actions taken. Teams are prepared to act quickly during the initial critical moments of an incident as first responders arrive.

Automatic record of events and response sequence - A detailed timeline records all actions taken during routine situations or unexpected emergencies, providing your staff with the information they need to complete reports, communicate about outcomes, and improve response strategies for the future.

Incident collaboration helps your organization to be prepared for all possible scenarios. Team members quickly share critical data, send notifications, and coordinate a response to make sure every task is completed.

1.1.3. Security and Compliance

1.1.3.1. PremierOne Server Endpoint Security

The Endpoint Security feature is included with the PremierOne CAD subscription and provides modern, foundational server side endpoint security protection against common malware threats, customized for the PremierOne solution. This feature provides 24/7 monitoring and threat detection and response for endpoints.

While Endpoint Security is a foundational element of a comprehensive cybersecurity program, it does not offer protection against all potential threats. Motorola Solutions strongly advises all public safety agencies to implement a Managed Detection and Response solution to safeguard their mission-critical systems.

1.1.3.2. Application & Feature Security

CommandCentral Responder data is transmitted to and from mobile devices through an HTTPS connection with FIPS 140-2 Transport Layer Security (TLS) v1.2 encryption to protect from unauthorized access. To access the system, a user must present multiple authentication factors to CommandCentral Identity Management. All user requests and other user data are protected by Azure Government services.

On-Premises data services are designed to use FIPS-certified technologies to protect data in transit. The services use FIPS-compliant Transport Layer Security (TLS) 1.2 protocol with AES 256-bit message encryption to establish secure communication with PremierOne CAD and Mobile Clients. PremierOne supports PremierOne data contained on individual workstations that can be encrypted through the use of bitlocker.

1.1.3.3. Criminal Justice Information Systems (CJIS) and Compliance

At Motorola, we believe compliance is a team effort. As our customers' partner in compliance, we are committed to employing privacy and security protocols that enable our customers to comply with the most stringent legal and regulatory requirements. In addition, we build on a strong foundation with an architecture (both Azure and on-premises) designed and managed to

meet a broad set of international compliance standards, as well as region-specific and industry-specific standards.

Motorola employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola' s safeguarding of customer data, comprehensive third-party audits of primary Software Enterprise development and support operations have been completed, and those operations have achieved ISO/IEC 27001:2022 (information security management systems) certification, and AICPA SOC2 Type 2 reports are available. ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds), and ISO/IEC 27701:2019 (privacy information management) have been completed. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2022 certifications for the development and support operations at satellite locations have been completed.

Motorola understands our customers' need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola designs its products and services to support compliance with the FBI's Criminal Justice Information Services (CJIS) Security Policy, and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist our customers through administering and coordinating CJIS-compliant personnel credentialing, providing documentation assistance in connection with CJIS audits, and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

1.2. Integrations and Interfaces

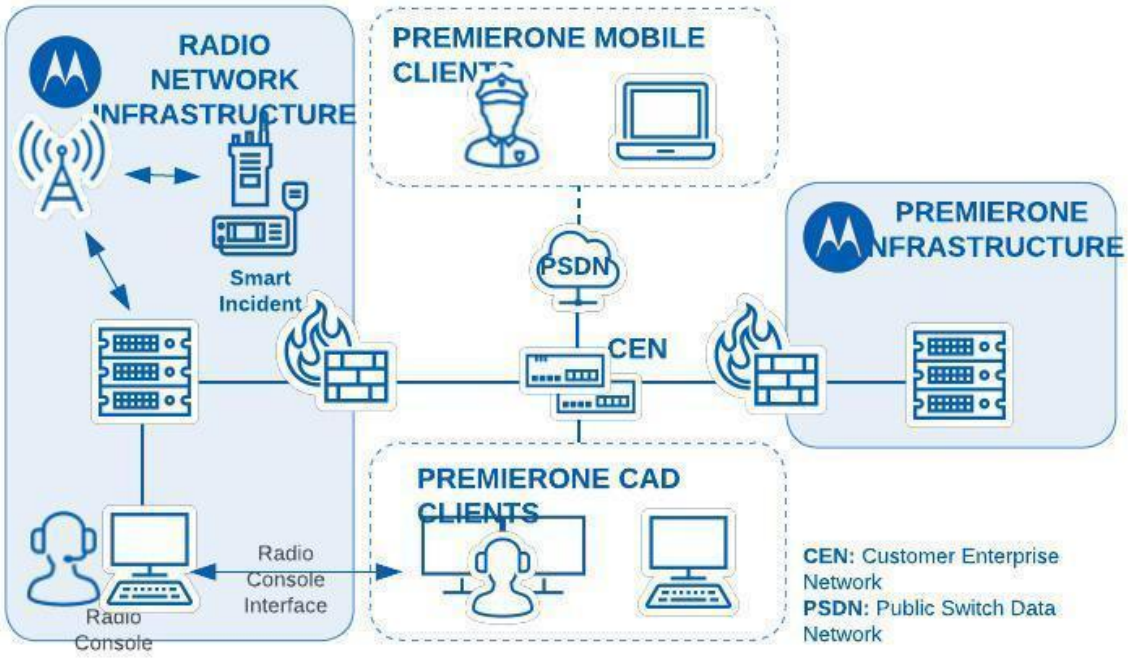
1.2.1. Integrations

The table below lists the integrations included in the System.

Table: System Integrations

Customer Interface Name	Motorola Interface Name
ASTRO MCC7500 Console	ASTRO Radio Console (Motorola) - CAD Integration
ASTRO Radio Location	ASTRO Radio Location (Motorola) - CAD Integration
ASTRO Radio PTT	ASTRO Radio PTT (Motorola) - CAD Integration
PremierOne CAD-to-CAD Interface to Flex CAD	PremierOne CAD-to-CAD Interface to Flex CAD

1.2.1.1. PremierOne CAD ASTRO Integrations



Radio Integration Representative Diagram

Note: All PremierOne ASTRO Integrations are dependent on the availability and provisioning of the ASTRO solution capabilities.

For customers that have various ASTRO critical communications products, PremierOne CAD Client is able to enhance the ability of dispatchers and responders to remain situationally aware and operate more efficiently. Several capabilities are available, subject to existing products and/or system design. As part of the overall solution, the following integrations are included:

1.2.1.1.1. Alias Synchronization

ASTRO and PremierOne CAD are both highly configurable systems, but ensuring accurate data between the two can become a chore. Alias Synchronization allows PremierOne CAD Client Provisioning and ASTRO Provisioning Manager to keep device information in sync. Agencies can choose to allow one-way originating from either system, or a two-way synchronization of information between ASTRO and PremierOne. To leverage this capability ASTRO requires either the ASTRO Provisioning Manager Interface (PMI) and appropriate licensing, or dispatch sites leveraging the MKM 7000 Console Alias Manager (CAM). The ability to use either or both allows PremierOne to integrate with ASTRO in a variety of ways, depending on the intended ASTRO system design.

Within PremierOne, agency devices are mapped to security groups within ASTRO PM, so that only specific devices can be changed/modified, but also permitting the ability of both ASTRO PM and PremierOne to add devices when added to the upstream system. Administrators and dispatchers, with appropriate access, only need to manage device aliases from a single source, yet information is always up-to-date in both systems for dispatcher and responder situational awareness of who is talking at any given moment.

1.2.1.1.2. Console Integrations

APCO™, NENA™, and other organizations envision a dispatch environment where the Call Handling, Computer Aided Dispatch, and critical communication consoles operate from a single keyboard and mouse, as integrated as possible to reduce “dispatcher swivel”. To that end, Motorola includes several integrations between PremierOne CAD and both the MCC 7x00 series of consoles and the CommandCentral AXS line of consoles. The integrations are the same regardless of the specific product in use by the dispatch center. However, these integrations require specific configuration of the ASTRO network and may require additional hardware for secure, reliable communications between PremierOne and ASTRO within the dispatch center.

Selective Calling

Selective calling (sometimes referred to as Two-Tone Dispatch in PremierOne) is the ability to automate paging and toning using the MCC or AXS console. Within PremierOne CAD, the dispatcher is able to take advantage of unit tracking and incident management capabilities to automate the alerting of responders.

As either the sole alerting source, or in combination with other paging, toning, tear-n-run, and fire station alerting integrations, page groups can automatically be triggered on the MCC or AXS console from within PremierOne without touching the respective communications console. As PremierOne CAD is also aware of unit status, station, etc., alerting records are used to provide a limitless number of configuration options to automate Quik-Call II, P25 Selective Calling, DTMF, 5-Tone, or any other toning mechanism that can be configured into pagers and page groups from the communications console. It is also possible to page APX and APX N series devices on an individual basis to notify units of a call, such as an EMS unit that may be parked and have its responders away from the unit, without tying up precious airtime and dispatcher bandwidth.

Manual Multiselects

Multiselects are a powerful feature of MCC and AXS consoles that allow a dispatcher to simultaneously transmit the same message on multiple resources at the same time. PremierOne CAD augments this capability with the ability to manually create multiselects on the fly from a dedicated window, within the command line, or leverage preconfigured multiselects to have a library of preconfigured groupings that exceed folder limits on MCC and AXS. Such capabilities allow dispatchers to quickly put out important messages, such as “all points bulletins,” to their covered area as well as relevant surrounding areas on an on demand basis. This allows the setup and tear down of the multiselect without having to interact with the console other than a hardware push-to-talk button quickly and effectively.

Dynamic Multiselect

Dynamic Multiselect is the intelligent enhancement of a manual multiselect. Rather than having to manually make a multiselect group, or even select from a preconfigured grouping, dispatchers can use a single command to create a multiselect based on a unit or incident. As PremierOne knows which radios are assigned to what units, and what units are assigned to an incident, it is able to watch the interconnected ASTRO system for what resources units are affiliated (selected) on their devices. Simply issuing the command against a unit with four responders who each have their device on different resources will create a multiselect of all those resources so the dispatcher can transmit important information like a safety message simultaneously. As PremierOne is always monitoring the affiliation of the responder devices, if a user switches resource while the multiselect is created, the multiselect will be updated in near real time. This can be incredibly powerful in situations like large structure fires, with many units, where some responders may not be on the correct talkgroup. Being able to use a short

command with the incident number to create a multiselect to transmit an evacuation message would allow every responder to hear the message, even if human error caused them to select an incorrect resource on their portable radio.

1.2.1.1.3. Automated Dynamic Regrouping

Automated dynamic regrouping allows assisting responders with access to the correct radio system talkgroups. Radios properly configured are able to use the dynamic regrouping capability of an ASTRO P25 trunked radio system (M-series core version 7.18 or later) so that responders are on the correct talkgroup for an incident, or open up access to a device that may not have the resource accessible on their device already.

Dynamic regrouping is the concept of creating a talkgroup that can be assigned on the fly by the LMR system for a specific purpose and assign radios to said resource, including automatically switching the device to the dynamic talkgroup, even if it is not selectable by the user.

PremierOne enhances this P25 TIA standard technology by allowing dispatchers to trigger a grouping of radios into a dynamic regroup, or ungrouping the radios. Further, PremierOne can be automated to automatically perform this action based on certain factors, such as a specific incident type.

PremierOne CAD uses the concept of radio pseudo-units in regular operations allowing incidents to be assigned a specific communications resource like a talkgroup, and allows talkgroups to be associated with incidents as if it was a unit with specific capabilities. One key difference, however, is the ability to assign one talkgroup to multiple incidents. Once assigned, devices supporting the regroup capability can either upon dispatch or command from dispatcher be regrouped to the assigned talkgroup. This would help in situations where mutual aid units may not have a resource, or there are responders who do not typically operate on the regular tactical channels of an agency, thus permitting the various responders to be able to communicate with each other.

Dynamic regrouping requires the additional RadioServices virtual machine and connectivity to ASTRO using a no-cost license. This capability is also based on feature availability and programming of the ASTRO system and subscribers.

1.2.1.1.4. Push-To-Talk Status Monitors, Device-Initiated Status Change, and Emergency Indicators

PremierOne uses a Motorola exclusive connection to an M-Core ASTRO system (ASTRO v7.18 or later) to watch for specific actions taken by responders utilizing APX and APX N series devices. While radio consoles include a call log, PremierOne CAD includes an additional “Push-To-Talk” status monitor that uses additional information available to provide richer information about who is talking. For example, on a radio dispatch console, the dispatcher may only be able

to see an ID or, if provisioned, an alias with a limited number of characters. Within PremierOne, assigning devices automatically, in advance, or at the time of log in will allow PremierOne to display the responder's name, the Unit ID, riding position, and/or vehicle the radio is assigned to based on agency configuration. Dispatchers are able to select which talkgroups they would like displayed on the status monitor with a simple command as needed.

Users of APX and APX N series devices utilizing any in-support version of ASTRO will also be able to program status messages that can be transmitted from a portable or mobile radio. These messages can be mapped into statuses inside of PremierOne, such as “en route,” “on scene,” “at patient,” or various other statuses.

Finally, emergency button presses on responder radios can be configured for near limitless automated, multi-step actions. Pop-up windows that immediately shift dispatcher focus and provide information such as last known location, unit ID, personnel name, etc., can be displayed, and new incidents can be spawned with a single button press.

These integrations leverage an additional virtual machine known as “RadioServices.” This VM reduces the number of connections needed to an ASTRO system and can allow other Motorola applications to take advantage of similar integrations. The necessary ASTRO software licensing is available at no additional cost. This connection can also leverage security groups within ASTRO systems so that only the necessary information is available to the CAD environment.

1.2.1.1.5. Responder Location

For several decades, Motorola has provided an integrated location experience for CAD and P25 radio systems. Several responder location integration options are available to provide situational awareness to dispatchers and responders in the field.

Cadence Based Location

Traditional P25 standards include protocols for instructing the responder radios to transmit their location on fixed intervals (when properly configured). PremierOne augments this capability when combined with an ASTRO system by changing cadence based on the current unit’s status. For example, PremierOne will instruct a unit in emergency to report its location at the fastest possible rate, while instructing a unit either in quarters or otherwise not available for dispatch not to report its location or at least at a very slow rate utilizing the ASTRO data capacity in the most effective manner possible.

Cadence based location requires an ASTRO radio system (conventional or trunked) with an Intelligent Middleware Server (IMW). A data capacity study is included so that PremierOne cadence requests are configured in a manner that prevents data use in excess of system capabilities.

While non-Motorola responder radios are supported with this integration, properly equipped APX and APX N series devices and ASTRO systems offer “enhanced data” capabilities. This Motorola exclusive feature allows 10-12x the data capacity for cadence-based location updates.

All of this is available while using your existing system coverage and no reliance on commercial solutions like satellite or cellular broadband.

Location on Voice

A capability that is exclusively available when both the responder’s radios and radio system are provided by Motorola is location on voice. Location on push-to-talk (LoPTT) is the ability of a Motorola APX or APX N series device (when properly optioned and configured) to transmit its location along with the user’s voice on the same talkpath. This means no additional system capacity or enhancements are required. Users who are speaking for at least 3 seconds or longer with a proper GPS location fix on the device will have their current location transmitted to the IMW in lieu of, or in addition to, cadence based location updates. In intense situations such as vehicle or foot pursuits, major fires, and other emergency responses, primary units are not only providing updates verbally and frequently but are also transmitting their locations to the integrated ASTRO and PremierOne CAD system. This enables dispatchers and other responders to track their locations.

Location on Receive (LoRX) is an additional enhancement for customers with trunked radio systems using TDMA voice talk paths. This proprietary Motorola technology uses available air time to allow responders listening to a talkgroup, such as the dispatch talkgroup, to also transmit their location to the system without taking additional system data capacity. This provides an opportunity for devices that have not recently transmitted their location an ability to submit an update for similar situational awareness purposes.

PremierOne Mapping Experience

PremierOne focuses on offering relevant data to dispatchers and mobile CAD client users without excessive Points of Interest (POIs) and objects cluttering the map. If units are transmitting their location through multiple means, PremierOne will automatically display the most accurate and up to date location. However, the logic of unit management with PremierOne CAD extends into its mapping. Under normal circumstances, a person assigned a portable radio with location tracking, a vehicle with a radio using location tracking, PremierOne Mobile, and any other combination will appear as the single logical “unit” while on duty inside of CAD. However, when a status for a unit changes to one that is considered an “out of vehicle” status, or a unit is manually placed “out of vehicle” (including a responder placing themselves “out of vehicle” using PremierOne Mobile), PremierOne CAD will start showing the location of the person independently of the unit. The person’s location is based on a radio assigned to them, such as an APX NEXT portable. This is helpful for situations like foot pursuits, wide area searches, or even a fireground with multiple firefighters each carrying a capable device.

Other users are able to see these locations as well based on permissions and configuration for Multi-Unit Display (MUD) settings.

1.2.1.1.6. SmartIncident

SmartIncident is available as part of the “SmartApps” for APX NEXT and N70 line of devices. When PremierOne CAD is properly deployed in a hybrid configuration with CommandCentral, users can access basic CAD information and perform functions such as status changes, viewing comments, viewing premise hazards, and accessing mapping, all from the critical communications device they are already carrying. SmartIncident also requires appropriate device enablement and configuration.

SmartIncident and Responder work in tandem to provide responders with relevant and timely incident data and the ability to add to the incident data from their choice of device (iOS, Android, APX NEXT, or N70). Both of these applications provide mechanisms for responders to be able to reference relevant incident information, while allowing operations such as status change to be performed by the responder without adding to (or reducing existing) dispatcher workload. Additionally, when properly configured, both solutions can be integrated into their respective platforms for responder location tracking.

SmartIncident is helpful for responders that are not issued mobile phones, and can be used on APX NEXT or N70 assigned directly to responders as well as circumstances where the device is shared, such as in Fire and/or EMS apparatus. The information and capabilities are limited to provide enhanced experience on a device that prioritizes critical communications. Responder provides additional functionality designed for replacing legacy mobile data terminal software, but cannot replace the need for a two-way voice communications device. It is possible for a responder to leverage both applications simultaneously in a secure manner, providing flexible deployment options.

1.2.2. Interfaces

The table below lists the interfaces included in the System. A description of each interface listed in the table below has been provided in Attachment XX. Any requests for change to the Interface Description or interface functionality will be addressed in accordance with the change provisions of the Agreement. While Motorola provides the interface with the third party system (on the environments stated below) it is the Customer’s responsibility to supply additional endpoints, i.e., training or staging environment interfaces.

Table: System Interfaces

Customer Interface Name	Motorola Interface Name
Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Points (PSAP)	ASAP To PSAP (The Monitoring Association) Alarm Bidirectional Interface IFD: ASAP To PSAP - Alarm Bidirectional Interface
Axon Records - records management system	AXON - Calls for Service Data Feed (Hybrid) IFD: AXON - Hybrid Calls for Service (CFS) Data Feed Outbound
Axon Fusus - real-time intelligence system	FUSUS Data View Interface IFD: FUSUS Data View Interface
CAD to CAD interface with AMR's CAD	PremierOne CAD-to-CAD interface to Logis Solutions CAD IFD: Logis Solutions - CAD-To-CAD CFS Interface
First Due	First Due - CFS Fire Outbound IFD: CFS Fire Outbound Data Feed
First Watch	FirstWatch (FirstWatch) CAD Data View IFD: Call For Service Data View
Full Vesta 911 fully spill all Automatic number identification (ANI) and automatic location identifier (ALI)	e911 ANI ALI and TDD Incident Creation Inbound Interface IFD: e911 ANI ALI and TDD Inbound Interface
International Public Safety Data Institute - NFORS	Call for Service Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)
ImageTrend	ImageTrend FRMS (ImageTrend) IFD: Imagetrend Elite - CFS Fire and ePCR Data Feed
MD Ally	Call for Service (Common) Fire and ePCR - Data Feed IFD: Calls for Service (CFS) Fire and ePCR Data Feed Interface
Nice Audio Logger feed	NICE Logger IFD: Call For Service Data View
Pulse point feed	Respond (PulsePoint Foundation) Notification Interface IFD: PulsePoint - Notification Outbound

Customer Interface Name	Motorola Interface Name
SPIDR Tech	Call for Service Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)
USDD Station Alerting	Phoenix G2 (HoneyWell) - Fire Station Alerting IFD: Phoenix G2 (HoneyWell) - Fire Station Alerting Interface
State/NCIC	CommSys - State and NCIC Query Interface IFD: CommSys - State and NCIC Query Interface
Mark 43	Call for Service (Common) Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)
GovWorx Comms Coach	Call for Service (Common) Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)
AppArmor	AppArmor Mass Communications

1.3. Data Services

1.3.1. GIS Services

A Geographic Information System (GIS) is crucial to PremierOne; it enables the collection, management, analysis, and display of geographic data, which directly impacts the system's core functionalities. GIS data provides effective address validation and accurate response determination. PremierOne utilizes GIS data for services like address verification, geocoding, routing, and jurisdiction determination, and for displaying geographic features on maps for dispatch and mobile users.

In PremierOne, GIS data is used for various crucial functionalities and is administered through specialized components for optimal performance. It's broadly categorized into *services data* and *map data*. *Services data*, optimized for PremierOne's application services, is imported from the customer's GIS source into an SQL Server geodatabase for address verification, geocoding, routing, and jurisdiction determination. *Map data* consists of geographic features with spatial and attribute information, copied into the PremierOne database in a customer-defined schema to be displayed on maps for CAD and Mobile users. Administration of GIS components in PremierOne requires understanding both agency rules and how PremierOne functions, with the PremierOne Data Import Tools being key for importing and managing this data within the SQL Server environment to maintain its schema for optimal performance. The Statement of Work

outlines the scope of these services and addresses how Customer Administrators will maintain the GIS data.

1.3.2. Data Conversion

1.3.2.1. PremierOne CAD Data Conversion

PremierOne CAD data conversion involves extracting specific data points (location, call type, disposition, etc.) from the Customer's legacy CAD system databases (assumed to be in Microsoft SQL Server format). Motorola performs the conversion, and the Customer is responsible for data cleanup, ensuring data accuracy in the source, and assigning a knowledgeable resource to oversee the migration process. The converted data is imported into the PremierOne CAD system, with older data moved to a data warehouse, and then purged from production.

1.4. Architecture

1.4.1. PremierOne

1.4.1.1. High Availability

Hardware and software architecture is designed to allow for both physical component and application service failures to occur without inducing system outages. Where possible, multiple application servers are able to provide connectivity to third-party systems while managing client activity. This includes services that typically do not allow multiple end-point connections such as state / federal criminal information queries. Sizing is explicitly determined to allow loss of physical hardware and virtual server nodes without loss in capacity or capability. The high availability architecture also allows for many regular maintenance activities such as operating system and hardware patches to occur without application downtime.

1.4.1.2. Commercial Off the Shelf Platform Components

The PremierOne equipment contains Commercial Off-the-Shelf (COTS) products from industry recognizable vendors. This provides Motorola the ability to adjust the solution as technological capabilities grow and evolve. Limiting bespoke and specialized components also reduces cybersecurity risk by ensuring multiple vendors are able to fulfill requirements and extend support lifecycles.

1.4.1.3. Environments

The system is deployed with a single production environment incorporating the high availability components and interfaces presented in this system.

The system design also provides a single limited-use environment that can be used as a test or training environment. The single limited environment does not include the interfaces configured for use in the production environment.

The backup service (backup library and backup software), the Report Data Warehouse (on demand reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers.

Environment Summary:

- Production Environment for both the Primary Site
- One Limited Use for Test or Training for the Primary Site

1.4.1.4. CAD Web Client for PremierOne

Securely view, update, dispatch and close incidents when not on the dispatch floor from any internet-connected laptop or PC with the CAD Web Client. Extend dispatch capabilities from anywhere and enable non-traditional users to work from locations that have not previously had access to jurisdictional CAD information.

CAD Web Client is a cloud CAD monitoring, call-taking, and dispatch solution accessible by authorized users via Chrome browser. It is a secure application with a cloud backend built on the Motorola Solutions Cloud Infrastructure Engineering platform in the Azure Government cloud. A subset of the application's functionality is available as an extension to PremierOne CAD through the CAD Web Client, as well as a standalone system through CommandCentral CAD. For this program, the agency is entitled to the application available as an extension to PremierOne CAD during normal operations and as an alternate CAD during a primary CAD outage.

1.4.1.5. Continuity Services

Continuity Services provides a method to resume CAD operations and preserve incremental data during PremierOne server outages with minimum operational downtime until the full system returns to normal operations. To achieve that, Motorola provides services that integrate into the on-premises PremierOne CAD via the CommandCentral Connector to:

- Leverage the CAD Web Client as an extension to on-premises CAD system during normal operations;
- Automate setup and onboarding of needed cloud infrastructure to enable dispatch continuity solution in response to a primary CAD system outage;
- Facilitate needed data transfer from on-premises to cloud with minimal downtime and disruption to call taking and dispatch operations in the event of a primary CAD outage ("failover");

- Provide capabilities to capture and track calls for services, unit assignments, as well and other critical dispatch duties using a simple-to-use UI;
- Facilitate needed data transfer from the cloud back to on-premises (“failback”) when primary CAD recovery is complete; and,
- Expand supported continuity of services to other personas and applications beyond dispatch and CAD over time.
- Access to CAD Web Client with a PremierOne CAD backend during normal operations;
- Continuous synchronization of active/pending CAD incident and on duty unit data to the cloud;
- Enablement of CommandCentral CAD services required to minimize downtime when switching from normal operations to CAD continuity mode.
- Access to CAD Web Client as a standalone CAD continuity solution during primary CAD outage;
- Ability to leverage/update CAD incident and report numbering for continuity of defined numbering scheme;
- Incident and unit merging report for consistent data merging from CommandCentral CAD to primary CAD upon failback.
- State/NCIC Query interface functionality
- E911 interface functionality
- Phoenix G2

During the outage, CAD Web Client becomes the primary CAD system by replacing PremierOne CAD for the duration of the outage (planned or unplanned). Upon successful PremierOne CAD recovery, the solution will revert to normal operations and again function as an extension of PremierOne CAD. A more precise failover downtime will be mutually explored and agreed to throughout the development process based on factors such as cost and agency needs.

1.4.1.5.1. Unavailable Functionality During an Outage

The following is out of scope and will not be available as a part of the proposed CAD continuity via the CAD Web Client:

- Ability to change agency code tables, incident and unit settings, and new preassigned units via CommandCentral CAD during primary CAD outage (any CAD-related provisioning changes);
- Ability to change or add new GIS data such as addresses or beats during the outage;

- Custom development of new features in CommandCentral CAD beyond the general availability feature set;
- Any capabilities outside of call-taking and dispatch workflows (records management, digital evidence management, mobile clients, etc.);
- Automatic failover from primary CAD to CommandCentral CAD (failover will require intentional activation;
- Real-time failover from primary CAD to CommandCentral CAD without downtime (system downtime associated with failover to CommandCentral CAD is not expected to exceed 5 minutes);
- Integration with any 3rd-party systems beyond basic state and national query and E911;
- Side-by-side operation of CommandCentral CAD (standalone cloud CAD) to PremierOne CAD;

Mobile Dispatch with CAD Continuity

Mobile Dispatch allows the Mobile and Handheld clients to continue to operate despite the on premises CAD operational status. The CAD Continuity functionality allows for Mobile Dispatch to continue to operate with uninterrupted, bi-directional dispatch functions with full capabilities while the on premises CAD functions are in fail over mode.

1.4.1.6. Common Services

Common Services provides system administrators the flexibility to manage internal services throughout the platform from a single point. The system's common services include GIS, System Security, Reporting, and the system tools for provisioning.

1.4.1.7. Geographic Information System (GIS)

GIS data is fundamental to PremierOne's functionality, providing the spatial context crucial for efficient operations. Address validation, location-based dispatching, and resource allocation all depend on accurate and comprehensive GIS data. PremierOne leverages this Esri-based information to improve response times, enhance situational awareness, and facilitate coordinated responses across multiple agencies and jurisdictions. The quality of this GIS data directly impacts the system's overall performance and effectiveness.

The integrated GIS capabilities within PremierOne CAD modules utilize various GIS feature types—street centerlines, address points, common places, response boundaries, and reporting districts—for precise location identification and appropriate resource deployment. This spatial data supports real-time incident management, improved geocoding accuracy, optimized routing, and enhanced visualizations for decision-making.

Utilizing ESRI-based technology also allows the use of external hosted data services and layers within the PremierOne environment. This allows customers to display other types of data such as specific points of interest, polygons, and many other event layers within the PremierOne application. PremierOne has also begun the process of tighter alignment with CommandCentral Universal GIS and Mapping services. Over time, customer configuration defined within CommandCentral for visual mapping capabilities will be aligned and synchronized to provide a “more comprehensive” mapping experience for PremierOne users.

1.5. Infrastructure

1.5.1. System Platform

This section discusses the hardware, operating systems, and system software of the system, which will be installed on-premises at the Hosted Solution Data Center Facility. Quantities of hardware are provided below.

Note: It is the responsibility of the Customer to provide any specialized hardware and installation to ensure compliance with any Local, State, or Federal natural disaster safety regulations.

1.5.1.1. PremierOne System Servers

PremierOne leverages the latest Gen HPE server hardware and long-standing business relationship with the vendor to deliver mission-critical reliability. Common hardware from a major vendor and thoughtfully crafted support agreements provide hardware repair and replacement, even while the system continues to remain operational with full user capacity.

The server stack only uses two different SKUs of HPE enterprise server equipment. One configuration is targeted at the actual application and services workload while the other is targeted at the control plane, monitoring, and management capabilities for both the OpenShift solution and PremierOne application.

Limited SKUs provide supply chain predictability, as well as customer expansion for additional capabilities post deployment or system go-live. Configuration and layout is such that server clusters have “blade-like” expandability. For example, a customer wishing to augment the solution with an additional non-production environment in most circumstances may only require an additional compute node. Further, PremierOne is the first product to now leverage the new Motorola unified on-premise cluster design. Over time, additional Motorola products will leverage the same technology and hardware stack as PremierOne. This allows customers using some of the other Motorola on-premise software products, or those wishing to adopt them in

the future, not to have to deploy additional standalone configurations, rather expand only the resources needed on the existing cluster provided with this proposed solution.

Specific Bill of Materials and specifications are provided closer to customer solution acceptance to provide the latest equipment. Motorola prioritizes extending equipment lifecycle as system reliability and information security compliance requires hardware that is in support from vendors.

Typical system specifications include:

- Intel Xeon Gold series processors for workload nodes, Xeon Silver Series for management nodes. CPU socket/cores counts are specified and provisioned to achieve as close to 1:1 physical to virtual assignment as reasonably possible.
- Redundant NVMe boot drives for hypervisor.
- Multiple 10G RJ-45 uplinks, segmented between compute and block data fabrics with redundancy.
- Enough memory so that 20% or greater reserve is available.

1.5.1.2. PremierOne (On-Premise) System Storage

The system's online storage is provided through the HPE Alletra line of storage appliances. Specific models and configurations are pre-selected based on tiered sizing. The various sizing options are selected based on various factors such as customer call volume, interfaces, and/or modules implemented.

All models use redundant, highly available storage controllers to allow customers to perform zero-downtime firmware updates, security patches, and any hardware replacement needed.

Recognizing no two customers use the same products in the same manner, the Alletra line as configured by Motorola allows for storage expansion shelves and/or spare drive slots in the event utilization exceeds what has been estimated. In decades of use, the need to expand storage has been rare provided customers follow Motorola recommendations for appropriate pruning, archival, and/or transfer of system data.

Motorola also leverages telemetry from the Alletra SAN for system health as system anomalies are often first recognized in block storage before they turn into critical system issues.

Alletra storage uses proprietary block redundancy technologies, Triple+ Parity, to allow for up to three (3) simultaneous disk failures without data loss to meet/exceed industry best practices. Specific selection of NVMe, SSD, or traditional HD will depend on solution requirements and details provided closer to customer design acceptance and the most recent Motorola design requirements.

1.5.1.3. PremierOne Network and Management Components

Motorola has included network hardware for the system server architecture. Networking hardware for the connectivity outside the system local network fabrics must be provided by the Customer.

1.5.1.3.1. Fortinet FortiGate Network Devices

Motorola deploys PremierOne stacks with FortiGate brand network security firewalls from Fortinet.

First, in an ever changing cybersecurity and network technology landscape, ensuring the PremierOne environment, responsible for processing CJIS and/or other PII allows customers network design change over time without massive system outage or reconfiguration.

Second, deploying an edge device allows a network design to be implemented in a customer environment without the concern of IP address overlap or conflict as all traffic is translated to the Firewall to addresses/subnets of the customers choosing.

Finally, the FortiGate comes preconfigured with policies ready-to-go for PremierOne to reduce setup time while providing additional enterprise network security.

Please see later sections for information regarding customer interfacing and network requirements. Customers choosing to deploy on their own infrastructure will be required to supply either like-model firewalls, or other firewalls that provide for similar functionality of both NAT and edge security, even when deployed inside an already protected enterprise network.

1.5.1.3.2. Arista Networks Data Center Switches

The Arista 7050TX3-48 is a data-center grade 48 port 10Gb Downlink Ethernet switch. The switch comes with power supply and fan redundancy. The switches and their design were chosen to provide system availability and redundancy. Two of these switches are provided, leveraging multi-chassing link aggregation to allow for mission critical operations and no downtime restarts or firmware patches when performed one at a time. Redundant DAC interconnects are used between the uplink ports for maximum capacity as these switches carry both application and iSCSI block-level data for the virtual machines to the SAN.

The Arista 7010TX-48 is a 48 port 10/100/1000 MB Ethernet switch. This switch is included to provide connectivity for management activities in a subnet outside of those for core functionality.

1.5.1.3.3. F5 BigIP Application Delivery Controllers

The system consists of a virtual Application Delivery Controllers (ADC) for the system. These are purpose built appliances that reside outside of the application servers that present a “virtual

server" address to the outside world. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

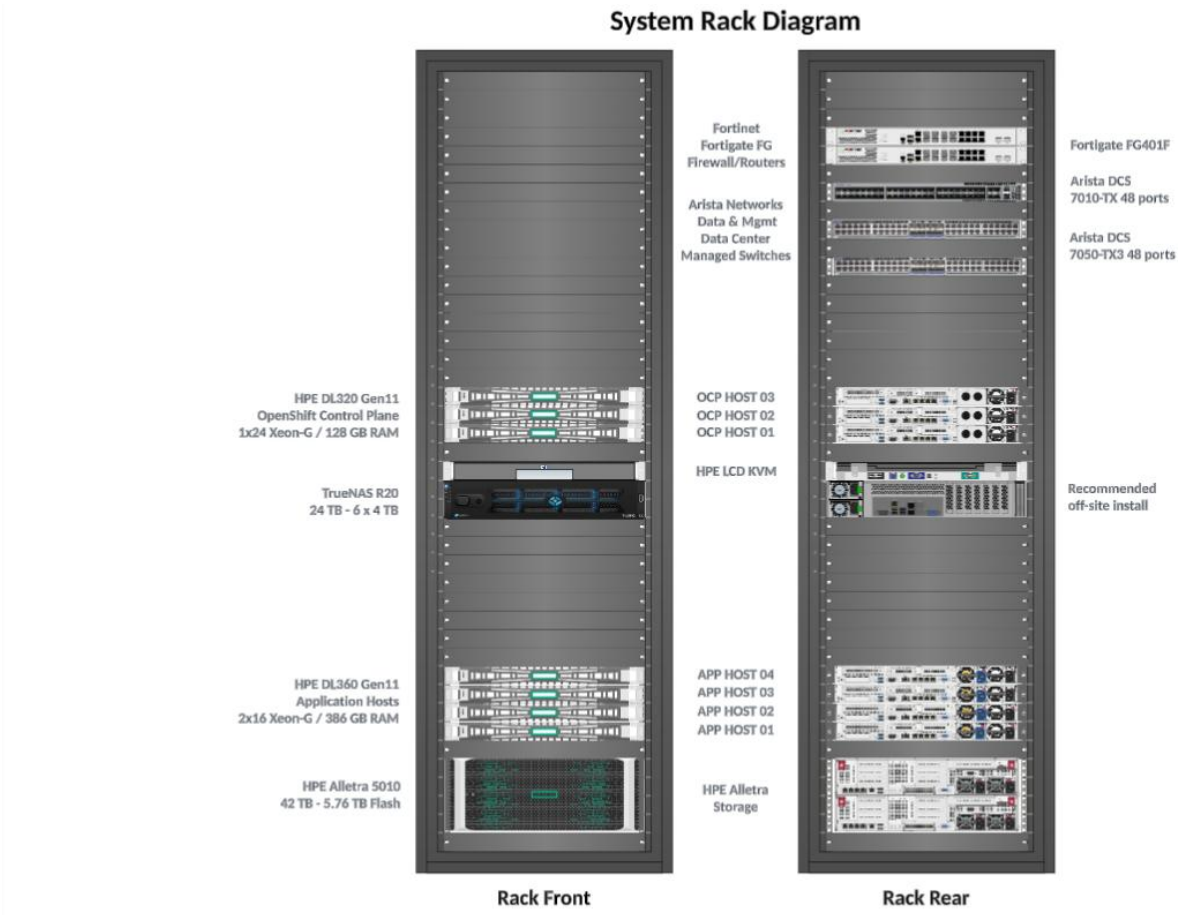
1.5.1.3.4. Network Management Tools

Included with the Red Hat OpenShift virtualization is a suite of tooling to monitor hardware status as underlying telemetry. This includes built-in control plane telemetry gathering and collation. Additionally, running on the control plane nodes is a small telemetry toolset to gather and display system performance and statistics utilizing Prometheus and Grafana for time-series logging and visualization respectfully. These tools come pre-configured with dashboards relevant for PremierOne that highlight the metrics and health of the key components to the operation of the software suite, and supplement the aforementioned OpenShift control plane telemetry. By default, a minimum of one week of telemetry is stored locally. When permitted by the system recipients, this telemetry can be forwarded to Motorola CommandCentral platform for long term statistics gathering for over a year and often longer. As Prometheus and Grafana are open source tools, Motorola provides pre-determined and pre-screened versions allowing only versions that are validated for cybersecurity and stability purposes are utilized. Motorola does not pull these tools directly from public-facing repositories.

Network and Management Components

Device / License	Description	Qty	Customer Provided	Motorola Provided
Arista Data Center (DC) Switch	Data-center grade 48-port 10Gb Ethernet switch with 40Gb uplink.	1		•
Arista Top of Rack (ToR) Switch	48-port 10/100/1000 MB Ethernet switch for management connectivity.	2		•
CommSys ConnectCIC	Enables State Queries	1		•
F5 Big-IP Local Traffic Manager	Integrated virtual Application Delivery Controllers (load balancers).	2		•
FortiGate Firewall/Routers	Provides server component isolation to the solution through the firewall/routers.	2		•
HPE Application Host	Host servers for the application, database, and infrastructure VMs.	4		•

HPE Management Host	Control plane host servers are used to manage the cluster.	3		•
HPE SAN Storage	It provides a shared pool of storage space accessible by VMs.	1		•
HPE Server Rack	42U rack with rack-mounted keyboard and monitor	1		•



Hardware Rack Layout for Primary Site

Note: This is a representative diagram only. The final configuration will be determined during system staging and is subject to change.

The Customer must provide access to the loading dock at the installation location for equipment delivery and ensure that a Customer resource can receive and secure equipment storage. A temporary staging area for equipment unpacking and assembly must also be provided.

The Customer is responsible for any accommodation necessary to provide clearance and access through hallways, doorways, and elevators that meet or exceed the shipping container/rack specifications at all sites housing system components.

1.5.1.4. Microsoft Active Directory (On-Premise)

The PremierOne architecture isolates its internal Microsoft Active Directory (AD) exclusively for managing and authenticating internal components. Specifically, it manages the identities of service accounts and server objects that facilitate system operations. Application user access to the PremierOne system can be configured to authorize users through distinct, separate systems, such as agency Active Directory environments. This enables agencies to centralize account authorization across their different systems.

1.5.1.5. Benefits of Motorola-Provided Hardware

Motorola designs, tests, and deploys highly available, reliable, high-performing systems for mission-critical public safety applications. Our integrated hardware and software architecture provides physical redundancy and supports continuous evolution and enhancement. This includes our monitoring, management, diagnostic, and troubleshooting tools, all fully optimized for our platform.

Deploying on a customer-defined hardware platform introduces risks and unpredictable performance. With our platform, your system will be on the same platform we use for development and testing, ensuring predictable results. We conduct extensive functional, performance, deployment, and upgrade tests for each software release. Our platform also benefits from the collective knowledge and experience across numerous Motorola deployments, sharing optimizations, issue resolutions, best practices, and historical data analysis. These advantages are not available with alternative platforms.

We continuously enhance our monitoring capabilities, including network management software, scripts, and tools specifically designed for the Motorola platform. These are incompatible and not supported with alternative platforms.

Our rigorous system staging process provides predictable, consistent, and optimized system builds, from established supplier processes to specific factory build instructions. This methodology incorporates technological advancements and includes various tests, such as

system load tests, for proper system builds. This consistent approach leads to lower project costs and risks.

Motorola believes our pricing for the required PremierOne equipment is competitive, and our system purchase and staging benefits are invaluable.

1.5.2. Infrastructure

The following table lists the type and number of Microsoft and other infrastructure software licenses and the party responsible for providing them. There are differences in how vendors allow Motorola to license and the terms and conditions when the Customer licenses. The Customer is encouraged to consult Microsoft to determine the licenses needed for this project.

Table: Infrastructure Licensing - Primary (PR)

License	PR Site	Customer Provided	Motorola Provided
Microsoft Windows Server DataCenter 2022	2		•
Microsoft SQL Server Enterprise 2022 4-core	3		•
Microsoft SQL Server Enterprise 2022 2-core	5		•
Microsoft SQL Server Standard 2022 4-core	1		•
Microsoft System Center Operations Manager DC 2022	2		•
F5 Big-IP Local Traffic Manager Virtual Edition - 1G	2		•
Red Hat OpenShift Kubernetes with Ansible and Advanced Cluster Mgmt	4		•

F5 Big-IP LTM Virtual Edition appliances are used for load balancing network traffic between PremierOne CAD and/or RMS servers. Customers may procure their own licensing for F5 Big-IP LTM VE Virtual Edition servers, but Motorola will always supply the virtual machines through our software delivery teams. These VMs provide the preconfigured F5 LTM VE in a tested and validated configuration as a turnkey load balancing solution and are delivered unactivated. Current PremierOne Infrastructure design does not allow the reuse of an existing customer F5 Big-IP LTM (physical appliance or virtual edition), nor does it allow the reuse of the supplied virtual appliances for any purpose other than being dedicated to this solution.

1.5.3. Specifications

1.5.3.1. Network Requirements

Motorola's system requires TCP/IP protocol for connectivity. All servers and workstations will connect to the Customer's existing network. The Customer will provide access to facilities and a dedicated resource knowledgeable of the Customer's WAN/LAN.

Closer to the proposed time of delivery, Motorola will provide network services requirement documentation, which provides technical specifications for customer-owned and managed network components for the solution. These documents evolve and change regularly as software improvements, new features, and/or additional security requirements require changes in networking requirements. Motorola's IP Network Practice Office (IPNPO) controls this documentation, provides testing and evaluation, but most importantly, provides customer consultation as part of the delivery of PremierOne.

1.5.3.2. Hybrid Capability Network Requirements

Hybrid capability network requirements will vary based on specific services selected for use with the agency. Up-to-date requirements are provided from Motorola closer to time of deployment. Individual clients leveraging CommandCentral hosted have different requirements based on specific applications utilized and are discussed in those product's documentation. Due to this, specific requirements will be provided as part of system design finalization so customer network capabilities can be included as part of design consideration. Motorola maintains separate documentation detailing these specifications that may change throughout the product lifecycle as features and capabilities change.

1.5.3.3. Data Center Network Requirements

Motorola's delivery model is reliant upon our ability to perform some tasks remotely, which requires secure, remote broadband access for remote deployment, monitoring, and support of the system. Customer-provided high-speed internet access with a minimum bandwidth of 10 Mbps is required at the time of project kickoff and must remain available to Motorola throughout warranty and support periods to accommodate remote support of the system. In the event that dedicated links are required, a minimum of 7.5 Mbps upload and download access is required for remote support needs. It is the Customer's responsibility to ensure that the aforementioned capacity is available. In the event remote broadband access is not available to Motorola, preventing us from delivering the contracted service remotely, Motorola will provide service on-site at additional cost. The additional cost will be presented to the Customer via the change provision of the contract prior to the delivery of the on-site service.

1.5.3.4. Client Network Requirements

1.5.3.4.1. General Client Requirements

The PremierOne suite uses 1:1 network address translation (NAT) at the server cluster edge. This is done for deployment speed, consistency, and supportability while not requiring a redesign of IP address management or allocation of large blocks of IP addresses. Addresses are in the 10.192.0.0/16 address space, and while addresses in this space can exist on the customer network, clients expected to access PremierOne and related services should avoid this address space. This requirement applies regardless of customer-supplied or Motorola furnished server equipment.

For customer networks, clients should avoid any NAT between client and PremierOne edge (does not include the above mentioned NAT). While PremierOne can support additional NAT in customer enterprise networks, this adds to management overhead of the PremierOne system, and should be discussed at system design finalization for any necessary mitigation requirements. PremierOne Mobile clients when deployed with a VPN that provides a virtual interface and IP that is routable without translation in the customer enterprise network usually mitigates these concerns.

If NAT is found to be a requirement for customer networks, this can be addressed during design review so client deployment and reliability is sustainable.

IPv6-only environments are not currently supported. No IPv6 migration technologies shall be used between client and server (such as, but not limited to, NAT46, NAT64, 464XLAT, DNS64, 6rd and/or IPv6 tunneling brokers). CGNAT shall also be avoided without significant design consideration between Motorola and customer network administrations.

1.5.3.4.2. PremierOne CAD Client

The system is dependent on the Customer's LAN for client workstation performance. The estimated network requirement per CAD client with typical usage is 0.8 Mbps – 1.2 Mbps. The recommended built-to bandwidth is 2 Mbps per workstation. Peak load events (for example, login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and greater data intensive operations such as complex map annotation sets and map manipulation if the data resides on the server. The bandwidth recommendations account for the operation of the LAN client to "not exceed the values" with the map data being stored locally on the client workstation. Additional bandwidth will be required for the transfer of large multimedia files, premises hazard data files, and other large attachments.

Network latency plays a key role in the responsiveness of CAD client operations. The system is designed for optimal use on a local network environment where latency is very low. It is

important that efforts be made to provide the lowest latency possible between the system CAD servers and each CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

1.5.3.4.3. PremierOne Mobile Client Network Requirements

PremierOne Mobile functionality is designed for modern cellular data networks with the field responder's operating environment in mind. The customer will need to provide cellular wireless network infrastructure and connectivity with routing between the Mobile clients and PremierOne services. Mobile workstations operate optimally when a persistent IP address from the time the application is opened to the time the application is closed is provided. A persistent IP address can be accommodated in many ways including static IP, DHCP reservation, permanent DHCP lease, or with middleware such as RadioIP and NetMotion. The Customer will need to supply IP addresses for Mobile clients. Mobile clients are able to adapt to changing IP addresses, but it is recommended to avoid such instances outside of unavoidable situations such as VPN server failover. Utilization of overlay VPN software provides improved experience in environments where users may frequently migrate between connectivity such as cellular and fixed in-building Wi-Fi.

1.5.3.4.4. CommandCentral Responder Client Network Requirements

CommandCentral Responder is the latest Mobile client software from Motorola. Available for iOS, Android, and Windows, CommandCentral Responder has been built from the ground up to modernize software experiences for frontline public safety personnel.

Leveraging the CommandCentral platform allows client software to be utilized without the use of VPNs or similar solutions. Client devices connect to CommandCentral endpoints running in government-ready cloud environments. Connectivity is compliant with all CJIS and similar requirements using FIPS 140-2/140-3 compliant cryptography using well-known and understood mechanisms such as HTTP/S REST APIs.

Responder is designed for modern laptops and handheld devices using up-to-date cellular connectivity capabilities. No specific requirements such as VPN, APN, or similar are necessary as the endpoints are publicly exposed from the CommandCentral platform but appropriately secured. Customers requiring specific policies/restrictions are provided with documentation regarding expected connection endpoints.

Motorola retains ownership and responsibility for maintaining and securing CommandCentral endpoints and in partnership with customers can provide documentation needed for compliance such as security policies, remediation policies, and other internal practices.

1.5.3.5. PremierOne Workstation Specifications

1.5.3.5.1. PremierOne CAD Workstation Specifications

NOTE: These requirements assume no other software is being run on the workstations. If you are running additional software at the same time, you need additional RAM and/or processing power.

- 3.5 Ghz Processor Intel® Xeon® E5-1620 v4 or similar
- 16 GB+ memory
- 20 GB available disk space; solid state drive (SSD) required for optimal performance
- 100 Mbit or faster (Gigabit recommended) Ethernet network adapter
- At least one 1024 x 768+ pixel, 16+ bit color display
  CAD status monitor windows and maps are resizable, but to ensure consistent user experience the CAD client workbench window has a fixed dimension of either 1024 x 768 or 1280 x 1024.
    - o Three monitors is typical for a CAD position; specific monitor size, quantity, and configuration varies by agency.
    - o The CAD client workbench window has a fixed dimension of either 1024 x 768 or 1280 x 1024. The Call Control window is resizable with a minimum size of 980x685.

- Microsoft Windows 11 Professional (64-bit recommended) or Microsoft Windows 10 Professional (64-bit recommended)
- Graphics adapter with at least 512MB RAM per monitor, 24-bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended.
- .NET Framework 4.8 and above
- ArcGIS Engine 10.8.1 (included with PremierOne CAD client software)
- SQL Server Express 2017 or SQL Server Express 2019. CU level supporting TLS 1.2 is required.
- Software Prerequisites for PremierOne CAD Client - Visual C++ Redistributable Packages 2015 - 2022

NOTE: Workstation specifications are representative of workstations used in the testing of the latest release of PremierOne software and do not take into account any other applications. Future releases of PremierOne may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.5.3.5.2. PremierOne Mobile Workstation Specifications

Motorola suggests a modern “business grade” or "ruggedized" Windows notebook.

Specifications	Minimum Requirements	Recommended Requirements
Processor	2.7 GHz 4 cores or more, 64 bit	2.7 GHz 8 cores or more, 64 bit
Memory (RAM)	16 GB	32 GB
Storage	1 TB available disk space	1 TB or more available solid state disk (SSD)
Display	1280x720 pixels (HD)	1920 x 1080 pixels Full HD resolution display
Device	Radio/Wireless communications device with 4G or LTE network	Radio/Wireless communications device with 5G
Windows Version	Windows 10 fully patched	Windows 11
Graphics	Discrete graphics card with at least 2 GB RAM GDDR6	Discrete graphics card with 4 - 8GB RAM or more GDDR6
Keyboard	Standard QWERTY keyboard and Touchpad/Point Stick (or equivalent mouse device)	
Additional Applications	Adobe PDF reader (for help files) SQL Server Express 2017 or SQL Server Express 2019	

Software Prerequisites for PremierOne Mobile

- .NET Framework 4.8 or higher
- Adobe PDF reader (for help files)
- Microsoft SQL Server Express 2017 or 2019

1.6. Dell Workstations

1.6.1. Dell Workstations for PremierOne CAD

Dell Pro 27 Plus USB-C Hub Monitor - P2725HE

Agency	# of CPUs	# of Monitors
Public Safety Communications Department	82	328
Tucson Police Department Records	8	32
Total City of Tucson	90	360
University of Arizona	8	32
TOTAL	98	392

Proposal

City of Tucson, AZ

PremierOne Subscription Statement of Work

RFP # 240225

COMPUTER AIDED DISPATCH SOLUTIONS AND RELATED SERVICES

Revision Date: April 10, 2026

The design, technical and price information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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Section 1

Statement of Work — PremierOne Subscription

1.1. Introduction

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions, Inc. (Motorola) system as presented in this offer to the City of Tucson, AZ (hereinafter referred to as Customer). When assigning responsibilities, the phrase "Motorola" includes our subcontractors and third-party partners.

Implementation is done in two major phases: pre- and post-signature. The Project Kickoff will occur only after signature, any activities prior to Kickoff may occur prior to signature. Activities presented in this document are not necessarily performed chronologically as some activities may occur concurrently. Contractual obligations shall default to the project schedule.

Deviations and changes to this SOW are subject to mutual agreement between Motorola and Customer and will be addressed in accordance with the change provisions of the Agreement. Customer acknowledges that such deviations and changes to this SOW may incur additional costs. Said additional costs will be disclosed and mutually agreed upon between Motorola and Customer pursuant to the change provisions of the Agreement.

Some of Motorola's work may be performed remotely. The Customer will provide Motorola resources with escorted network access to enable Motorola to fulfill its delivery obligations.

The number and type of software or subscription licenses, products, or services provided by Motorola or its subcontractors are specifically listed in the Agreement and any reference within this document, as well as subcontractors' SOWs (if applicable), does not imply or convey a software or subscription license or service that is not explicitly listed in the Agreement.

1.1.1. CJIS Information

For all employees having unescorted physical or logical access to unencrypted NCIC/III or CHRI data or who manage, operate, develop, access, and maintain criminal justice information systems containing unencrypted NCIC/III or CHRI data, Motorola, upon request, will provide

state of residency verification and will obtain Applicant Fingerprint Cards and submit them to Customer for conducting a criminal background investigation, if Customer requires a different procedure there may be additional costs incurred, prior to such employee accessing the information system or arriving on Customer premises if unescorted access is required. Customer requires current Fingerprint Cards, Motorola employees will provide them.

1.1.2. Project Terms

The following project management terms are used in this document. Since these terms may be used differently in other settings, these definitions are provided for clarity.

Project Schedule means the schedule providing dates and timeframes for completion of tasks and deliverables during the course of the project. The Project Schedule is subject to change during the deployment of the System at the mutual agreement of Motorola and Customer.

Project Management Plan is composed of the Communications Management Plan, Risk Management Plan, and Change Management Plan and provides the criteria for managing those tasks within the project.

1.1.3. Completion Criteria

Motorola Integration Services are considered complete upon Motorola performing all Motorola Responsibilities listed in that (sub) section, delivering all items listed as Motorola Deliverables for that (sub) section, or as specifically stated as Motorola Deliverables – defined as the Service Completion Date. Customer task completion will occur per the project schedule enabling Motorola to complete its tasks without delay; Motorola is not responsible for any project delays due to incomplete Customer tasks.

Customer will provide Motorola written notification that it does not accept the completion of Motorola responsibilities or rejects a Motorola Deliverable within ten (10) business days of completion or receipt of a deliverable.

The subscription service period will begin upon Customer's receipt of credentials required for access (as outlined in Section 1.12 PremierOne Enablement), unless mutually agreed otherwise by project change order. The System Completion will be acknowledged in accordance with the terms and conditions of the Agreement and the System Completion Date will be memorialized by Motorola and Customer.

1.1.4. General Customer Responsibilities

In addition to the Customer Responsibilities stated elsewhere in this SOW, Customer is responsible for:

- All Customer provided equipment, including hardware and third-party software, necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, and the like.
- Active participation of Customer resources in project delivery meetings and working sessions during the course of the project. Customer resources will possess requisite knowledge of Customer operations and legacy system(s) and possess skills and abilities to operate and manage the system.
- Electronic versions of any documentation, as requested.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions, as defined in the Training Plan.
- Provide a work area for Motorola on-site staff in the primary facility, located near, but outside of, the computer machine room. The room must be equipped with a workstation, AC power to support a workspace for a minimum of two people, and Internet access. Wireless access is recommended. This work area must be available during the course of the project.
- Ability to participate in remote project meeting sessions using Google Meet or a mutually agreeable, Customer provided alternate remote conferencing solution.
- Configuring, maintaining, testing, and supporting the third party systems Customer operates that PremierOne applications will interface to as part of this project. For those third-party systems, Customer is responsible for establishing Application Programming Interface(s) (API) and providing documentation that details the integration process for the level of interface integration defined by Motorola.
- Initiating, coordinating, and facilitating communication between Motorola and Customer's third-party vendors as required to enable Motorola to perform its duties.
- All necessary third-party upgrades of their existing system(s) as may be required to support the solution. Motorola does not include any services, support, or pricing to support Customer third-party upgrades in this proposal.
- Motorola will have no responsibility for the performance and/or delays caused by other contractors or vendors engaged by Customer for this project, even if Motorola has recommended such contractors.

1.2. Project Discovery

Motorola will engage key Customer personnel in discovery sessions. The information documented from these sessions will be used in accurately designing and implementing the System to meet Customer requirements. These sessions could include:

- Network Verification.
- Business Process Improvement discovery session.
- Interface Discovery.
- GIS Discovery.
- Data Conversion Discovery.

1.2.1. Site Survey

Motorola will review the existing infrastructure(s) and installation location(s) to verify that the installation environment(s) is/are accessible, without special accommodation, to support the movement of equipment in Customer's facility from the receiving dock to the equipment room. Motorola makes no provision and has no responsibility for cabling, special accommodations, power consumption, or capital improvements to the installation environment that may be required to support the Motorola system that are not explicitly detailed in this Agreement.

Motorola Responsibilities

- Review the site requirements section of the System Description with Customer.
- Facilitate a meeting to review the physical installation environment and equipment travel path from receiving dock through to equipment room.
- Prepare a report with recommendations for any Customer provided site preparation required to provide an optimal environment for installation of the system equipment and identify any deficiencies related to power, power supplies, cabling, IP network connectivity, and communications equipment.

Customer Responsibilities

- Provide escorted access during the Site Survey to the installation location where Motorola system equipment will be installed.
- Provide documentation on the current infrastructure (that is, existing hardware and operating system software components and terminal networks), as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.
- Make knowledgeable staff available to explain the current architecture, infrastructure, and physical environment conditions (for example, building engineers/electrician) as needed.
- Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripherals in accordance with Motorola requirements and all network infrastructures described in the System Description.

- Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform to the specifications in the System Description.
- Provide 24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring throughout the course of the project and during maintenance and warranty phases.
- Provide three (3) NTP timing sources available to the PremierOne Servers.
- Review and approve the final hardware and operating system software configuration with the Motorola project team.
- Provide any cabling or capital improvements required for the installation environment and/or power consumption considerations.
- Review the site survey report provided by Motorola and address each of the recommendations for site preparation required to provide an optimal environment for installation of the system equipment including remediating any deficiencies related to power, power supplies, cabling, IP network connectivity, and communications equipment.

Motorola Deliverables

- Site Survey Report.

1.2.2. IP Network Verification

The purpose of the IP Network Verification is to confirm Customer's local and wide area networks conforms to the requirements presented in the Network Requirements in Section 1.7.3.1, provided with the System Description and if not, identify such deficiencies.

Motorola will inspect the networks to verify they will provide effective support of the Motorola solution. IP Network Verification(s) will be conducted at the primary installation location/data center, and outlying sites as determined by Motorola.

Motorola Responsibilities

- Conduct a review and discovery of the Customer's network.
- Conduct an onsite network verification test.
- Provide detailed requirements regarding Customer infrastructure preparation for Endpoint Security.
- Prepare a report with requirements for network preparation to provide an optimal environment for installation of the system equipment and identify any deficiencies related to cabling, IP network connectivity, and communications equipment.

Customer Responsibilities

- Provide escorted access to the installation location where Motorola system equipment will be installed.
- Provide information on current network architecture and configuration, as well as physical site information, such as building plans and schematics, as available.
- Provide IP addresses on Customer's network for the system servers and third-party application servers. All server names and IP addresses behind Motorola's Firewalls cannot be changed.
- Remedy any findings in the Network Verification report in order to provide an optimal environment for the System.

Motorola Deliverables

- Network Verification Report.

1.2.3. Business Process Improvement Discovery Session

A Motorola-led Business Process Improvement discovery session provides the opportunity for Motorola and Customer to gather and measure information variables and data of interest, and it provides Motorola and Customer the opportunity to review desired workflows and future state to determine the provisioning parameters that will provide the most optimal use of the Motorola system(s).

A Business Process Improvement discovery session is conducted separately for each of the contracted Product categories, such as CAD/Mobile and CommandCentral. A single instance of these activities will be conducted for a combined audience for each of the Product categories. The information collected will be documented in the Business Process Improvement Plan (BPIP) used in the determination of the provisioning parameters and enables Motorola to provide Customer guidance on provisioning and configuration options that best meet Customer's needs.

The Business Process Improvement discovery session will be attended by Customer's project team and additional agency subject matter experts (SMEs) as necessary. The practical input based on experience in Customer's operational environment is indispensable in the configuration of the system. Attendees will have the authority and responsibility of making declarative statements and decisions about business practices and implementation of Motorola systems. Customer is responsible for engaging members of their core implementation team and user agencies that will be provisioned in the Motorola system(s) to obtain required inputs. It is preferable to have personnel that are required for one section to attend all sessions in the information gathering process to ensure all parties are represented.

The BPIP will utilize Motorola's Solution Design document to capture key elements, workflows, and information as it pertains to the provisioning, configuration, and implementation of the PremierOne System. This will be a living document throughout the implementation and will be shared with Customer during and after implementation.

Motorola Responsibilities

- Provide the agenda(s) for the Business Process Improvement discovery sessions.
- Conduct separate sessions for each of the contracted Product categories; one each, as applicable, for the PremierOne CAD/Mobile System.
- Provide CAD Provisioning Data Gathering Guide.
- Consult with the County and provide guidance on provisioning options that support the County's business operations.
- Document session findings in the Solution Design document.
- Provide and review with the County with Provisioning Import Templates.
- Conduct a review of the Provisioning Import Templates for the County to complete.
- Request copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.

Customer Responsibilities

- Review the agenda(s) prior to the sessions.
- Ensure availability of the Customer project team.
- Provide Motorola with copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.
- Confirm readiness of City Code, Agency Code, and Beat Names.
- Review CAD Provisioning Data Gathering Guide.

Note - Import of the City Code, Agency Code, and Beat Names for the geodatabase is a required Project Task. Delayed, incomplete, or inaccurate information and Solution Design may have a significant impact on the Project Schedule and start of Provisioning Workshops.

Motorola Deliverables

- Business Process Improvement discovery session agenda(s).
- CAD Provisioning Data Gathering Guide.
- Business Process Improvement Plan (BPIP)
- Draft Solution Design.

1.2.4. Interface Discovery

This discovery will discuss the interface experience presented by each contracted interface utilizing the individual interface documents presented in the Agreement. Topics of discussion will include the following:

- The functionality delivered with each interface as presented in the System Description and associated interface-specific documentation included in this Agreement.
- Deployment requirements and dependencies of each interface (NDA, network information, API [Application Programming Interface]), and access credentials required to connect to third-party systems).
- Interface delivery and validation process.
- If applicable, the order in which interfaces are deployed, based on priority/necessity to Customer's operations.

Note - The interface deployment requirements are a prerequisite to roll out the interfaces. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola is not responsible for third-party vendor management, scheduling, or additional cost for software, modification, development, or testing unless the work is defined in this SOW or amended to the Agreement via a change order.

Motorola Responsibilities

- Discuss the need for additional information such as third-party API, SDK (Software Developer Kit), data schema, and any internal and third-party documents necessary to establish interfaces.
- Facilitate an overview of the interface to explain how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with local and remote systems.
- Communicate the interface functional validation process.

Customer Responsibilities

- Establish all required third-party API(s) and SDK(s) and provide all licensing and documentation for Customer's existing systems.
- Collect information on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with all local and remote systems and facilities within ten days of the Project Kickoff Meeting to avoid impact on the Project Schedule.

- Establish network connectivity between the Motorola server(s) and all third-party interface demarcations.

Motorola Deliverables

- Functional validation process for each interface.

1.2.4.1. Custom Interface Design Review

Motorola and Customer will review Motorola's interface design, at the time of contract, as documented in an Interface Functional Description (IFD) in order to verify consensus of functionality of the interface prior to Motorola commencing with development efforts. The review will include the structure of the interface, involved data elements and data mapping, event trigger, update cadence, communication path, connectivity requirements, and the expected user experience. Changes in design and or functionality identified during the review that impact Motorola's level of effort to develop the interface will be evaluated for cost and price impact. In such cases, Motorola reserves the right to provide Customer with a change order for the increased price or to de-scope the interface from the contract.

Motorola Responsibilities

- Conduct a review of the interface to explain the design of the interface and how the interface functions in the Motorola system.
- Work with Customer's third-party vendors, as required, to clarify any connectivity issues/data transfer issues.
- Consensus of the design will be memorialized by a Customer signature on the design document before Motorola commences with any development activities.

Customer's Responsibilities

- Make knowledgeable individuals available for the reviews.
- Provide clarity on the use case of the interface and verify the functional specification in the IFD meets the use case or identify desired changes to the specifications.
- Facilitate communications and assist with resolution of issues that arise between Motorola and Customer's third-party vendor(s).
- Assume costs associated with efforts required of the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary, to support desired interface functionality.
- Memorialize the interface specification by signature expeditiously, enabling Motorola to initiate development activities.
- Initiate a Change Order for any modifications.

Note - Unknown circumstances, requirements, and anomalies at the time of initial design can present difficulties in interfacing to some third-party applications. These difficulties could result in a poorly performing or even a non-functional interface. When information and access to systems is provided, Motorola will attempt to mitigate these difficulties. If Motorola mitigation requires additional third-party integration, application upgrades, API upgrades, and/or additional software licenses, those costs will need to be addressed through the change order provision of the Agreement.

1.2.5. GIS Discovery

A Motorola GIS Analyst will meet with Customer to discuss the data requirements, an overview of the GIS components, and the GIS data required for use with the Motorola system.

GIS overview topics could include:

- Review the Motorola GIS Data Requirements document.
- Discuss Customer GIS skill-set and responsibilities of the GIS Administrator to support the Motorola System.
- Review the requirements of Customer's GIS data, the authoritative owners of the GIS files that would be used for the Motorola system.
- Motorola will request a copy of the Customer's GIS data to support subsequent GIS activities.
- GIS scope review topics to be discussed include the following:
- Discuss Agency CAD Response boundary needs, routing requirements, premises hazard areas and specifics for address validation using street centerlines, common place points, address points, and alias tables.
- Mobile iOS/Android – Discuss agency-type specific web maps. Up to one (1) web map per agency type (police and fire/EMS) will be delivered, based on the CAD data set.

The GIS Data Report describes Customer's source feature classes and data values that have been made available to Motorola. The data is reviewed, and any items that may impact the applicable functionality of the data within the Motorola System are noted in the GIS Data Report. The GIS Data Report is delivered post-contract after review of Customer's GIS data. As GIS data is critical to the provisioning and operation of the system, it is imperative that Customer GIS Data be made available to Motorola prior to the GIS Scope Review.

Motorola Responsibilities

- Request initial GIS dataset for data review.
- Discuss current GIS business practices.
- Review GIS data types to be used within the Motorola system.

- Discuss authoritative GIS data sources, data updates and contracted frequency, if GIS Managed Services have been purchased.
- Request that Agency Code and Beat Names be provided to Motorola prior to the Business Process Improvement discovery sessions.
- Develop and review the GIS Data Report with the Customer.

Customer Responsibilities

- Ensure availability of GIS Administrator for this meeting.
- Review the GIS Data Requirements document prior to the meeting.
- Discuss any areas of concern relative to GIS and schedule requirements.
- Provide initial GIS dataset for review by Motorola.
- Confirm availability of the Esri ArcGIS Pro and Network Analyst extension software required for editing of GIS data.
- Finalize the Agency Code and Beat Names for the geodatabase and provide to Motorola. All of the data will be required, but the streets, address points, and common places can be works in progress to be updated as the project progresses.

Motorola Deliverable

- GIS Data Report.

Note - Providing the Agency Code and Beat Names for the geodatabase is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule. Providing Customer GIS Data is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

1.2.6. Data Conversion Discovery

Motorola will confirm the data conversion deployment type and expected results from the data conversion routines. The system hosting legacy data and flow of that data will be discussed with Customer subject matter experts.

Motorola Responsibilities

- Provide discovery session agenda.
- Request legacy data exports and conduct data analysis.
- Analyze data files with Customer to determine which tables contain the specified legacy data and identify truncated, coded, or masked data.
- Schedule legacy system data flow walkthrough sessions with the Customer.
- Document and report any data flow and data state that may impact the data conversion.
- Evaluate data restore approach and internal system requirements to support the data conversion.

Customer Responsibilities

- Define the data context subject matter experts that will support the data conversion process.
- Conduct an analysis of the data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly.
- Provide documentation of the legacy database and field mapping information of legacy systems for Motorola's understanding of Customer's data schema and relation.
- Engage resources from legacy system vendors, if required, to provide information on legacy database schema.
- Provide export of sample legacy data.
- Provide legacy database(s) that Motorola can link directly to by Microsoft SQL.
- Discuss how data is entered into the legacy system.
- Identify data points that are critical for daily operations.

Motorola Deliverable

- Data conversion plan.
- Field mapping document.

1.3. Project Planning

Motorola will gather project-specific information in order to set clear project expectations and guidelines, create the Project Management Plan and project schedule and set the foundation for a successful implementation. All of the discovery documentation is collated into a single Solution Design document that will be utilized throughout implementation and delivered to Customer prior to Project Closure.

1.3.1. Project Planning Session

A Project Planning Session will be scheduled after the Agreement has been executed. The Project Planning Session is an opportunity for both the Motorola and Customer PMs to meet prior to the formal Project Kickoff meeting and review key elements of the project as well as expectations of each other. The agenda typically includes:

- A high-level review of the following project elements (that is, Project Management Plan, Statement of Work, Training Plan).
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or contractors.
- Review CommandCentral Admin and Learning Center; provide Customer User Name and Access Information.

- Discuss Motorola remote access requirements (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).
- Discuss Customer obligation to manage change among the stakeholder and user communities.
- Review Software System completion criteria and the process for transitioning to support.

Motorola Responsibilities

- Schedule the remote Project Planning Session.
- Request the assignment and attendance of Customer project team and any additional Customer resources that are instrumental in the project's success, as needed.
- Provide the initial Project Schedule and Project Management Plan, conduct review, and baseline.
- Review Motorola’s delivery approach and its reliance on Customer provided remote access.
- Document the mutually agreed upon Project Kickoff Meeting Agenda.
- Request user information required to establish Customer in the Motorola Learning Center.
- Establish Customer within the CommandCentral cloud platform, enabling access to CommandCentral as outlined in the System Description.

Customer Responsibilities

- Provide existing GIS source data to Motorola by the start of Project Kickoff and Discovery.
- Identify Customer project team and any additional Customer resources that are instrumental in the project's success, as needed.
- Provide existing system information to Motorola as requested.
- Provide approval to proceed with the Project Kickoff meeting.
- Provide Learning Center and CommandCentral user information: first name, last name, unique email address, and role; confirm access.

Motorola Deliverables

- Meeting Minutes.
- Project Kickoff Meeting Agenda.
- Draft Project Management Plan.

1.4. Project Kickoff

The purpose of the Project Kickoff is to introduce project participants and review the scope of the project. The Motorola PM and lead technical resources travel to the Customer site. Other Motorola project team resources may attend remotely.

The Project Kickoff event consists of various branched activities. Availability of Customer project team and relevant resources to participate in each activity is critical to the project success.

Motorola Responsibilities

- Schedule and facilitate the Project Kickoff to clarify roles and responsibilities, establish team-working relationships, and initiate project tasks.
- Present a high-level overview of project scope and included applications and technologies as listed in the System Description.
- Review the delivery schedule and associated requirements.
- Confirm Customer access to the Learning Center.
- Confirm Customer is established in CommandCentral Admin portal.

Customer Responsibilities

- Provide a meeting space equipped with remote conferencing capability, enabling remote Motorola project team members to participate.
- Identify and ensure participation of Customer project team and other key team members in kickoff and project initiation activities.
- Provide input to the delivery schedule.
- Confirm access to the Learning Center.
- Confirm access to CommandCentral Admin portal.

Motorola Deliverables

- Project Kickoff Minutes.

Note - The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.

1.4.1. Contract Review

The objective of the Contract Review is to review contracted products with the Customer that make up the solution and System as sold, including the bill of materials, all applicable project

plans, and the contractual obligations of all parties in order to reach a common and comprehensive understanding of the implementation scope and effort.

Motorola Responsibilities

- Summarize and review the contracted Products, equipment, query(ies), and interface(s) described in the System Description.
- Review third-party partner solutions and involvement in the project, as applicable.
- Note any necessary modifications to the bill of materials (BOM).
- Review handheld device hardware specifications, IOS or Android version requirements, and reference to applicable CJIS security requirements.
- Lead the discussion of the Training Plan, prerequisites, and associated requirements.
- Plan installation activities with Customer.
- Discuss the Product Validation process for the contracted products.
- Author Contract Review meeting minutes.

Customer Responsibilities

- Review all contract materials, inclusive of exhibits; specifically the SOW, System Description, BOM, and Training Plan.
- Prepare a list of questions pertaining to contracted materials and exhibits.

Motorola Deliverables

- Contract Review meeting minutes.

1.5. GIS Design

GIS Design provides for the creation of a draft geodatabase that will be uploaded to the CAD server to support provisioning efforts as well as draft maps that are created for use by the CAD workstations. Motorola will create the draft geodatabase based on the GIS Data Report that was created during GIS Discovery. If CAD is not a system component, a GIS draft geodatabase is still required as it serves as the supporting data for address validation in PremierOne Records.

Customer will correct any data errors identified, allowing Motorola to incorporate the data into a revised draft geodatabase. Geodatabase development provides for up to two iterations of draft databases developed by Motorola. The final geodatabase is created as a product of the GIS Administrator Workshop.

Note – The following are supplementary (not included in the scope of this Agreement) to the tasks required to maintain the data using the Esri Arc software:

- Education that is specific to the use of the Esri Arc software, which can be obtained from Esri.
- Creation or maintenance of GIS data.
- Motorola is not responsible for data errors stemming from Customer's source data.

If Customer is unable to perform these duties, Motorola may be able to provide the services at an additional cost.

Motorola Responsibilities

- Schedule and initiate a GIS design teleconference to address critical data errors in Customer's source data or to confirm the data being incorporated into the draft geodatabase.
- Create the draft visual maps and Routing Network.
- Create the draft geodatabase.

- Provide up to two iterations of draft geodatabases.

Customer Responsibilities

- Attend the data delivery design meeting.
- Correct any GIS errors identified in the GIS design meeting and Data Report.

Motorola Deliverables

- GIS Draft Geodatabase.

1.6. Initial System Provisioning

The PremierOne applications can be provisioned to support specific variables, i.e. personnel, unit IDs, incidents, various workflows, responses, and recommendations, the effects of which are determined by the selections the Customer makes as part of provisioning activities. The Initial System Provisioning supports the functions available to support PremierOne Enablement. Final provisioning is completed during the System Provisioning activities. This could be prior to hardware readiness.

Motorola will utilize the data collected in the BPIP, Solution Design document and related configuration documents gathered during the various discovery sessions to provision the system.

Configuration documents refer to documentation that guides and/or memorializes the software and system parameters necessary to enable the ongoing use and support of the system.

Motorola Responsibilities

- Utilize discovery collateral to provision PremierOne System.
- Organize and conduct regular checkpoint meetings with Customer project team to show progress, gather feedback, and gather additional information.

Customer Responsibilities

- Assist and collaborate with Motorola as prompted for clarifications or further information on provisioning decisions.
- Customer project team will attend checkpoint meetings, providing feedback ,and additional information as requested.

Motorola Deliverables

- Provisioning completion as defined in the specifications for Customer to log on and utilize the system.

1.7. Hardware and Software

1.7.1. Motorola Hardware Procurement

Motorola will procure the system equipment in accordance with the Hardware System Description.

1.7.2. System Staging

System staging provides for the installation of the premises-based software components on the hardware at our staging facility. The system will be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the Customer's and the Lumen data center for the production system for installation.

Motorola Responsibilities

- Receive the contracted hardware, software platform, and related components at the Motorola staging facility.
- Rack and install hardware components.
- Conduct an equipment inventory and provide it to Customer.
- Install and configure software platform.
- Ship staged system to Lumen data center for the Production system.

Motorola Deliverables

- Equipment Inventory.
- Staged System Delivery to the data center.

1.7.3. System On-Site Installation

The objective of this activity is to install the system at the Motorola-provided and managed data center. This activity addresses physical installation activities and system connectivity verification.

Motorola Responsibilities

- Install the staged system in the data center environment.
- Conduct a Power On test to validate that the installed hardware and software are ready for configuration.
- Load PremierOne software.
- Load preliminary provisioning data on primary system hardware.
- Install and enable CloudConnect Virtual Machine and contracted cloud based software.
- Verify contracted software is available and accessible on the installed system.

Customer Responsibilities

- Enable outgoing network connection (external firewall) to the CommandCentral cloud via a Customer provided internet connection.
- Provide, install, maintain, and service any software as required for anti-viral, anti-malware protection on workstations or other endpoints (excluding Motorola-provided servers as End Point Security is part of a Motorola Subscription). If the software requires connectivity to a central server for maintenance and updates, the connectivity, including ports and access, needs to be provided.
- Witness the power on test.
- Confirm access to installed software.

Motorola Deliverable

- Installed system.

1.7.4. DELL Workstation Hardware Procurement

Motorola will procure workstations which will be delivered to a Customer-provided staging area. The workstations will be installed by the City in the City-provided console furniture, connected to City-provided network cabling and power, powered on and validated.

Motorola Responsibilities

- Procure workstations in accordance with the BOM.

Customer Responsibilities

- Inventory equipment upon delivery to the Customer's location.
- Perform physical installation of workstations at Customer-designated positions.
- Establish connectivity to position-specific interfaces, if applicable.
- Demonstrate successful connectivity between workstations and the City network.
- Ensure locations at which workstations will be installed have space, network connectivity, interface connectivity, and power at each workstation position
- Install additional City software after Motorola has installed client software, if required.

Motorola Deliverable

- Procurement of Motorola-provided DELL workstations.

1.8. Cloud-Based Feature Enablement

Customer cloud-based features and functionality such as CAD Web Client, CommandCentral Responder, and CommandCentral Map, as listed in the System Description (Section 1.3.3) will be enabled and connected to the ancillary systems as defined in the Project Schedule. As new features and functionality are added to these base applications, they will become available to Customer during deployment and for the term of the subscription.

Customer will work with Motorola on the setup and configuration of Customer's firewall in order to allow traffic from Motorola Cloud-Based Applications and Features.

1.8.1. CommandCentral Agency and User Setup

Customer's agency(s) and CommandCentral users must be provisioned within the CommandCentral cloud platform using the CommandCentral Admin Console. The provisioning process allows the agency(s) to define the specific capabilities and permissions of each user.

Motorola Responsibilities

- Use the CommandCentral Admin tool to establish Customer and Customer's agency(s) within the CommandCentral cloud platform. This activity is completed during the order process.
- Provision agency's CommandCentral initial users and permissions.

Customer Responsibilities

- Identify a System Administrator(s).

- Ensure all System Administrators complete the Learning Center CommandCentral Admin training.
- Use the CommandCentral Admin Console to set up CommandCentral administration and user passwords, and provision agency's CommandCentral users and permissions.

Motorola Deliverable

- Initial agencies and user(s) have been configured.

1.8.2. CommandCentral Connector Installation and Configuration

Customer's agency(s) and CommandCentral users must be provisioned within the CommandCentral cloud platform using the CommandCentral Admin Console. The provisioning process allows the agency(s) to define each user's specific capabilities and permissions. Remotely complete the installation of CommandCentral Connector to include networking, firewall, and load-balancer configurations.

Motorola Responsibilities

- Create CommandCentral Agencies:
    - Production Agency – Use the Customer's existing agency if available or create a new Agency if needed.
    - Non-Production Agency – New CommandCentral Agency for the non-production CommandCentral Connector to facilitate software evaluation and training.
- Remotely install CommandCentral Connector on the following PremierOne environments:
    - Primary – Production.
    - Hosting Site – Non-Production (Training OR Staging).
- Verify network connectivity and test connection between PremierOne and CommandCentral.

Customer Responsibilities

- Provide a network path from the PremierOne firewall to the internet.
    - Open the firewall ports specified by Motorola to facilitate connectivity between CommandCentral Connector and CommandCentral cloud environment(s).
    - Provide an internet connection with the listed capacity, as seen in the System Description, to support the operation of all Motorola hybrid solutions used on the system.
- Participate in Cloud Agency configuration and testing.

1.8.3. CommandCentral Workstation Configuration

Motorola Responsibilities

- Verify remote access to workstation(s).
- Request IP address to target workstation(s).
- Configure contracted CommandCentral workstation(s).

Customer Responsibilities

- Provide a dedicated delivery point for receiving, inventory, and storage of equipment.
- Receive and inventory contracted equipment (reference equipment list).
- Perform physical installation of the CommandCentral Solution workstations. Connect to power and network. Assign IP addresses for the network.
- Give assigned IP addresses of target workstation(s) to Motorola.
- Provide remote access to the CommandCentral Solution workstation(s).

1.8.4. Application Provisioning

Motorola will discuss industry best practices, current operations environment, and subsystem integration in order to determine the recommended configuration for the Solution.

Motorola Responsibilities

- Using the CommandCentral Admin Console, provision users, groups, and rules based on Customer Active Directory data.
- Configure agency specific alerts, workflows, and protocols.

Customer Responsibilities

- Supply the access and credentials to Customer's Active Directory for the purpose of Motorola conducting Solution provisioning.
- Respond to Motorola inquiries as to enable solution provisioning and configuration.
- Participate with Motorola in configuration of alerts, protocols, and workflows as requested.

1.8.5. Continuity Services for PremierOne CAD

Motorola will enable the cloud-based Continuity Services to operate as backup to the on-premises PremierOne CAD.

Motorola Responsibilities

- Host Discovery meeting with Customer, document different users and types of users (i.e., users of Continuity, admins who may initiate failover to Continuity).

- Onboard Customer for Continuity backend to Azure cloud.
- Provision users for Continuity.
- Support Customer testing of Continuity on Production and Training environments.
- Provide a link to Motorola Learning Center for training.
- Demonstrate the failover process from initiating the process to resuming normal operations.
- Demonstrate use of CAD Web Client on training environment.

Customer Responsibilities

- Participate in the Discovery meeting, provide Motorola with list(s) of users, and any other information as requested for system provisioning, testing, or training.
- Conduct test of Continuity on Production and Training environments.
- Ensure users have access and complete supplied Learning Center training.

1.9. Client Installations

1.9.1. Windows Client Software Installation

Client software will be installed on workstations/mobile devices to facilitate provisioning activities and provide instruction to Customer personnel who will complete software installation on the remaining workstations/mobile devices.

Motorola Responsibilities

- Discuss client software distribution methodology.
- Provide instruction on client software installation and install client software on up to five total Client workstations or Mobile Windows clients. Provide Customer with an electronic copy of the Installation Guide.
- Create client installation executable(s) to enable installation of PremierOne clients.
- Verify client software functionality in offline mode.

Customer Responsibilities

- Provide and install workstation/mobile device hardware in accordance with manufacturer's specifications.
- Supply Windows Server Client Access Licenses (CALs) as applicable, for all system client devices accessing CAD/Mobile System.
- Assign personnel to observe the software installation process.
- Provide advanced authentication for Mobile/Handheld device connectivity.
- Provide power and network connectivity at designated workstation installation locations.

- Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the system network.
- Complete installation of client software on remaining workstations and mobile devices.
- Unless contracted to be provided by Motorola, procure, install, authorize and configure ArcGIS Desktop/ArcGIS Pro and extensions.

Motorola Deliverables

- Installation Guide.

1.9.2. Mobile Android and iOS Device Setup

Handheld device setup is primarily a Customer series of tasks. Specifications for Handheld Devices can be found in the System Description document. Motorola will act as a guide, make recommendations, and provide access to Mobile Install Guide to facilitate Customer's Android and iOS Device Setup.

Customer Responsibilities

- Provide handheld devices.
- Verify all handheld devices are configured with applicable OS version, MDM software, and printer configurations.
- Verify devices meet CJIS requirements.
- Provide network for device connectivity to PremierOne system.
- Permit Motorola Applications to be deployed from Apple App Store or Google Play Store.
- Verify devices and applications can connect to CommandCentral cloud services.
- Verify the device can access Google/Apple push notification.
- Download and install application(s) on all handheld devices.
- Provide sample handheld devices for all demonstrations.

1.10. Base System Interface Deployment

Connectivity will be established between the Motorola system and the external and/or third-party systems to which the contracted software will interface for the interfaces listed in the table immediately following to support the PremierOne Enablement. All other contracted interfaces will be delivered at a mutually agreed upon point in the project. Motorola will configure the system to support each contracted interface as described in the interface-specific documentation in Attachment A. Customer is responsible for engaging third-party vendors, as required, to facilitate connectivity and testing of the interfaces.

CAD Base Interfaces	
NCIC/State Query	Standard ePCR Data Feed
E911	Standard FRMS Data Feed

Motorola Responsibilities

- Establish connectivity to external and third-party systems.
- Deploy interfaces to support the functionality described in the System Description and interface-specific documentation discussed during Interface Discovery.
- Validate that each interface can transmit and/or receive data in accordance with the System Description and interface-specific documentation.

Customer Responsibilities

- Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and the third-party systems.
- Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.

Motorola Deliverables

- Base System Interfaces as listed above.

1.11. PremierOne Server End Point Security Deployment

Motorola will provide detection and protection capabilities using Endpoint Detection and Response (EDR) technology, coupled with 24/7 Security Operations Center (SOC) monitoring.

The Service is limited to the PremierOne environment servers.

To begin the deployment, Motorola authorized EDR software must be installed, configured and commissioned. Motorola and the Customer will collaborate in order for the deployment tasks to

be completed. If Customer opts not to deploy EDR software, Customer will be solely responsible for endpoint security.

Motorola Responsibilities

- Following purchase of any required hardware by the Customer, provide software required to monitor PremierOne system elements.
- Install and deploy EDR agents on Motorola provided server hardware.
- Configure and deploy the EDR service on Motorola supplied equipment and integrate Service Connector(s) necessary to monitor and interact with the EDR solution.
- Provide recommendations on endpoint security and configuration to optimize threat identification.

Customer Responsibilities

- Provide a connection from PremierOne system to Motorola's SOC and to the internet with an established connectivity of no less than ten (10) Mbps per system bandwidth.
- Deploy and maintain EDR agents to Customer supplied and managed equipment.
- Configure networking infrastructure to allow EDR agents to communicate over the internet with the cloud.
- Configure EDR solution to enable Motorola connection for event/alert collection and response actions.
- Comply/consent with the terms of applicable licenses, privacy statements or other third-party agreements where third-party software or services are utilized or provided by/through Motorola, including applicable EDR solution provider's end user license agreements (EULAs), if any.
- Obtain any third-party consents required to enable Motorola to provide the monitoring service, if applicable.
- Maintain Endpoint Security required system bandwidth specifications as defined by Motorola.

1.12. PremierOne Enablement

Customer will receive credentials to access the following features and functionality as part of the PremierOne Enablement; Enablement is complete upon the below features, functionalities, and/or deliverables having been met.

PremierOne Enablement
Customer Base GIS Data Available on PremierOne

Initial PremierOne Provisioning Complete
Administrative Credentials Provided
Base System Interfaces Available
Hardware Powered On
Application Software Available
Initial Train the Trainer training completed
PremierOne Enablement Functional Validation Complete
Legacy Data Available

1.12.1. Initial Support Handover

Motorola will develop the System Configuration Workbook consisting of Customer contact information, information required for remote access to the system and as-built documentation of those systems, sub-systems, and functionality being transitioned to Support at the time of Enablement. The System Configuration Workbook will be provided to Motorola's Motorola Centralized Managed Support Operations (CMSO).

Customer will continue to utilize the Motorola Project Manager as the main point of contact during normal business hours. Outside of these times, for operational support needs, Customer will utilize the Customer Support Plan. A full support handover will be completed during Cut Over activities.

Motorola Responsibilities

- Request access for support organization.
- Assemble System Configuration Workbook (includes as-built documentation as available for initial handover) for the CMSO.
- Facilitate Initial Handover discussion.
- Outline which systems, sub-systems, and functionality are considered operational and could be handled by Motorola Support outside of normal business hours.

Customer Responsibilities

- Deliver necessary access credentials to Motorola Support.
- Attend Initial Handover discussion.

Motorola Deliverables

- Initial Support Handover meeting minutes.

1.13. Data Conversion

1.13.1. Data Conversion Workshop

Motorola will conduct a workshop to develop the Data Conversion Guide which identifies where the legacy data fields will be positioned in PremierOne Records.

The legacy database must be a relational database. Motorola must be able to link directly to the legacy database from MS SQL Server.

Customer must conduct an analysis of their data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted. Motorola does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data.

The legacy data must be sent to a designated Motorola facility to develop and test the conversion routines. If Customer does not agree to send the data to a Motorola facility, work will stop and Motorola will provide a change order to develop the required environment at Customer's site, which may incur additional cost. Work will resume upon execution of the change order.

Motorola Responsibilities

- Conduct the remote Data Conversion Preparation Workshop.
- Provide Customer with the address and recipient information of the Motorola facility to which Customer extracted data will be sent to for data conversion processing.

Customer Responsibilities

- Extract the data to be converted from the legacy databases.
- Participate in Data Conversion Preparation Workshop.
- Review and approve the Data Conversion Guide within ten (10) calendar days of receipt.
- Extract and ship legacy data, on a mutually agreed upon medium, to Motorola for conversion processing.
- Provide access to legacy systems from which data will be extracted or execute a Change Order enabling Motorola to provide and configure the required data conversion environment on Customer's legacy system(s).

Motorola Deliverables

- Data Conversion Workshop.
- Data Conversion Guide.

Note - Providing legacy data exports is a critical project task, delayed, incomplete, or inaccurate data may have a significant impact on the Project Schedule.

1.14. Interfaces and Integrations

The installation, configuration, and demonstration of interfaces will be an iterative series of activities depending upon access to third-party systems. Interfaces will be installed and configured in accordance with the information documented in interface-specific documents captured during the Interface Discovery and Custom Interface Design Review

Integrated functionality between Motorola-developed products will be completed through the software installation and provisioning activities described herein. Integration activities that have specific requirements will be completed as outlined in this SOW.

1.14.1. Interface Development

Development will be completed in accordance with an interface design document. Customer is responsible for engaging third-party vendors, as required, to facilitate connectivity and validation of the interfaces.

Motorola Responsibilities

- Develop interfaces in accordance with the interface design documents
- Establish connectivity to external and third party systems.
- Configure interfaces to support the functionality described in the interface design document.
- Demonstrate the interface usability.

Customer Responsibilities

- Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and third-party systems.

NOTE - Unknown circumstances, requirements, and anomalies at the time of initial design can present difficulties in interfacing to some third-party applications. These difficulties could result in a poorly performing or even a non-functional interface. When information and access to systems is provided, Motorola will attempt to mitigate these difficulties. If Motorola mitigation requires additional third-party integration, application upgrades, API upgrades, and/or additional software licenses, those costs will need to be addressed through the change order provision of the Agreement.

Motorola Deliverables

- Development of contracted interfaces as listed in Attachment A of the System Description.

1.14.2. Interface Deployment

Connectivity will be established between the Motorola system and the external and/or third-party systems to which the contracted software will interface. Motorola will configure the system to support each contracted interface as described in the interface-specific documentation in Attachment A. Customer is responsible for engaging third-party vendors, as required, to facilitate connectivity and testing of the interfaces.

Motorola Responsibilities

- Establish connectivity to external and third-party systems.
- Deploy interfaces to support the functionality described in the System Description and interface-specific documentation as documented during Interface Discovery.
- Validate that each interface can transmit and/or receive data in accordance with the System Description and interface-specific documentation.

Customer Responsibilities

- Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and the third-party systems.
- Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.

Motorola Deliverables

- Provide updated interface-specific documents that reflect final configuration.
- Contracted Interfaces.

1.14.3. Integration Activities

Proprietary processes enable the transfer and receipt of data between Motorola systems, as described in the System Description.

Motorola Responsibilities

- Establish and validate connectivity between the Motorola systems.
- Validate that each system can transmit and/or receive data.

Customer Responsibilities

- Provide personnel proficient with and authorized to make changes to the network and customer-owned third-party systems to support Motorola's integration efforts.
- Provide network connectivity between the Motorola systems.

Motorola Deliverables

- Contracted Integrations.

1.15. System Provisioning

1.15.1. PremierOne Provisioning

The objective of these provisioning tasks is to expand upon the base system that has already been established and transfer of knowledge from Motorola to Customer of the provisioning parameters and options that affect system outcomes.

Note: Provisioning is an iterative process and will involve various checkpoints with the county to solicit feedback on the decisions made and the impact on the system capabilities.

1.15.1.1. Provisioning Workshops

Provisioning for PremierOne occurs through a series of checkpoints, finishing with testing of the provisioned system by both Motorola and Customer.

Utilizing the initial system provisioning and configuration, Motorola will continue to complete provisioning data entry.

Motorola will enter and/or import the provisioning data as provided by the Customer and then conduct checkpoints with Customer participants of the BPIP to demonstrate functionality and workflows consistent with the information and processes captured in the BPIPs. The series of checkpoints result with a Motorola-supported validation of the provisioned system.

Provisioning checkpoints are designed to be incremental and progressively advance provisioning activities until provisioning is complete. Motorola will schedule and conduct checkpoints providing the Customer a time to confer with Motorola.

Provisioning activities include instruction of the mechanics and methodologies required to maintain system provisioning (Provisioning Training) and provides Customer resources with the required knowledge to maintain system provisioning required to support ongoing operational needs. On-site Provisioning Training is presented as outlined in the Training Plan.

Motorola Responsibilities

- Import/enter information from the Provisioning Import Templates.
- Complete additional provisioning data entry activities in accordance with the Customer's requirements and business processes documented in the BPIP workbook.
- Schedule checkpoints.
- Provide Agenda for each scheduled checkpoint.
- Conduct Provisioning checkpoints.
- Consult with the Customer on provisioning options that better support the Customer's business operations.
- Provide the Customer with Provisioning Import Templates.
- Conduct a review of the Provisioning Import Templates for the Customer completion.
- Provide guidance on making provisioning selections.
- Conduct the CAD/Mobile Provisioning Training in accordance with the Training Plan to educate the Customer on mechanics and methodologies required to complete and maintain system provisioning.

Customer Responsibilities

- Completed Provisioning Import Worksheets prior to the start of the second Provisioning Workshop.
- Participate in the Provisioning Import Worksheet review.
- Attend all Provisioning checkpoints.
- Complete tasks and assignments during and after each checkpoint.
- Update provisioning selections, as needed.
- Ensure participation of Customer resources in CAD/Mobile Provisioning Training.

Motorola Deliverable

- Provisioned system, ready for Functional Validation.

1.15.2. CommandCentral Responder for PremierOne Dispatch Provisioning

Provisioning is the process of configuring CommandCentral Responder and CommandCentral Cloud to function based on the requirements in the System Description and Solution Design. The provisioning process is conducted by Motorola with input from Customer.

Motorola Responsibilities

- Configure CommandCentral Responder based on Solution Design.
- Provide a remote demonstration of the provisioned CommandCentral Responder capabilities.

Customer Responsibilities

- Assign SMEs to participate in the Motorola requests for information and provisioning process.
- Create and provide any agency-specific user training required to ensure users.

1.15.3. CAD User Interface Modification

PremierOne CAD supports the ability to modify the tab order, move and/or hide field labels, and rename field label changes on screens. The tab order is defined as the travel of the cursor as the user presses the *Tab* key. Renaming field labels alter what the end user sees but does not change the database element name. Field label moves and/or hides can only be completed on screen, where they originally resided. These modifications are limited to the following screens:

- Login Screen.
- Incident Initiate (summary, vehicle, person).
- Incident Management (general, vehicle, person).
- Incident Dispatch.

Motorola will work with Customer to define the tab order and field labels to be renamed, and provide instructions for installation of the UI Modification Package.

Motorola will facilitate a single remote discovery session to document CAD UI modifications, enabling Motorola to create the UI Modification Package. The UI Modification will be completed prior to the commencement of Train-the-Trainer.

Motorola Responsibilities

- Schedule and deliver remote UI Discovery Session.
- Document desired UI Modifications.

- Deliver a single draft of UI Modification Package to Customer for install and review on Customer system.
- Provide Customer instructions in electronic format on installation of UI Modification Package.
- Receive feedback from Customer and incorporate into final UI Modification Package.
- Deliver final UI Modification Package to Customer.

Customer Responsibilities

- Participate in the remote UI Discovery Session and provide Motorola with input on UI Modifications.
- Install UI Modification Package.
- Review and provide feedback on the draft UI Modification Package within ten (10) days of receipt or Motorola considers this as the final UI Modification Package.
- Install final UI Modification Package.

Motorola Deliverable

- Instructions for installing UI Modification Package.
- UI Modification Package.

1.16. GIS Administrator Workshop

The GIS Administrator Workshop enables Customer to work with the Motorola GIS Analyst to understand the required GIS data structure and maintenance needs of the data in order to support address validation, response determination, routing, and visual map displays. The workshop is conducted via remote teleconference over a period of two weeks, up to 24 hours of delivery, during normal business hours. The product of the workshop is the final geodatabase build, and Customer assumes responsibility for further GIS updates and maintenance.

Motorola Responsibilities

- Initiate GIS Administrator Readiness Check, which enables Motorola to schedule and conduct the GIS Administrator Workshop.
- Provide Customer with the workshop agenda.
- Conduct the workshop.
- Provide an overview of the GIS update workflow to support contracted MSI system.
- Document any Customer and/or Motorola GIS action items that require follow up and resolution.

Customer Responsibilities

- Participate in the GIS Administrator Readiness Check and confirm the dates for the GIS Administrator Workshop.
- Ensure availability of GIS Administrator for the workshop.
- Resolve any Customer follow-up action items.
- Assume responsibility for the update and maintenance of the geofile.

1.17. Reporting Services

Motorola will deliver the standard reports library and has not included the effort to develop any Customer specific or custom reports.

Motorola will review the standard reports library and introduce the functionality available within SQL Server Reporting Service (SSRS) through the SSRS Workshop. The Workshop will be conducted in accordance with the Training Plan. Any Customer requested changes to the standard reports will be addressed per the change order provision of the Agreement.

Motorola Responsibilities

- Deliver standard reports library and review with Customer.
- Facilitate the SSRS Workshop.
- Request copies of completely populated sample reports.

Customer Responsibilities

- Attend the SSRS Workshop.

Motorola Deliverables

- Standard reports library.
- SSRS Workshop(s)

1.17.1. Dashboards

The objective of this task is to introduce the functionality available via Intelligent Data Discovery (IDD). IDD Workshops will be conducted in accordance with the Training Plan. Motorola will review the three (3) standard CAD dashboards and the View-Only CAD IDD Bundle for a single agency.

This effort will utilize Customer's existing Microsoft SQL Server licenses and Business Intelligence tools to configure dashboards and data views using data available from the PremierOne environment.

Motorola Responsibilities

- Provide the IDD Workbook ten (10) business days prior to the start of overview/consultation for Customer to complete.
- Conduct the Workshop over three days to review standard dashboards and define and document requirements for the customer-defined dashboards.
- Install standard dashboards.
- Create the two customer-defined dashboards based on a list of fifty (50) graphical elements (maps, charts, gauges, etc.) per PremierOne Application (CAD/Mobile and Records).
- Install customer-defined dashboards.

Customer Responsibilities

- Complete the IDD Workbook five (5) business days prior to the start of the overview/consultation.
- Perform data entry (incident creation, dispatch, and disposition) to confirm adequate data exists for reporting.
- Define requirements for the customer-defined dashboards utilizing the IDD Workbook.
- Assign resource(s) that have received the CAD SSRS Reporting training to participate in the review of the dashboards.
- Assign resource(s) that have received the Records SSRS Reporting training to participate in the initial dashboard consultation and review delivery of the dashboards.

Motorola Deliverable

Standard Dashboards.

1.18. System Validation Testing

1.18.1. Functional Validation Testing

Functional Validation Testing enables Customer to exercise the solutions, as provisioned, ensuring readiness for Train-the-Trainer. Functional Validation Testing is a Customer witnessed, on-site, Motorola-led activity. One instance of Testing will occur for each PremierOne Application (CAD/Mobile, Records, and/or Jail).

Functional Validation activities are based on the Functional Validation Plan (FVP) which includes a test case for each CAD/Mobile function for which the system has been provisioned, initiated with a single Functional Validation Workshop whereby Motorola consults with the County on the use of the Functional Validation Plan.

Functional Validation is performed following completion of provisioning and prior to the start of Train-the-Trainer. The functional demonstration may not exercise all functions of the system, if identified as not being applicable to the County's operations as a result of provisioning or business process changes. The functional demonstration will be conducted on-site, over three consecutive days.

If there are exceptions or unsuccessful results as a result of performing the FVP, Motorola will document the remedial action required, i.e. Motorola providing clarification on performing the validation steps, Motorola providing a bug fix, the County modifying provisioning information, depending on the nature and priority of the exception or incomplete items. Once an exception is resolved, Motorola will not perform a complete retest of the FVP but will identify test functions related to test exceptions and perform those tests again to demonstrate compliance with functional requirements.

Motorola Responsibilities

- Conduct functional validation according to the FVP.
- Assign Priority Levels and develop a Remediation Plan for features and functions that do not perform in accordance with the functional requirements.
- Manage the Remediation Plan and coordinate Motorola and the County remediation actions.
- Develop plan to retest functional exceptions to verify compliance with functional requirements.
- Provide certification of successful completion of FVP.

Customer Responsibilities

- Ensure relevant resources are present for their specific area of responsibility.
- Witness the functional demonstration and acknowledge its completion.
- Participate in developing the Remediation Plan.
- Coordinate, manage and complete County remediation actions.
- Acknowledge successful completion of the FVP.

Motorola Deliverable

- Functional Validation Plan that includes all functional requirements.
- Remediation Plan.
- Completed Functional Validation Results.

1.18.2. Interface Validation

The objective of Interface Validation is to verify that the installed interfaces perform in accordance with the interface-specific documentation as reviewed during Interface Discovery.

Motorola is not responsible for issues arising from lack of engagement of third-party and/or Customer resources to perform work required to enable, provision, or configure an interface to a third-party system, or troubleshooting any issues on Customer's third-party systems.

Interfaces that cannot be validated due to connectivity issues to external systems or the unavailability of Customer's third-party system will be demonstrated to show that Motorola's portion of an interface is enabled to send and/or receive data that supports the user experience and functionality outlined in the interface-specific documentation. In such cases, Motorola demonstrating the elements within Motorola's control will constitute a successful demonstration and completion of the demonstration task.

Motorola Responsibilities

- Conduct Interface Validation demonstration.
- Develop a Remediation Plan for anomalies that do not align with Motorola's stated user experience or functionality described in interface-specific documentation.
- Manage the Remediation Plan and take Motorola remediation actions.

Customer Responsibilities

- Ensure required resources are present for their specific area of responsibility.
- Provide a resource with access to the interfacing system to validate functionality.
- Witness the execution of the demonstration and acknowledge successful completion.
- Participate in the documentation of anomalies and work with Motorola to develop remediation action(s).
- Coordinate and manage Customer remediation actions.

Motorola Deliverable

- Completed Interface Validation Results.
- Remediation Plan (as applicable).

1.19. System Training

The objective of this task is to prepare for and deliver the contracted training. Motorola training consists of both computer-based (online) and instructor-led (on-site or remote). Training delivery methods vary depending on course content. Training is delivered in accordance with the Training Plan.

1.19.1. Learning Center Online Training

Training is made available to Customer, in part, via Motorola's Learning Center. This subscription service provides your users with continual access to Motorola's library of online learning content and allows your users the benefit of learning at times convenient to them. Courses delivered or supplemented by Learning Center content are described in the Training Plan.

Motorola Responsibilities

- Configure a Customer specific portal view.
- Create a learner access account to the portal for each user name provided by Customer.

Customer Responsibilities

- Provide Motorola with names (first and last) and email addresses for each learner.
- Complete Learning Center Administrator training.
- Advise users of the availability of the Learning Center.

1.19.2. Instructor-Led Training (On-site and/or Remote)

Motorola Responsibilities

- Deliver User Guides and training materials in electronic format.
- Perform training in accordance with the Training Plan.
- Provide Customer with training Attendance Rosters and summarize any pertinent observations that may impact end user training.

Customer Responsibilities

- Supply classroom(s) based on the requirements listed in the Training Plan.
- Designate training representatives who will work with the Motorola trainers in the development and delivery of training.
- Facilitate training of all Customer end users in accordance with Customer's training delivery plan.

Motorola Deliverables

- Access to Learning Center.
- Electronic versions of User Guides and Training Materials.
- Contracted Instructor-led courses.
- Attendance Rosters.

1.20. Customer Certificates

CJIS Security Policy requires the use of Custom Certificates when Public Key Infrastructure (PKI) is used to secure systems that store and process CJI. Reference CJIS Security Policy 12/2023 v5.9.4 section SC-12 Cryptographic Key Establishment and Management or later. The PremierOne solution accommodates the use of Custom Certificates. The Custom Certificates must be deployed on the system prior to Cut Over.

Motorola Responsibilities

- Facilitate a meeting with Customer to review the Custom Certificate requirements and the specific quantity of Custom Certificates required by the PremierOne system.
- Verify the Custom Certificates meet the specified requirements.
- Coordinate the scheduled system outage required for Custom Certificate installation with Customer prior to Mobile Client Rollout.
- Install and active the Custom Certificates provided by Customer on the PremierOne Servers and PremierOne Clients.
- Evaluate operation of the PremierOne system with the new Custom Certificates.

Customer Responsibilities

- Procure and provide Custom Certificates no later than thirty (30) days prior to the scheduled Cut Over date.

Motorola Deliverable

- Installed and active Custom Certificates on all PremierOne servers and clients.

1.21. APX NEXT/N70 SmartIncident Application Service

Overview

SmartIncident is an APX NEXT/N70 CAD client Application Service that gives frontline responders a clear, consolidated view of assignments, unit status updates, map views and multimedia right on their radio.

SmartIncident Application Services consist of the following:

- CAD client Application Service running on APX NEXT/N70 devices.
- Integration with the existing portfolio of APX NEXT/N70 Application Services and Command Central, such as SmartMapping and SmartLocate.
- Supported CAD systems: Motorola Solutions PremierOne CAD.
- Supported cloud environments: North America US Gov.
- Requirements:
    - SmartMapping and SmartLocate App Services.
    - PremierOne CAD.
    - C3 connector.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartIncident on a best effort 24/7 basis. Broadband network and cloud performance may reduce availability.

Motorola Solutions Responsibilities

- For subscriptions that include a Motorola managed data plan, provide an LTE SIM, as needed, on the certified network per covered device (APX NEXT and APX N70 devices only).
- For subscriptions that include a Motorola managed data plan, activate and maintain the LTE SIM account, as needed (APX NEXT and APX N70 devices only).
- Provide authorized administrator access to provision devices in the CommandCentral cloud platform via a third-party identity management system.
- Provide technical support, security control, and service improvements related to SmartIncident.Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide authorized device access to location data stored in the CommandCentral cloud platform via the certified LTE network or Wi-Fi (if Wi-Fi is enabled on the device) and a third-party identity management system.
- Provide device software updates for SmartIncident per Device Management Services ("DMS") Software Maintenance.

Customer Responsibilities

- For subscriptions that do not include a Motorola managed data plan, procure and manage an LTE data service.
- For subscriptions that do not include a Motorola managed data plan, the customer managed SIM needs to be physically inserted into the SIM card slot in each device.
- Obtain any required state certification or approval of SmartIncident.
- Install or upgrade PremierOne CAD and C3 connector versions required to run the SmartIncident application.
- Deploy and maintain any required infrastructure to establish connectivity to the state and local database.
- Order and maintain the SmartIncident subscription for each device intended for use with the service.
- Maintain the device in good working order on a supported firmware release.
- Enable SmartIncident on the device using a supported programming tool.
- Use a supported web browser to access CommandCentral administrative interface.
- Work with Motorola Solutions to initially provision user and device information in the SmartIncident cloud-hosted service.

- Perform ongoing provisioning of devices for SmartIncident in the CommandCentral cloud platform.
- Ensure devices are provisioned for SmartIncident according to performance criteria recommended in product manuals.
- Ensure CommandCentral cloud platform is populated with incident and unit management data to be displayed through SmartIncident. Location data is populated through separate Motorola Solution services such as SmartLocate or CommandCentral Aware.
- Ensure the device is powered up and in a supported LTE or Wi-Fi network coverage area while using SmartIncident.
- Ensure all IT support and installed certificates are available to enable C3 communication with the cloud.
- Notify Motorola Solutions at least 30 days prior to canceling any SmartMapping subscription.

1. Custom Module Development

1.22. Custom Module Development for Problem Oriented Policing (POP) Calls

Motorola will develop a scheduling engine within the CAD system that automates the creation of "Problem Oriented Policing" (POP) calls. These calls are intended to drive proactive field activity (e.g., park closures, high-crime area patrols, business checks) without manual dispatcher intervention.

Motorola will utilize the information documented in the Solution Design Document developed during Custom Module Discovery to develop POP Calls module.

Motorola Responsibilities

- Finalize Solution Design Document for POP Calls.
- Deliver a final copy of Solution Design Document and review on Customer system.
- Develop custom module for POP Calls.
- Deliver final POP Calls Module to Customer.

Customer Responsibilities

- Review and approve final Solution Design Document for POP Calls within ten (10) days of receipt or Motorola considers this as the final Solution Design Document.
- Verify final POP Calls Module.

Motorola Deliverable

- POP Calls Module.

1.23. Hyper Response

1.23.1. Planning Session

A clear understanding of the needs and expectations of both Motorola and the Customer are critical to the successful implementation and on–going operation of Hyper. In order to establish initial expectations for deployment we will work with you to help you understand the impact of introducing a new solution and your preparedness for the implementation and support of the application.

Shortly after contract signing, Motorola will conduct a one–on–one Project Planning Session teleconference with your designated resource to review the task requirements of each phase of the project.

The Hyper Setup Questionnaire is used to collect required information that is used for provisioning from the VESTA 9-1-1 system. Delayed, incomplete or inaccurate information may have a significant impact on the Project Schedule.

Motorola Responsibilities

- Make initial contact with the Customer Project Manager and schedule the Project Planning Session teleconference.
- Conduct the Project Planning Session teleconference.
- Review the overall project scope and objectives.
- Review the resource and scheduling requirements.
- Review the Hyper Setup Questionnaire and submit required Customer provided information.
- Discuss the online Motorola Software Enterprise Learning Center training approach.

Customer Responsibilities

- Collaborate with the Motorola PM and set the Project Planning Session meeting date.
- Ensure internet connectivity is available and accessible.
- Attend the Project Planning Session teleconference.
- Review the Hyper Setup Questionnaire and provide the required Customer information as agreed.
- Provide Motorola with the names and contact information for the designated Learning Center and application administrators.

Motorola Deliverable

- Complete and submit the Hyper Setup Questionnaire.

1.23.2. VESTA Call Flow Management

Motorola will work with the customer to review available DID and Line Resources. Based on available resources for Non-Emergency Calls there are two deployment options. The first option is to have incoming non-emergency calls be forwarded to a dedicated Hyper 10-digit number where the call will be processed by Hyper. The second option, if resources are available, will allow the non-emergency call to be queued up by VESTA as it is today. In the second option there are additional steps that require the non-emergency queue to be configured to overflow to the Hyper based on time or agent availability, and this is determined by the customer. With either option 1 or option 2 there will need to be a new DID phone number and queue provisioned, and that queue added to the VESTA layout to handle calls that are transferred from the Hyper back into VESTA for tele communicator assistance.

Motorola Responsibilities (System Implementation)

- Provision Non-Emergency Queue to Overflow to Hyper (Option 2 Only).
- Including any ACD Configuration, Rules, Manipulations, Line provisioning.
- Provision Return Queue to route Hyper Transfer Call.
- Update VESTA Layout with New Hyper Transfer Queue

Customer Responsibilities

- Configure Public Non-Emergency Number to Forward to VRA Phone Number (Option 1 Only)
- Provide DID for Hyper to Transfer Unhandled Calls into VESTA.

Motorola Deliverable

- Queue Overflow of Non-Emergency Queue based on Time or Agent Availability Hyper Return Queue
- Updated VESTA Layout with Hyper Queue

1.23.3. Hyper **Enablement and Provisioning**

Motorola will provision the Customer's Production Hyper system based on the information collected in the Hyper Cloud Enablement Setup Questionnaire.

The Customer's agency(s) and End Users must be provisioned within the Central IT AWS Portal. The provisioning process allows the agency(s) to define the specific capabilities and permissions of each user.

Motorola Responsibilities

- Use the Central IT Customer Request Process to establish the Customer and the Customer's agency(s) within the AWS Portal.
- Deploy/Enable AWS Services to Support Hyper.
- Deploy the Basic Connect Flow and the agency Q&A GenAI Bot
    - Connect Instance
    - Provision Connect Phone Numbers
    - Prevision/Request SMS Phone Number
    - Deploy Q&A GenAI Bot (based on Agency Name)
        - Data Collection Bot
        - Public Response Bot
    - Deploy Connect Flow
        - Update Customer Input Block with Agency Bot Name
    - Deploy Sample Q&A Questions/Utterance and Response
    - Configure Bot for Multi Language Support
- Provision the agency CCAdmin admin user accounts
- Provision Federated Access between CCAdmin and AWS.
- Customer Responsibilities
- Identify an AWS (Hyper) System Administrator(s).

Motorola Deliverable

- Configure and provision the Agency in AWS.
- Enable AWS/Hyper services.

1.23.4. Hyper **Functional Validation Testing**

The objective of functional demonstration is to validate activation of the service and Customer access to the Hyper (AWS) features, functions and system integration as defined in the Agreement. The functional demonstration will commence upon the conclusion of Provisioning.

Motorola Responsibilities

- Conduct functional demonstration using a site verification checklist.
- Correct any configuration issues impacting access to cloud based features; i.e. invalid phone number, connect flow, Q&A response.

Customer Responsibilities

- Witness the functional demonstration and acknowledge its completion.
- Resolve any provisioning impacting the functional demonstration.

Completion Criteria

- Conclusion of the functional demonstration.

Motorola Deliverable

- Complete site verification checklist and functional validation demonstration per cloud service

1.23.5. Hyper **Training**

Hyper Training is made available in Two Phases. The first phase is on-site on-boarding/training provided by Motorola System Implementation and Professional Services Team. Post cut, any refresh training or onboarding of new staff will be done via Motorola Software Enterprise Learning Center. This subscription service provides you with continual access to our library of online learning content and allows your users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current.

Motorola Responsibilities – Data Collection Phase (On-site)

- Walkthrough/Overview of Connect Flow, Q&A Designer, Q&A Dashboard
- Configure Data Collection Connect Flow with Customer
    - Voice Selection.
    - Number of Languages and Language Prompt (2 Languages for Data Collection)
    - Greeting Message.
    - Transfer Message
    - Enter Transfer Number back into Non-Emergency Queue.

- Walk through AWS Translate (Multi Language) and AWS Poly (Voice Selection)
- Walkthrough Q&A Bot Utterance Dashboard
- Update Public Response Q&A Bot (via Designer) with Utterance and Responses
- Test Call and Validate Utterance/Question and Response

Motorola Responsibilities - Public Response Phase (On-site)

- Walkthrough/Overview of Connect Flow, Q&A Designer, Q&A Dashboard
- Configure Connect Flow with Customer:
    - Voice Selection.
    - Number of Languages and Language Prompt
    - Greeting Message.
    - Loop Retries
    - Disconnect Message
    - Enter Transfer Number back into Non-Emergency Queue.
    - Configure SMS Caller ID
- Enter Initial Test Questions/Answers
    - Validate with Q&A Bot Client
    - Call into Direct Bot Phone Number and Validate via Voice Path
- Walkthrough Q&A Bot Utterance Dashboard
    - Identify Hit Utterances and Missed Utterances
    - Update Bot with New Utterances and Responses
- Validate SMS Response (SMS Phone Number Requires Two Week Lead Time)
    - Request SMS in Response to Question
        - Validate SMS Message Received

Customer Responsibilities

- Configure Connect Flow with Customer:
    - Modify Voice Selection.
    - Modify Greeting Message.
    - Modify Loop Retries
    - Modify Disconnect Message
    - Modify (and Change Back) Transfer Number back into Non-Emergency Queue.
    - Modify and Change Back SMS Caller ID
- Enter Test Questions/Answers
    - Validate with Q&A Bot Client
    - Call into Direct Bot Phone Number and Validate via Voice Path
- Walkthrough Q&A Bot Utterance Dashboard
    - Identify Hit Utterances and Missed Utterances
- Validate SMS Response
    - Request SMS in Response to Question

        - Validate SMS Message Received

Motorola Responsibilities

- Initial setup Customer Learning Center administrator.
- Provide instruction to the Customer Administrators on:
    - Adding and maintaining users.
    - Adding and maintaining Groups.
    - Assign courses and Learning Paths.
- Advise Customers of required/suggested Learning Center training courses.
- Encourage to watch the following Learning Center Administrator and End User courses:
    - Learning Center Introduction
    - Hyper for VESTA 911
        - PSAxxx: Hyper - Connect Flow Configuration
        - PSAxxx: Q&A Management - Bot Designer/Client/Poly/Translate
        - PSAxxx: Q&A Dashboard - Utterance Dashboard

Customer Responsibilities

- Advise users of the availability of the Learning Center.
- Ensure required Learning Center training courses are completed.
- Encourage to watch the following Learning Center Administrator and End User courses:
    - Learning Center Introduction
    - Hyper for VESTA 911
        - PSAxxx: Hyper - Connect Flow Configuration
        - PSAxxx: Q&A Management - Content Designer/Client/Poly/Translate

Motorola Deliverable

- Provide Customer Access to Learning Center training courses.

1.23.6. Hyper **Transition to Support**

Following the completion of the activation of Hyper, the Customer's solution transitions to support. Hybrid solutions like Hyper require a new support model. They offer agencies the best of the best – continued investment in their on-premises solutions and new functionality via the cloud to better serve their communities.

Problem resolution begins with Motorola's Network & Security Operations Center (NSOC) to understand the entire event data flow from the VESTA 9-1-1 console into the Motorola cloud. There are multi-team triage groups created at the time of the incident (24/7) to check all aspects of the hybrid cloud architecture and services running to maintain functional continuity

and performance. Additionally, there are many alarms and monitoring tools that allow MSI to proactively avoid interruptions of service. The chart below outlines the support responsibilities for the Channel Partner and Motorola.

The additive/over-the-top applications, Hyper, for the VESTA 9-1-1 Emergency Call Handling core solution are considered to be secondary features that do not impact the main Emergency call taking/call processing functionality of the VESTA 9-1-1 system. Due to this fact, customer support tickets for these applications will be addressed by MSI Support 8 a.m. – 5 p.m. Monday - Friday.

Note: Customers will be notified via email of planned and unplanned service interruptions and/or outages to cloud-based components.

Motorola Responsibilities

- Transition Customer to Motorola Customer Support.

Customer Responsibilities

- Provide Motorola with specific contact information for those users authorized to engage Motorola's support.
- Engage the Motorola support organization as needed by either by phone at 1-800-MSI-HELP (option x4, x4, x3) or by emailing support-commandcentral@motorolasolutions.com

1.24. System Cut Over

1.24.1. Cut Over Planning

Motorola will provide support of Customer's efforts with commencing live operation use of the system. Motorola resources are supplemental to Customer resources and provide support to Customer trainers and subject matter experts. Customer Core Team is the first line of support to end users in the transition of live operations from Customer's legacy system to the Motorola system. Motorola will work with the Customer to provide a Cut Over Plan. This plan can include:

- Motorola and Customer resources and staffing.
- Pre-Cut Over tasks/activities to be performed leading up to Cut Over.
- Readiness review meetings.
- Issue reporting and escalation processes.
- Contingency/roll-back plans.
- Cut Over tasks and responsibilities during Cut Over.

Motorola Responsibilities

- Facilitate meetings with Customer staff to finalize the Cut Over Plan.

Customer Responsibilities

- Coordinate the participation of Customer's technical and operational staff in Cut Over planning and review of the Cut Over Plan.

Motorola Deliverable

- Cut Over Plan.

1.24.2. Motorola Support Engagement

Motorola will update the System Configuration Workbook developed during the Initial Support Handover with final system information (final as-builts) and provide it to the CMSO. Motorola will schedule a remote Support Engagement meeting between the PM, Customer Support Manager (CSM) and Customer's project team representatives no later than thirty (30) days before the Cut Over date. The CSM will review the Customer Support Plan with Customer, including the process for obtaining support and contact information.

Motorola Responsibilities

- Facilitate the Support Engagement Meeting between Customer and the CMSO.

Customer Responsibilities

- Identify authorized Customer representatives to contact Motorola Support.

Motorola Deliverables

- Updated System Configuration Guide.
- Completed Support Handover.

1.24.3. Cut Over

In accordance with the Cut Over Plan, Motorola and Customer will begin transitioning Customer from their legacy system to live operation use of the Motorola system. Motorola will provide on-site support as back up to Customer at a single site per product in accordance with the Cut Over Plan. If resources are desired at multiple communications centers or locations, it will be addressed via the change order provision of the Agreement. The Cut Over transitions the Customer from the implementation phase of the project to the support phase under the governance of the Motorola Support organization.

Motorola Responsibilities

- Work with the Customer to schedule the date and time for the Cut Over.
- Execute the Cut Over Plan.
- Provide on-site resources as specified in the Cut Over Plan to support Customer's Core Team. Unless otherwise documented in the Cut Over Plan, support will be provided in accordance with the following:

Table: Motorola Cut Over Coverage (hours per day)

Resource	Monday	Cut Over Day	Wednesday	Thursday
Project Manager	Motorola Preparation	12 hour	8 hour	8 hour coverage for all resources
CAD Application Specialist		24 hour	24 hour	
CAD Solution Architect		16 hour	16 hour	

Customer Responsibilities

- Customer Core Team scheduling for Cut Over activities.
- Manage Cut Over activities.
- Customer to educate Core Team on methods and when to engage Motorola during Cut Over.

1.25. Transition to Support – Project Closure

Following the Cut Over, the service delivery is complete. Motorola and Customer certify the Software System Completion milestone and the implementation phase is formally closed.

The system is transitioned to the support phase of the Agreement per the Subscription System Support Plan. This transition will be in addition to any applications that were transitioned to support during PremierOne Enablement.

1.25.1. Documentation

As part of project completion, Motorola will validate Customer's receipt of electronic copies of the following documentation:

- User Guides (for the primary products), in electronic format.
- Solution Design.
- System Administration Guide, in electronic format.
- System Configuration Workbook, in electronic format.

1.26. Future Migration

During the term of the subscription, the Customer may opt to transition to Motorola's full cloud CAD. Exercising this option will limit scope to all functionality contained in the full cloud CAD base offer and all available cloud add-on subscription and services that are equivalent to the Customer's purchased on-premises functional entitlements, at the time of full cloud suite adoption. Professional services associated with provisioning, or training end users will be available at an additional price.

1.27. Special Provisions

As it applies to the Subscription Based Services, if: (a) Customer chooses early termination at any time within the term of the Agreement or (b) Motorola terminates the Agreement for cause, then the Customer shall pay to Motorola, within thirty (30) calendar days after such termination, an amount equal to 50% of the annually recurring charges as set forth in the pricing schedule for the period remaining in all remaining years in the term of the Agreement.

1.28. Subscription Price Summary

Solution	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Total
PremierOne Hardware	$441,800										
Implementation	$1,835,350										
Subscription	$328,550										
Workstations/Monitors w/o implementation		$264,061									$264,061
Total for Year 1	$2,605,700										$2,605,700
Total Annual Subscription 2-10		$785,925	$880,964	$880,964	$880,964	$880,964	$880,964	$880,964	$880,964	$880,964	$7,833,635
Total Annually	$2,605,700	1,049,986	$880,964	$880,964	$880,964	$880,964	$880,964	$880,964	$880,964	$880,964	$10,703,396

1.29. Payment Milestones

Hardware	$441,800
Installation of HW and Software	$642,373
Business Process Improvement Discovery Complete	$367,070
PremierOne Enablement	$328,550
Functional Validation Testing Complete	$367,070
Hardware - Workstations/Monitors	$264,061
CAD/Mobile Train the Trainer	$183,535
System Cut Over	$275,303
TOTAL	$2,869,761

Proposal

City of Tucson, AZ

PremierOne Training Plan

RFP # 240225

COMPUTER AIDED DISPATCH SOLUTIONS AND RELATED SERVICES

Revision Date: March 13, 2026

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Section 1

Training Plan

1.1 Introduction

Motorola Solutions (Motorola) considers training to be a critical aspect of the system installation and requires Motorola to work closely with the Customer to develop their knowledge and skills. This Training Plan is tailored to your agency's operational business process, job roles, and personnel needs and will deliver the necessary information needed to effectively and efficiently use new systems and technologies through a flexible, multimodal approach.

Motorola employs a multimodal methodology for training that offers a diverse range of materials, application, and tools, including e-learning platforms, simulations and other technology-enabled modalities as well as formats such as instructor-led training, on-the-job training, computer-based training, coaching, workshops, and demonstrations. This approach to training allows Motorola to customize a plan that supplements your personnel's inherent knowledge with information about the features, functions, and mechanics of the solution. Our goal is to work with you to optimize your training so that your agency's daily operations and workflows are productive and efficient.

Motorola's primary training delivery models are:

- **Instructor-Led:** Instruction is provided by a Motorola instructor in a traditional Customer provided classroom environment or via web conferencing hosted by Motorola.
- **Computer Based:** Computer-based training provides self-paced instruction on the features and functions of the Motorola software applications. This delivery method enables the attendee to progress through training at a pace prescribed by the Customer that is comfortable to the attendee. Motorola's computer-based training delivery method includes the use of a Learning Center.

1.2 Training Overview

The Customer Training Representative should be familiar with the Customer's daily operations and must attend (or designate a replacement) each Motorola training course. Motorola instructors will rely on this representative to be the one point of contact for Motorola staff when policy and procedural questions arise, act as course facilitator, and act as the Customer's training monitor. The Customer will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the Customer's trainers must have prior experience as a classroom instructor and a thorough understanding of the Customer's operations. Other courses will require participants from different areas of the Customer's operations as shown in the individual course descriptions, detailed in Section 1.4.1: Workshop Course Descriptions.

1.2.1 Training Facilities and Schedules

On-site training will be conducted in a Customer provided training facility setup in classroom configuration with a workspace for attendee note taking, and computer with dual monitors for each attendee. Each instructor-led on-site session requires a projector, connected to the applicable Motorola system workstation, and a dry erase-board for instructor's use. The on-site workshop format requires multi-monitor (minimum of three) workstations, one for each attendee.

For classes provided virtually, Motorola will provide the conference link and host information required for each attendee to join the session. The Customer is responsible for providing all equipment and remote access mechanism required to enable each attendee to join the Motorola hosted event.

At least five (5) days prior to on-site training courses, the customer must supply Motorola with a roster of course attendees. Attendees should ensure access to the Learning Center and complete prerequisite training prior to the on-site training course start date.

At least two (2) days prior to each on-site session, the instructor will have access to the training facility and all workstations for setup and workstation configuration. Motorola and the Customer shall mutually agree to training schedules to accommodate the Customer's shift operations and other site-specific requirements. Evening courses will end by 11:00 p.m. Weekends and Holidays will not be used as training days.

1.2.2 Session Attendance

Motorola is committed to providing a quality training experience and desires that the Customer receives the maximum benefit from each on-site training session. Each training session has been sized to provide the optimal training environment that meets the needs of the attendees in relation to the complexity of the material being presented. Given the nature of the material being presented and the intensity of the training, it is imperative that maximum attendee numbers not be exceeded.

1.2.3 Learning Center Requirements

The Learning Center is accessed via an internet browser. Motorola will set up an individual instance of the Learning Management System, known as an organization. This provides autonomy to the agency utilizing the Learning Center.

Accounts to access the Learning Center are created for each learner using their Email address. All attendees accessing Learning Center content must have their own account in the Learning Center. A learner will need to have access to the internet via a workstation, laptop, tablet or smartphone to access learning.

Customer Learning Center Administrators will be given the ability to build Groups, a more granular segmentation of the Learning Center that is generally utilized to separate learners of functions (that is, dispatchers, call takers, patrol, and firefighter). One attendee can be assigned to multiple groups if necessary. Attendees can be assigned to some or all of the content in a Learning Path, a collection of courses that include like-minded courses.

In most cases audio accompanies visual display; speakers or headsets are recommended to utilize full functionality of the Learning Center. Course assessment evaluations are also accessed via the Learning Center. Access to these evaluations in the classroom is suggested.

1.2.4 Learning Center Learner Subscription Package

Learner-level subscriptions have been included for personnel who are expected to be users of one or more products that are part of the System. Customer resources will have access to the Learning Center training materials during deployment and as long as the post-live subscription is maintained during the warranty/maintenance period.

1.3 Workshops and Course Listing

The following tables present information on each workshop and course included in the training plan. Due to the nature of each workshop and course, it is imperative that the maximum number of attendees not be exceeded. Doing so erodes the integrity of each session and impairs attendee's ability to retain the subject matter information.

The following list provides definition of the methods of instruction used to deliver:

- **Learning Center** – Software application training provides instruction on the features and functional use of a software application or specific module. Depending on the course, the delivery method could be entirely computer based and accessed via Learning Center on demand with no in-person training component; other courses may require pre-requisite Learning Center courses be completed prior to instructor-led training.
- **On-site** – in-person training from an on-site instructor conducted at the Customer's facilities.
- **Virtual** – virtual instructor-led training.

1.3.1 Initial Training

Initial, instructor-led training focuses on the mechanics of the application software features, functions, and use. In many cases the attendee must possess a common level of industry knowledge and complete Learning Center prerequisites in order to grasp the presented concepts and material.

Table: PremierOne Initial Training Courses

Solution	Course	Max Attendees per Session	Number of Sessions Included	Method of Instruction	Course Duration
PremierOne CAD	Dispatch Train-the-Trainer	12	1	Online & On-site	16 hours over 2 consecutive days
PremierOne CAD	Windows Mobile Train-the-Trainer	12	1	Online & On-site	Two 4-hour sessions in 1 day
PremierOne CAD	Mobile for Android and iOS End User	12	1	Online	Up to 4 hours

1.3.2 Workshops

Workshops offer guided instruction and hands-on exposure to each attendee providing practical experience with the subject matter. In many cases the attendee must possess a common level of industry knowledge and complete Learning Center prerequisites as defined for each workshop in order to grasp the presented concepts and material.

Table: PremierOne Workshops

Solution	Workshop	Max Attendees per Session	Number of Sessions Included	Method of Instruction	Workshop Duration
PremierOne GIS	GIS Administration	4	1	On-site	24 hours over 3 consecutive days
PremierOne CAD	CAD/Mobile Pre-Provisioning Training	6	1	Online & On-site	24 hours over 3 consecutive days
PremierOne CAD	CAD/Mobile Provisioning	6	1	Online & On-site	24 hours over 3 consecutive days
PremierOne CAD	Query Provisioning and Formatting	4	1	Online & Virtual	16 hours over 2 consecutive days
PremierOne CAD	System Administrator	4	1	Online & On-site	24 hours over 3 consecutive days
PremierOne CAD	SSRS Report Builder	6	1	Online & On-site	24 hours over 3 consecutive days
PremierOne CAD	Intelligent Data Discovery (IDD)	6	1	Online & Virtual	24 hours over 3 consecutive days
CommandCentral Responder	Responder Dispatch for Windows, Android & iOS End User	All Users	n/a	Online	Up to 4 hours
CAD Web Client	CAD Web Client for PremierOne	All Users	n/a	Online	Up to 2 hours

1.3.3 Instructor-Led Training Courses

Instructor-led training below is an extension of what was offered as part of the Initial Training earlier in the project.

Table: PremierOne Instructor-Led Training Courses

Solution	Course	Max Attendees per Session	Number of Sessions Included	Method of Instruction	Course Duration
PremierOne CAD	Dispatch Train-the-Trainer *[C01]*	12	1	Online & On-site	32 hours over 4 consecutive days
PremierOne CAD/Mobile	Client Installation *[C07]*	4	1	On-Site	32 hours over 4 consecutive days
PremierOne Mobile	Windows Mobile Train-the-Trainer *[C03]*	12	1	Online & On-site	Six unique 4-hour sessions over 3 consecutive days

1.4 Course Descriptions

1.4.1 Workshop Course Descriptions

The following tables provide detailed descriptions of workshop courses that will be provided as part of the system at the location indicated.

PremierOne GIS Administrator Workshop	
Goal	Provide the GIS Administrator the understanding to maintain the GIS data structure and maintenance needs of the system to support GIS functionality areas: Address Validation, Visual Map Displays, Routing, and Response Determination.
Course Materials	PremierOne Data Import Tools. PremierOne GIS Configuration Guide. Interactive GIS Admin Workshop Workbook. Course Outline.
Location	Virtual
Duration	Up to twenty-four (24) hours over two weeks.
Participants	GIS Administrator and a secondary backup participant.
Class Size	Maximum of four (4) attendees.
Prerequisite	Working knowledge of current ESRI ArcDesktop and ArcGIS Pro.
Environment Setup	**GIS Workstation Requirements:** • Workstation must meet requirements listed in the GIS Admin Readiness Checklist.

PremierOne CAD / Mobile Pre-Provisioning Workshop	
Goal	Ensure the customer personnel making the decisions as to how PremierOne will be configured have been exposed to and understand the functionality, configuration, and flexibility of PremierOne.
Course Materials	PremierOne CAD and Mobile Provisioning Guide PremierOne CAD User Guide PremierOne System Management Tool Portal User Guide Course Outline. Online courses
Location	Customer's facility
Duration	24 hours over 3 consecutive days
Participants	Participants should have knowledge of current CAD and Mobile applications and customer operations with the authority to make decisions in relation to the new PremierOne CAD and Mobile systems look and functionality is required.
Class Size	Maximum of six (6) attendees
Environment Setup	**Attendee Workstations:** ● Each workstation or device used for Online prerequisites must have an internet connection ● CAD workstation for each participant with network connection to the PremierOne servers ● Microsoft Excel and Word should be installed on at least one training workstation **Instructional Requirements:** ● Instructor's workstation(s) with network connection. ● Projector. ● Dry erase board.

PremierOne CAD / Mobile Provisioning Workshop	
Goal	Provide the Customer with knowledge to provision the PremierOne CAD and Mobile product.
Course Materials	PremierOne CAD and Mobile Provisioning Guide PremierOne CAD User Guide PremierOne System Management Tool Portal User Guide Course Outline. Online courses
Location	Customer's facility
Duration	24 hours over 3 consecutive days
Participants	Participants should have knowledge of current CAD and Mobile applications and customer operations with the authority to make decisions in relation to the new PremierOne CAD and Mobile systems look and functionality is required.
Class Size	Maximum of six (6) attendees
Prerequisite	Participants must have attended the Pre-Provisioning Workshop. Prerequisite training videos must be completed prior to the Workshop beginning. Prerequisite work not being completed will result in the Workshop and Checkpoint being rescheduled. Online Required Prerequisite training courses to be finalized during project initiation.
Environment Setup	**Attendee Workstations:** ● Each workstation or device used for Online prerequisites must have an internet connection ● CAD workstation for each participant with network connection to the PremierOne servers ● Microsoft Excel and Word should be installed on at least one training workstation **Instructional Requirements:** ● Instructor's workstation(s) with network connection. ● Projector. ● Dry erase board.

Query Provisioning and Formatting Workshop	
Goal	Conduct structure workshops to provide instruction on configuration options for queries in PremierOne
Course Materials	PremierOne CAD and Mobile Provisioning Guide Course Outline. Online refresher training courses.
Location	Virtual.
Duration	16 hours over 2 days
Participants	Participants should have knowledge of PremierOne CAD and Mobile Provisioning.
Class Size	Maximum of four (4) attendees
Prerequisite	Prerequisite training videos must be completed prior to the Workshop beginning. Online Required Prerequisite training courses to be finalized during project initiation.
Environment Setup	**Attendee Workstations:** ● CAD workstation for each participant with network connection to the PremierOne servers

PremierOne Mobile for Android and iOS Workshop	
Goal	Provide provisioning and installation instruction for PremierOne Mobile for Android and iOS platforms.
Course Materials	PremierOne Android and iOS Administration Guide. PremierOne Mobile iOS User Guide. PremierOne Mobile Android User Guide. Course Outline. Online refresher training courses.
Location	Virtual
Duration	Up to four (4) hours in a single day
Participants	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size	Maximum of six (6) attendees.
Prerequisite	Online Required Prerequisite training courses to be finalized during project initiation.
Environment Setup	**Attendee Workstations:** ● Each workstation or device used for Online prerequisites must have an internet connection ● Handheld devices need network connection to PremierOne Network

PremierOne CAD/Mobile System Administrator Training	
Goal	Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
Course Materials	PremierOne SCOM Monitoring Guide Course Outline. Online refresher training courses.
Location	Customer facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size	Maximum of four (4) attendees.
Prerequisite	Online Required Prerequisite training courses to be finalized during project initiation. Knowledge of customer site network, IT policies and operations. Microsoft proficiency as defined in the Prerequisites Section.
Environment Setup	**Attendee Workstations:** ● Each workstation or device used for online prerequisites must have an internet connection. **Instructional Requirements:** ● Instructor's workstation(s) with network connection to the PremierOne servers. ● Projector. ● Dry erase board.

SSRS Report Builder Training in PremierOne	
Description	Provides guided instruction in a workshop format to create custom reports against the PremierOne Reporting Data Warehouse (RDW) or DHStoreAnalysis Database using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
Course Materials	SSRS Training Guide. Course Outline.
Location	Customer facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	Personnel who will create custom reports.
Class Size	Maximum of six (6) attendees.
Prerequisite	Class participants must have some knowledge/experience of creating “on demand” reports. Class participants should have experience working with relational database structures as well as writing and understanding Transact SQL code.
Environment Setup	**Attendee Workstations:** ● One (1) workstation for each attendee with a connection to the PremierOne system environment. ● The following is the current list of Operating Systems and Browsers supported for the web portal. ● Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2. ● Microsoft Edge (+) Preferred. ● Microsoft Internet Explorer 10 or 11. ● Google Chrome (+). ● Mozilla Firefox (+). ● Microsoft SQL Server Reporting Services installed, configured, and working. ● Microsoft Report Builder installed. ● Optional: ● SQL Server Management Studio on each Attendee Workstation. ● One (1) CAD Client for the class is preferred in the case data entry needs to take place in order to report against. **System Requirements:** ● Data pre-exists in the Reporting Data Warehouse or DHStoreAnalysis Database (data is typically propagated during the training courses). **Instructional Requirements:** ● Instructor’s workstation(s) with network connection. ● Projector. ● Dry erase board.

Intelligent Data Discovery (IDD) in PremierOne	
Goal	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.
Course Materials	Reporting and Analytics Intelligent Data Discovery Training Guide. Course Outline.
Location	Virtual.
Duration	Up to 24 hours over three consecutive business days.
Participants	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
Class Size	Maximum of six (6) attendees.
Prerequisite	Successful completion of SSRS Reporting Training for PremierOne. Experience in creating Reports using Microsoft SQL Server Reporting Services. Familiarity with T-SQL statements for querying data within a SQL Server database
Environment Setup	**Attendee Workstations:** ● One (1) workstation for each attendee with a connection to the PremierOne system environment. ● The following is the current list of Operating Systems and Browsers supported for the web portal. ● Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2. ● Microsoft Edge (+) Preferred. ● Microsoft Internet Explorer 10 or 11. ● Google Chrome (+). ● Mozilla Firefox (+). ● Microsoft SQL Server Reporting Services installed, configured, and working. ● Microsoft Report Builder Installed. ● All Training workstations installed with SQL Server Management Studio. **System Requirements:** ● Existing data in the DHStoreAnalysis (data is typically propagated during the TTT course).

1.4.2 Instructor-Led Course Descriptions

The following tables provide detailed descriptions of training courses that will be provided as part of the system at the location indicated.

PremierOne CAD Train-the-Trainer	
Goal	Provide selected personnel with knowledge to support a comprehensive end user training program.
Course Materials	PremierOne CAD User Guide. CAD Online Help (accessible through the CAD Client). Course Outline. Online refresher training courses.
Location	Customer facility.
Duration	Up to 32 hours over four consecutive business days on-site. Approximately 6 hours of online prerequisite material.
Participants	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of current CAD application and customer operations. Online Required Prerequisite training courses to be finalized during project initiation.
Environment Setup	**Attendee Workstations:** ● Each workstation or device used for online prerequisites must have an internet connection. ● One PremierOne CAD Workstation per attendee. **Instructional Requirements:** ● Instructor's workstation(s) with network connection to the PremierOne servers. ● Projector. ● Dry erase board.
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customers to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

PremierOne CAD/Mobile Client Installation	
Goal	Provide selected personnel with knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
Course Materials	PremierOne CAD Installation Guide. PremierOne Mobile Windows Client Installation Guide. PremierOne All-In-One (AIO) Installer Manual. Motorola Mobile Map Installation Guide with PremierOne Mobile. Course Outline. Online refresher training courses.
Location	Customer facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	IT staff who are responsible for installing workstation software.
Class Size	Maximum of four (4) attendees
Prerequisite	Knowledge of Microsoft operating systems and basic software installation practices. Online Required Prerequisite training courses to be finalized during project initiation.
Environment Setup	**Attendee Workstations:** ● Each attendee should have a workstation that meets the minimum hardware specifications for PremierOne CAD or Mobile software. ● Workstations used for training should have connection to the PremierOne network and user credentials to install software. **Instructional Requirements:** ● Instructor's workstation(s) with network connection to the PremierOne servers. ● Projector. ● Dry erase board.

PremierOne Windows Mobile Training (Train-the-Trainer)	
Goal	Provide selected personnel with knowledge to support a comprehensive end user training program.
Course Materials	PremierOne Mobile User Guide. Course Outline.
Location	On Demand
Duration	Six 4 hour sessions over 3 consecutive 8 hour days.
Participants	Instructors who are responsible for the in house training of employees and for ongoing user training of PremierOne Windows Mobile
Class Size	Maximum of twelve (12) attendees
Prerequisite	Knowledge of current Mobile application and customer operations Online Required Prerequisite training courses to be finalized during project initiation.
Environment Setup	**Attendee Workstations:** ● Windows Device for each attendee with applicable PremierOne Windows applications installed **Instructional Requirements:** ● Instructor's workstation(s) with network connection to the PremierOne Server. ● Projector. ● Dry erase board

PremierOne Mobile for Android and iOS End User Training	
Goal	Through the Learning Center, provide a training program on the functionality of PremierOne Mobile iOS and Android applications.
Course Materials	PremierOne Mobile iOS or Android User Guide.
Location	On Demand.
Duration	4 Hours.
Participants	PremierOne Mobile iOS or Android Users.
Prerequisite	Knowledge of customer's current Mobile application and operations. Online Required Prerequisite training courses to be finalized during project initiation.
Environment Setup	Each workstation or device used for Online training must have an internet connection.

MOTOROLA SOLUTIONS

Proposal

City of Tucson, AZ

PremierOne Subscription System Support

RFP # 240225

COMPUTER AIDED DISPATCH SOLUTIONS AND RELATED SERVICES

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Covered Products, Support Options and Pricing

To be completed during handover to Support

Term: {{Month Day, Year}}

Customer Agency	
{{Customer Agency Name}}	City of Tucson
Address	
City, State, Zip	
Contact Name	
Telephone Number	
Email Address	
Billing Agency	
{{Billing Agency Name}}	
Address	
City, State, Zip	
Contact Name	
Accounts Payable	
Telephone Number	
Email Address	

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357).

Site Identification Numbers	
Product Group	Site Identification Number

Motorola Subscription Offer Services Include:

- Case Management 24/7
- Customer Support Plan
- Software Releases with Remote Upgrade Services
- Technical Support
- Endpoint Security

1.1. Motorola Support Details

1.1.1. PremierOne Subscription

Note: The Cloud Subscription(s) will be paid and invoiced separately from PremierOne Maintenance Renewal.

1.1.1.1. Supported Products and Services

Product	Service Level	Term Fees
Motorola Product	PremierOne CAD/Mobile Subscription - Enterprise SaaS Subscription - CAD Web Client - CommandCentral Responder Dispatch - Agency Alerting Internal Alerts - Cloud Entitlement - CommandCentral Map - Public | Private Incident Collaboration - Essential Support - PremierOne Server End Point Security - CommSys State Connection	Included in Subscription
Motorola Product	CAD Continuity	Included in Subscription
Motorola Product	SmartIncident	Included in Subscription
Motorola Product	Virtual Response Assistant	Included in Subscription

1.1.1.2. Integrations

Customer Interface Name	Motorola Interface Name	Term Fees
ASTRO MCC7500 Console	ASTRO Radio Console (Motorola) - CAD Integration	Included in Subscription
ASTRO Radio Location	ASTRO Radio Location (Motorola) - CAD Integration	Included in Subscription
ASTRO Radio PTT	ASTRO Radio PTT (Motorola) - CAD Integration	Included in Subscription
PremierOne CAD-to-CAD Interface to Flex CAD	PremierOne CAD-to-CAD Interface to Flex CAD	Included in Subscription

1.1.1.3. Interfaces

Customer Interface Name	Motorola Interface Name	Term Fees
Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Points (PSAP)	ASAP To PSAP (The Monitoring Association) Alarm Bidirectional Interface IFD: ASAP To PSAP - Alarm Bidirectional Interface	Included in Subscription
Axon Records - records management system	AXON - Calls for Service Data Feed (Hybrid) IFD: AXON - Hybrid Calls for Service (CFS) Data Feed Outbound	Included in Subscription
Axon Fusus - real-time intelligence system	FUSUS Data View Interface IFD: FUSUS Data View Interface	Included in Subscription
CAD to CAD interface with AMR's CAD	PremierOne CAD-to-CAD interface to Logis Solutions CAD IFD: Logis Solutions - CAD-To-CAD CFS Interface	Included in Subscription
First Due	First Due - CFS Fire Outbound IFD: CFS Fire Outbound Data Feed	Included in Subscription
First Watch	FirstWatch (FirstWatch) CAD Data View IFD: Call For Service Data View	Included in Subscription
Full Vesta 911 fully spill all Automatic number identification (ANI) and automatic location identifier (ALI)	e911 ANI ALI and TDD Incident Creation Inbound Interface IFD: e911 ANI ALI and TDD Inbound Interface	Included in Subscription
International Public Safety Data Institute - NFORS	Call for Service Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)	Included in Subscription
ImageTrend	ImageTrend FRMS (ImageTrend) IFD: Imagetrend Elite - CFS Fire and ePCR Data Feed	Included in Subscription
MD Ally	Call for Service (Common) Fire and ePCR - Data Feed IFD: Calls for Service (CFS) Fire and ePCR Data Feed Interface	Included in Subscription
Nice Audio Logger feed	NICE Logger IFD: Call For Service Data View	Included in Subscription
Pulse point feed	Respond (PulsePoint Foundation) Notification Interface IFD: PulsePoint - Notification Outbound	Included in Subscription

Customer Interface Name	Motorola Interface Name	Term Fees
SPIDR Tech	Call for Service Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)	Included in Subscription
USDD Station Alerting	Phoenix G2 (HoneyWell) - Fire Station Alerting IFD: Phoenix G2 (HoneyWell) - Fire Station Alerting Interface	Included in Subscription
State/NCIC	CommSys - State and NCIC Query Interface IFD: CommSys - State and NCIC Query Interface	Included in Subscription
Mark 43	Call for Service (Common) Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)	Included in Subscription
GovWorx Comms Coach	Call for Service (Common) Data Feed - (Hybrid) IFD: Call for Service Data Feed Interface (Hybrid)	Included in Subscription
AppArmor	AppArmor Mass Communications	Included in Subscription

1.1.1.4. Third-Party Vendor Products

To be completed during handover to Support

*Applicable only to Hardware Repair Coordination

Vendor	Description	Vendor Service Level	Full Term Fees
HPE	HPE Servers		
	Nimble Storage		
F5	F5 Load Balancers		
Esri	Esri Embedded Software		
Extreme Network	Extreme Network Switches		
Fortinet	FortiGate Devices		
CommSys	CommSys Software		
Openshift	Openshift		Included in Subscription

1.1.1.5. Third-Party Vendor Equipment List

To be completed during handover to Support

Vendor	Description	Serial Numbers
HPE	(Qty) DL360 Gen10 or Gen11 Servers	
	(Qty) Nimble Storage	
CDW	(Qty) F5 Load Balancers	
Extreme Network	(Qty) Extreme Network Switches	
Fortinet	(Qty) FortiGate Devices	
CommSys	CommSys Software	
Openshift	(Qty)	N/A
{{Vendor}}	{{Description}}	{{Serial Numbers}}

1.1.1.6. Third-Party Vendor Services

Vendor	Service	Term Fees
TBD	Hosted Co-location providing a dedicated cabinet in a secure data center for the PremierOne Hardware Rack and Equipment	Included in Subscription

1.1.1.7. System Maintenance Services

- Remote System Administrator
- Remote Application Administration for Post Go-live Support (six (6) months)
- Summit Advanced Purchase

1.1.1.8. Support Services

Service	Description	SOW Reference	Qty	Term Fees
Dedicated CAD System Administrator	Part-time resource to administer the Customer's PremierOne System	Section 3	Qty	Included in Subscription
Remote CAD Application Administration for post go-live support	Remote resource to assist with provisioning/configuration changes for 40 hours per month for 6 months	Section 3	Qty	Included in Subscription0

Service	Description	SOW Reference	Qty	Term Fees
HW Refresh with services	Hardware Refresh (Up to 1 over 10 year term)	Section 4	1	Included in Subscription
Summit	Annual Summit Training	Section 5	4	Included in Subscription0

Standard Attendance Fees Include the following:

- Registration fee
- Round trip travel for event (booked by Motorola)
- Hotel accommodations (booked by Customer Agency per Motorola website instructions)
- Ground Transportation (booked by Motorola)
- Daily meal allowance (2)

1. Standard Attendance includes above accommodations for the regular conference days. Any offer for pre-training outside of the standard conference days is not included in this offer. Customers who wish to attend pre-conference training may do so at their own lodging and food expense. Adjustment to travel dates and times to attend pre-conference training is allowed.

2. Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

1.1.1.1. Subscription Term Fees

To be completed during handover to Support

PremierOne CAD/Mobile Subscription	Service Level	Term Fees
Year 1	Essential	$xxxx
Year 2	Essential	$xxxx
Year 3	Essential	$xxxx
Year 4	Essential	$xxxx
Year 5	Essential	$xxxx
	Grand Total	$xxxx

Pricing is exclusive of applicable taxes.

Due to significant market and tariff volatility, as well as fluctuations in the cost of energy and raw materials including, but not limited to, steel, copper, finished wood, and concrete, Motorola Solutions reserves the right to equitably adjust the contract price, completion schedule, and/or contract requirements. Additionally, Motorola Solutions reserves the right to apply a fuel surcharge to quoted freight rates based on the prevailing diesel cost at the time of shipment.

PremierOne Customer Support Plan

To be completed during handover to Support

PremierOne Subscription Offer Services and System Maintenance Support

Term: {{Month Day, Year}}

Quick Contact Matrix	
Support Center	
Toll Free Phone#	1-800-MSI-HELP (1-800-674-4357)
Email	PSACASE@Motorolasolutions.com
Motorola Portal	Customer Support Portal
Provide the following information:	MCN # Site Name, if applicable Your Name Your Call Back Number A Brief Description of the Problem Priority (Critical, High, Medium, Low)
Warranty and/or Service Agreement Information	
Customer Name:	Contract #:
Motorola Customer Number (MCN):	Products:
Account Manager	Customer Success Advocate
Name:	Name:
Mobile:	Mobile:
Email:	Email:

2.1. Escalation Plan

As a direct Motorola Customer, if you feel that your support or maintenance needs are not being met, we provide an escalation process for your request to the next Motorola department or manager.

Your initial call should always be to the first department or person on the list below. If, after making this initial contact you still have unresolved issues, please see below for escalation contact information.

Escalation Plan			
	Level 1	Level 2	Level 3
Support Center	Support Center Managers: Mark Richins – Western mark.richins@ motorolasolutions.com Ashley Beek – Central ashley.beek@ motorolasolutions.com Todd Conklin – North East todd.conklin@ motorolasolutions.com Marcelo Cravinhos – South East marcelo.cravinhos@ motorolasolutions.com	Tim Heddlesten Senior Manager, Technical Support tim.heddlesten@ motorolasolutions.com	Tim Leach Head of Software Enterprise Centralized Managed and Support Operations tim.leach@ motorolasolutions.com

2.2. Customer Support Plan Overview

2.2.1. Serving Our Customer's Needs

We appreciate the opportunity to provide the following support services (Support Services) pursuant to this Customer Support Plan (CSP), which has been tailored specifically for your PremierOne Solution. Our Service Delivery Team is focused on the health, system performance and reliability of the PremierOne Solution. You will work with an account manager or service contract manager who will maintain regular communications with you and will continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola products or support.

Your CSP may be amended from time to time to align with industry practices and customer needs. Our goal is to build a service relationship you can trust.

2.2.2. PremierOne Support Services

Motorola Essential Support Services provides basic support delivered through a combination of centralized resources within Motorola Centralized Managed Support Operations (CMSO) Technical Services Organization (TSO) team collaborating with product development resources that are experienced in managing mission critical systems and associated technologies. The TSO operates 24/7/365, leveraging remote access to customer systems for complete resolution methods.

Open communication is the key to effective support service delivery and relationship building.

The CSP covers the customer locations in the table below.

To be completed during handover to Support

Site ID	Product Group	Site Name

2.2.2.1. Motorola CMSO and Service Desk

The Motorola Centralized Managed Support Operations (CMSO) Technical Services Operations (TSO) is the central point of contact to report PremierOne Solution incidents and submit change requests. The TSO team can be reached 24/7 to assist with your service needs via:

- Toll Free Telephone: 1-800-MSI-HELP (800-674-4357) and convey the request
- Customer Support Portal: low priority requests only
- Email: PSACASE@motorolasolutions.com (estimated 24 hour turnaround)

Note: Critical and high priority incidents should not be reported via email or the Customer Portal. Product and system technical resources are ready to receive and take action on requests for service.

2.2.2.2. Ticket Initiation via Toll-free Number

For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-674-4357).

The TSO is staffed with trained technicians who remotely access your PremierOne Solution to begin troubleshooting. For accurate reporting and ticket tracking, all PremierOne Solution issues are reported to the TSO. At a minimum, when reporting an incident using the toll-free number above, the TSO will require:

- MCN#
- Customer name (Site)
- Caller's name
- Caller's contact number (supply alternate call back number)
- Description of the problem or request
- Operational impact of the problem (Priority Level)

2.2.2.3. Case Management via Customer Support Portal

The Customer Support Portal provides customers with an interface into our Incident Management system. Customer Support Portal gives valuable system and service information whenever you need it along with complete case management details from submission to close.

Customer Support Portal provides the ability to:

- Create low priority tickets
- Obtain status updates on existing tickets
- Supply additional information on tickets 24/7
    - When updating ticket notes, please provide contact information, which includes phone number, email, etc.

Motorola does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-674-4357).

2.2.2.4. Ticket Initiation via Email

An alternative customer support tool is available for PremierOne customers. Along with the toll-free phone number and Customer Support Portal, customers can request technical support by email. For many customers who use their handheld devices as a means to open tickets, email provides additional flexibility for initiating tickets.

For proper ticket management and contractual response, email ticketing is only available for priority levels 3 or 4. To process a ticket via email, the email must be formatted exactly as described below:

1. Address email to: PSACASE@motorolasolutions.com
2. Email Subject: Type “PSA Service Request” and a brief description of the system issue (this will become the ticket title)
3. Use the following template for the body of the email. Copy and paste from below, adding the accurate and specific needs of the request following the bold items listed:
    A. Site ID: Site ID
    B. Product Type: followed by the product family type. Choose from the following list:
        i. PremierOne CAD
        ii. PremierOne Mobile (including Handheld or PMDC)
    C. Contact First Name: first name of the person support personnel are to contact
    D. Contact Last Name: last name of the person support personnel are to contact
    E. Phone Number: phone number, including area code, where the contact person may be reached
    F. Priority Level: indicate either priority level 3 or 4. All priority level 1 or 2 tickets must be opened via the toll-free TSO number.
    G. Problem Description: a comprehensive description of the problem
4. Once the email is sent, the customer will receive an email with a ticket number for future reference. If an email response is not received, or if a priority level 1 or 2 ticket needs to be opened, please contact the toll-free TSO number.

2.3. CJIS Compliance

Motorola will maintain CJIS Security Policy control guidance to protect the Solution from intrusion, breach, corruption or security risks that fall under Motorola responsibility, dominion and control. The customer is responsible for implementing and maintaining security controls for their managed networks and infrastructure, including but not limited to compliant implementation of FIPS approved encryption, compliance, operations and maintenance of servers, boundary protection devices, proxy server use and information flow enforcement. During the term of the Agreement, if the Solution enables direct or indirect access to FBI defined Criminal Justice Information (CJI), Motorola will comply with the most recent version of the FBI Criminal Justice Information (CJI) Security Policy. Any additional security measures desired by the customer may be available for an additional fee.

Motorola will provide the necessary information for its personnel that access customer CJI to submit to a background check based on submission of FBI fingerprint cards, complete CJIS Security Awareness Training and execute the CJIS Security Addendum. It is the customer's responsibility to determine when the background credentialing process is required by Motorola personnel.

Customer is independently responsible for due diligence as well as establishing and maintaining its own policies and procedures that ensure compliance with CJIS and other security requirements that are outside the scope of the Service provided or not within Motorola’s scope of responsibility.

Customer must also establish and ensure compliance with CJIS Security Policy documentation requirements for Risk Management, Configuration Management, System Security Plan and Contingency/Disaster Recovery Plans.

Customer must also implement access control and identification and authentication policies and procedures including CJIS compliant identity management authenticators and verifiers, including password security measures, lost and stolen credentials, account disabling, account validation, media protection, log retention capacity planning and customer jurisdiction specific data retention requirements along with system and information communications and system and information integrity policy protections. Further, Customer must maintain CJIS Security Policy security and protective data privacy measures if the system is in scope and required by Motorola.

Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed, viewed or removed from the information system by customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, or their role in CJIS Security Policy compliance. Motorola reserves the right to terminate the Service if customer’s failure to maintain or comply with CJIS Security Policy security and control measures negatively impacts the Service, Solution or Motorola own security measures.

Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries to include CJIS Security Policy reporting.

2.4. Summary

Our Support Plan includes the following key services elements:

- Single Point of Contact: Customer Success Advocate (CSA) who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.
- Systems Support Center: One place to report incidents and place requests - reported incidents are correlated with alerts received from the Network Operation Center (NOC) for reduced root cause determination.
- Emergency Call Management Portal: Enhanced access to case status and resolution details.
- Network Security Operations Center: Continuous monitoring and response of the Motorola PremierOne Solution as well as providing notification of critical and high security alerts.
- Technical Support Center: Staffed with subject matter experts to handle escalated tickets.

2.5. Benefits to Your Agency

- Maximize Performance. Increase system uptime and quality of service through fast detection of service disruptions and restoration of services.
- Save Time. Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests.
- Rely on a Trusted Support Team. Depend on our skilled team to be the first line of defense and have greater peace of mind.
- Reduce Risk. Gain visibility, enhance performance and increase cybersecurity with our full suite of Network Security and Operations Center (NSOC) offerings.

PremierOne Subscription Services Statement of Work

3.1. Overview

Motorola Solutions' (Motorola) System consists of the Hardware, Subscription Software and any optional services purchased by the customer. PremierOne Subscription includes service elements to maintain PremierOne systems. This document describes the services that the Customer is entitled to as part of their Subscription software and any optional System maintenance services purchased by the Customer.

PremierOne Subscription Services consist of the following service elements:

- Remote Technical Support
- PremierOne Software Maintenance and Remote Upgrade
- Endpoint Security

System maintenance services consist of the following:

- Part-time System Administrator Dedicated to Managed Services
- Remote Application Administration for post go-live support (6 months)

Each of these elements is summarized in the Services Detailed Description.

This Statement of Work (SOW), including all of its subsections and attachments, is an integral part of the applicable agreement (Agreement) between Motorola and the City of Tucscon, AZ (Customer).

To receive the services defined within this SOW, the Customer must keep the system within a standard support period as described in Section Software Maintenance and Remote Upgrade Service of Customer's Agreement.

3.2. Motorola Service Delivery Ecosystem

PremierOne Subscription Software and System maintenance services are delivered through a combination of centralized teams equipped with a service delivery platform, a customer support portal and applicable third-party vendors.

3.2.1. Centralized Managed Support Operations (CMSO)

The Centralized Managed Support Operations (CMSO) provides a single point of contact for all service related items, including communications between the Customer, Motorola and third-party subcontractors. The Service Desk processes service requests, service incidents, change requests and dispatching, and communicates with stakeholders in accordance with predefined response times.

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

3.2.2. Software Customer Service Manager

A Motorola Software Customer Service Manager (CSM) will be the key point of contact for defining and managing software services.

Your Motorola CSM provides coordination of service resources to enhance the quality of service delivery. The CSM is responsible for overseeing the execution of your support by serving in the role of Customer champion. They serve as a point of contact for resolution and escalation, monitoring of our contractual performance, reviewing and analyzing process metrics and fostering a relationship for continuous improvement with Customers.

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 key issues. The division of responsibilities between the Customer and Motorola are detailed in this SOW.

3.3. Customer Support and Maintenance Expectations

In order to deliver the services outlined in this SOW, the Customer is expected to perform tasks related to administration, maintenance and support. If the Customer has opted for an Dedicated System Administrator (DSA), the DSA will assist the Customer's trained technical resource with the mutually agreed upon administration, maintenance, and support responsibilities outlined below for your PremierOne Solution.

If the Customer has opted for an DSA, the Customer's trained technician's on-site presence is required when requested by Motorola during times the DSA is not on-site.

The Customer is responsible for the following:

- Provide a trained technical resource familiar with the operation of the PremierOne Solution.

Note: Motorola recommends a minimum of two individuals at the customer agency receive training. For more details regarding this training and scheduling, please contact Motorola. Training is provided at an additional cost.

- End User Training: Ensure that all end users of Motorola products are trained to perform their duties and not cause harm or upset of system functionality. Motorola can provide additional training if necessary at an additional cost.
- Administration, maintenance and support of your PremierOne Solution.
- Troubleshooting: Customer will make every effort to diagnose, triage and resolve issues. If Motorola assistance is requested, Customer will make all reasonable efforts to assist in problem resolution. This may include problem reproduction, answering questions, supplying data, etc.
- Initiate Service Request Tickets. Contact Motorola through authorized tools and processes outlined in the Motorola CSP to initiate technical support tickets.
- Assess Priority Level. Assist in assessing the urgency and impact of the issue so the correct Priority Level is assigned.
- Escalation: Contact Motorola to add information, make changes to existing technical support tickets or escalate service requests to Motorola management. Motorola CMSO contact information is provided in the CSP.
- Validate issue resolution prior to close of the ticket in a timely manner.
- Gathering Issue Logs (Server and Client): During non-business hours, supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola, must be furnished. Absence of requested data may lead to ticket closure. If applicable, the DSA will assist with this task during normal business hours.
- Remote Access: Customer must provide remote access to requesting Motorola personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne Solution domain access and access to all system elements that pertain to the operation of the PremierOne Solution and functionality.
- Monitoring: Monitor system for notifications sent by System Center Operations Manager (“SCOM”) application, resolve related issues and/or contact Motorola Solutions to open a ticket for technical support assistance, which includes heartbeat notifications.
- Certificate Management:
    - Acquire, Own, manage and renew the Custom Certificates needed to operate the PremierOne System, including but not limited to compliance with CJIS Security Policy.
    - Certificate Change Management: Notify Motorola prior to refreshing any Custom Certificates. Motorola Support will coordinate with the Customer to refresh the certificates in the cloud.

Note: Coordination with Motorola Support during the certificate refresh process is required to avoid an outage with the hybrid components of the PremierOne System.

- Customer will contact the appropriate vendor directly for parts and hardware service not included in the Agreement. If applicable, an Infrastructure DSA can assist Customer with this task.
- Physical Workstation Maintenance. Perform periodic reboots and ongoing performance tuning, hardware upgrades and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
- Client maintenance. Apply upgrades such as OS patches, administrative tools and utilities.

    - Maintain and upgrade software that supports infrastructure applications (i.e., Esri, etc.).
    - Perform periodic reboots and ongoing performance tuning, hardware upgrades and resource optimizations as required.
    - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list. (Refer to the latest PremierOne Solution Products Anti-Virus Exclusions List.)
    - Apply any Microsoft Critical Security patch to PremierOne Solution that fits within the security and sustainability processes of the agency. Motorola recommends agencies follow Microsoft's guidance related to the application of Critical Security patches.
- Mobile Client Maintenance: Apply upgrades such as OS patches, administrative tools and utilities.
    - Maintain and upgrade software that supports infrastructure applications (i.e., Esri, etc.).
    - Perform periodic reboots and ongoing performance tuning, hardware upgrades and resource optimizations as required.
    - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list. (Refer to the latest PremierOne Solution Products Anti-Virus Exclusions List.)
    - Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).
- Custom Reports: Build/Modify/Support all custom reports in a manner that will not adversely impact Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola.
- PremierOne Server Maintenance (Virtual and Physical): Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades and resource optimizations as required. If applicable, an Infrastructure DSA can assist Customer with this task.
- Third-Party Maintenance:
    - Operating System (OS) Upgrades: Customer is responsible for any OS patches and/or upgrades to the System.
    - Net - Install, upgrade, configure and maintain .net framework software as per minimum requirements outlined by Motorola.
    - Server - Install, upgrade, configure and maintain all servers hosting third-party products that interface to Motorola products. See Physical Server Maintenance Section above for additional explanation.
    - SQL - Install, upgrade, configure and maintain MSSQL application. Make resource optimization changes pertaining to best practices as required by Motorola.
    - SQL Express - Install, upgrade, configure and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by Motorola.
    - Unembedded Third-Party Licensing - Maintain and apply all third-party licensing for products not specifically embedded within a Motorola proprietary product.
    - Customer should notify Motorola Solutions prior to making changes on their system.

- CAD Client Upgrade Installation and Testing: Test and install PremierOne Solution Software Releases. Report and supply data for any problems that are discovered with the software to Motorola for review and correction. Ensure that minimum software/hardware requirements are met.
- Mobile Client Install and Testing: Test, install and upgrade PremierOne Solution Software Releases. Report and supply data for any problems that are discovered with the software to Motorola for review and correction. If applicable, a DSA can assist Customer with testing and troubleshooting.
- Ensure software is maintained based upon Section Software Maintenance and Remote Upgrade Service.
- Ensure that minimum hardware and software requirements are maintained.
- GIS Updates: PremierOne Solution Map Maintenance
    - Ensure validity and integrity of all GIS related data introduced to the system.
    - Record modifications made to GIS files, and confirm expected behavior within the PremierOne Solution.
    - Perform all server mapping updates and geoset transitions, and distribute updated map files to CAD/Mobile clients.

Note: If applicable, a GIS OSA can assist Customer with these tasks.

- Anti-Virus and Windows User Access Control (UAC): Install, configure and upgrade chosen anti-virus software. Appropriately configure the user account control settings so that the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola via ticket entry. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the Customer will be responsible for diagnosing and correcting the issue.

- System Backups: Perform and confirm successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne Solution SSMS full and incremental database backups are completed successfully. If applicable, the DSA can provide support to complete system backup.

Note: Tape Backups and HD Backups are the sole responsibility of the Customer, even if a dedicated DSA is purchased.

- Provisioning Knowledge of the System: Customer must ensure that provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Provisioning Portal. Provisioning changes should be tracked. This information should be supplied to Motorola to aid in troubleshooting efforts should a problem be experienced. Motorola now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the Customer as a failsafe. If applicable, the CAD DSA will possess provisioning knowledge of the Customer system.

- Records Advanced Configuration Tool (ACT): New module creation, or existing module changes, should first be completed and tested within a non-production environment. Apply changes to the production environment by running a buildset or importing the ash file(s). All changes made in ACT should be tracked via Motorola-supplied Excel files. These files must be made available upon request to aid in Motorola troubleshooting efforts. ACT additions, changes and maintenance are the sole responsibility of the customer. Training is required to use ACT for system maintenance. If the Customer has a Records DSA, they can assist with this task during normal business hours.

- Use of Deployment Tools (such as All-In-One (AIO) and Mobile Data Terminal (MDT) Manager): Users of the deployment tool or AIO tool must be appropriately trained, and understand its operation. Deployment packages that are no longer necessary should be purged. Customers are responsible for their client deployment. The Customer will remain responsible for deploying the package to all Customer endpoints. If applicable, a DSA will assist with the build package during normal business hours.

- Customer Data Archiving: Customer is responsible for all PremierOne Solution Data Archival as per their internal requirements and needs. Adequate storage space should be maintained, and data must not be stored in a manner that adversely impacts the PremierOne Solution or component operations.

- Data Purging: Perform regular file archival and purge as necessary. Configure data purges compliant with government mandates and internal retention protocols. Maintain adequate storage space to ensure that retention of required data will not adversely impact Motorola Solutions Systems.

- Database (DB) Failover: Perform and periodically test system database failover via procedures or MSSQL tools. Engage Motorola TSO and provide supporting data for any problems discovered. If applicable, an Infrastructure DSA can assist with this task.

- Disaster Recovery (DR) Failover: Perform and periodically test system disaster recovery site failover via procedures provided by Motorola. Notify Motorola of any plans to perform DR Failover with reasonable advance notice.

- Storage Capacity Tracking and Maintenance: Monitor, maintain and configure system data storage components in accordance with accepted standards and operational requirements as outlined by Motorola. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above. If applicable, a DSA will provide assistance with this task.

- Temporary DB File Size Maintenance: Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above. If applicable, a DSA will provide assistance with this task during business hours.

- Network Bandwidth and Stability: Install, monitor and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola products and related system components.

- Backup Power: Install and maintain backup power source to ensure the effective operation of the PremierOne Solution System and all its components in the event of a primary power source failure.

- Change Management: Notify Motorola of any changes made to the PremierOne Solution, associated interfaces, related hardware, software, network or any other system element that may adversely impact operation or system functionality.

- Maintain any and all electrical and physical environments in accordance with the System manufacturer's specifications.

- Permit and cooperate with Motorola so that Motorola may periodically conduct audits of Customer's records and operations pertinent to the services, products and usage of application and database management software. If the results of any such audit indicate that price has been understated, Motorola may correct the price and immediately invoice Customer for the difference (as well as any unpaid but owing license fees).

- If Customer replaces, upgrades or modifies equipment, or replaces, upgrades or modifies hardware or software that interfaces with the covered Products, Motorola will have the right to adjust the price for the services to the appropriate current price for the new configuration.

- Customer agrees not to attempt or apply any update(s), alteration(s) or change(s) to the PremierOne system without the prior approval of Motorola.

Motorola is not liable for any loss of functionality related to any changes or updates made to the solution by Customer or third parties. We strongly recommend that Customer advises Motorola of any proposed changes or third-party integrations before undertaking the same to ensure that functionality will not be adversely affected.

3.4. Subscription 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.

Delayed, incomplete or inaccurate Customer-provided information may have a significant impact on the project schedule and deliverables.

3.4.1. Remote Technical Support

Motorola's Remote Technical Support service provides telephone consultation for technical issues that require a high level of PremierOne network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola CMSO by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola applies 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.

3.4.1.1. Description of Service

The CMSO's primary goal is Customer Issue Resolution (CIR), providing incident restoration and service request fulfillment for Motorola's currently supported infrastructure. This team of 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 indicating incidents or service requests will be logged in Motorola's CRM system, and Motorola 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 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 classifies and responds to each technical support request in accordance with the defined PremierOne 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 provides technical consultants to support the local resource in the timely closure of infrastructure, performance and operational issues.

3.4.1.2. Scope

Motorola's primary objective is to restore your PremierOne Solution to normal operations as quickly as possible and minimize the adverse impact of service events on our Customers and their mission. This serves our primary goal of maintaining quality of service and availability. The PremierOne Solution team of specialists are available to the Customer as an integrated part of the support and technical issue resolution process.

All Customer requests for service and change requests are tracked centrally in Motorola IT Service Management (ITSM) toolset, resulting in a ticket number. All CMSO support activity that occurs after the cutover of the system into production is tracked in this system to promote consistent visibility of all activities.

All calls requiring incidents or service requests are assigned a priority in accordance with the agreed PremierOne Priority Level Definitions and Response Times. Via the ITSM, Motorola will track the progress of each ticket from initial capture to resolution. Motorola will advise and inform the Customer of the ticket progress and tasks that require further investigation and assistance from the Customer's technical resources.

Incident Reporting and Response

The CMSO Technical Support team is available via telephone 24/7 to receive and log requests to address issues with PremierOne systems. Remote Technical Support service is provided in accordance with PremierOne Priority Level Definitions and Response Times.

At a minimum, when reporting an incident using the toll-free number (800-MSI-HELP), the CMSO will require:

- Customer name (Site).
- Caller's name.
- Caller's contact number (supply alternate call back number).
- Description of the problem or request.
- Operational impact of the problem (Priority Level).

Reporting Trouble – The CMSO number is provided to all customers for PremierOne Solution issues. If the issue cannot be resolved through our remote diagnostics, then the Customer technician will be required to report on-site to assist with the troubleshooting effort.

Response Time – The amount of time expired between the time in which the issue is either (a) detected by monitoring or (b) reported to CMSO by the Customer to the time that a qualified technician is actively troubleshooting the issue.

Incident Time – The period of time during which the service or any service component suffers an Incident. Incident Time shall commence when the issue is either (a) detected by monitoring or (b) reported to the CMSO by the Customer. Incident Time shall end upon completion of the repair or restoration of the service or service component. Incident Time shall not include downtime attributable to (a) Force Majeure conditions (as defined in the applicable agreement); or (b) scheduled preventive maintenance that the Customer was notified of and consented to in advance.

3.4.1.3. Inclusions

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

3.4.1.4. Motorola Responsibilities

- Maintain availability of the Motorola CMSO via telephone (800-MSI-HELP) 24/7 to receive, log and classify Customer requests for support.
- Open a ticket and categorize the reported issue or request.
- Respond to and resolve incidents and technical service requests in accordance with the PremierOne Priority Level Definitions and Response Times.
- Perform analysis to assist in identifying a corrective action plan.
- Provide the caller a corrective action plan outlining additional requirements, activities or information required to achieve restoral/fulfillment.
- Maintain communication with the Customer as needed until resolution of the incident.
- Coordinate technical resolutions with agreed upon third-party vendors, as needed.
- Escalate support issues to additional Motorola 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 and any applicable fees.
- Provide regular status updates for incidents.

3.4.1.5. Limitations and Exclusions

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

- Customer training.
- Remote Technical Support for third-party equipment or APIs not sold by Motorola or listed in Exhibit A.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.

3.4.1.6. Customer Responsibilities

- Prior to contract commencement, provide Motorola with pre-defined information necessary to complete the CSP.
- Submit timely changes in any information supplied in the CSP to the CSM.
- Contact the CMSO Technical Support team 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 skilled and trained on-site personnel when requested.
- Validate issue resolution in a timely manner prior to close of the incident.
- Acknowledge that incidents will be addressed in accordance with PremierOne Priority Level Definitions and Response Times.
- Cooperate with Motorola, and perform all acts that are reasonable or necessary to enable Motorola to provide Remote Technical Support.

- In the event that Motorola 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 to provide the service.

3.4.2. Software Maintenance and Remote Upgrade Service

3.4.2.1. Description of Service

Motorola Subscription service includes remote upgrades of any Releases of Motorola's PremierOne software that may be available. Motorola will make commercially reasonable efforts to provide releases that have been analyzed, pre-tested and certified in a dedicated test lab. Software Upgrade Services are defined as the labor services required to remotely execute the planning and delivering of software releases to the Customer when and if releases of software become available for those solutions components purchased as part of the Agreement.

The customer will be responsible for initiating the PremierOne Software Upgrade request for remote support for the implementation of software upgrades. Hybrid features will be updated automatically without Motorola remote support involvement.

Note: Section 3.4.2.2 through Section 3.4.2.11 apply only to the PremierOne Software.

3.4.2.2. Scope

As system releases become available, Motorola will agree to provide Customer with the software and remote support services required to execute the software upgrade over the term of this Agreement. Customer shall have access to both Major and Minor Releases of the software as they are made available by Motorola Solutions.

A "Major Release" shall refer to any updated version of the software that may include product enhancements, improvements, defect resolutions and functionality updates. Motorola Solutions reserves the right to:

(a) Provide such functionality for on-premises equipment or via cloud-based services, and

(b) Introduce new features or enhancements that may be presented as separate, optionally purchasable items.

In instances where there is ambiguity regarding whether functionality is included in the subscription or as a separate purchase, Motorola will have the final determination provided that it treats the offering as a new offer for its customers generally.

A "Minor Release" shall encompass software updates to Major Releases that include critical defect resolutions and critical security and vulnerability patches that do not modify the software's overall structure. Defect resolutions are for critical and high-priority issues as characterized by Motorola's established priority classification guidelines. All Minor Releases are subordinate to subsequent Major or Minor Releases.

Motorola agrees to provide Minor Releases that include defect resolutions and critical security and vulnerability patches for the latest Major Release for up to two (2) years following its initial release date. At Motorola's discretion, defect resolution may only be applied to a subset of supported releases. The Customer may be required to upgrade to the latest Major Release in order to receive the resolution.

It is the responsibility of Motorola to remotely install such Releases on the Customer's on-premises server equipment as requested. The Customer shall be responsible for ensuring that all clients within their operational environment are updated with the latest Releases to maintain software functionality and compatibility. On-premises assistance during a Software Release may be optionally purchasable.

Customer's software environment must be on a Major Release no older than two (2) years from its initial release date. Should the Customer's software environment operate on a Major Release beyond this two-year period, they will be required to upgrade to a supported release version to remain eligible for the services included within this subscription, defect resolutions and security and vulnerability fixes.

3.4.2.3. Motorola Responsibilities

- Provide Major and Minor releases as necessary for the performance and maintenance of the system.
- Provide access to detailed documentation to support the application of software releases.
- Remotely install Releases on the Customer's on-premises server equipment as requested.
- Follow Customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.

3.4.2.4. Limitations and Exclusions

- On-site provisioning efforts when the upgrade is deemed by Motorola to not require any on-site presence.
- Upgrades of Operation System versions.
- Third-party upgrade services.

3.4.2.5. Customer Responsibilities

- Request regular software upgrades.
- Maintain the software environment such that it is operating on a Major Release no older than two (2) years from its initial release date.
- Update all desktop and mobile clients with the latest Releases and ensure that they are kept current.
- Maintain the minimum required hardware platform specification that is associated with the latest Software Release being applied.

3.4.2.6. Software Release Upgrade Timing and Delivery Overview

- For software upgrades, existing hardware and the existing PremierOne Solution interfaces will be re-utilized with the upgraded PremierOne Solution software.
- All upgrade activities will be coordinated and scheduled to occur at times that are mutually agreeable to the Customer and Motorola. Scheduling of upgrade events will be completed at a minimum of thirty (30) business days prior to the commencement of upgrade activities.

- PremierOne CAD update activities are not expected to require downtime. The rolling update approach is employed where one application server is taken offline, updated, then placed back online. The process is repeated until all application servers are updated, followed by the RDW server and the SCOM. While updates are taking place, the system is up and operational; however, unforeseen circumstances may result in temporary unavailability of the System.
- If applicable, following the update of the production system, Motorola will update the Disaster Recovery system in the same manner as the production system update. Such tasks will be performed remotely.
- Customer will act as liaison with all user agencies and other outside agencies and/or organizations, if/as necessary.

3.4.2.7. Upgrade Kickoff Teleconference

In order to finalize the upgrade project schedule and procedures, the upgrade event will be initiated with an "Upgrade Kickoff Teleconference" that includes key Customer and Motorola project participants.

The objectives of this task are:

- To introduce all project participants.
- Review roles of key participants.
- Review overall upgrade scope and objectives.
- Review resource and scheduling requirements.
- Review testing methodology.
- Review and finalize the project schedule with Customer.
- Create testing plan to test PremierOne Solution upgrades
- Review testing plan and acceptance criteria.
- Review features/functions introduced in the new software release version.

Motorola Responsibilities

Motorola Project Manager will direct Motorola efforts and serve as the primary point of contact for the Customer. The responsibilities of the Motorola Project Manager include:

- Maintain project communications with the Customer's Project Manager / primary point of contact for the Customer.
- Manage the efforts of the Motorola project team and coordinate Motorola activities with the Customer's project team members.
- Coordinate and oversee the installation of all licensed Motorola PremierOne application software.
- Review and manage the scope of work for the upgrade activities.
- Review the upgrade acceptance criteria.

Customer Responsibilities

Customer will designate a Customer Project Manager who will direct Customer's efforts and serve as the primary point of contact for the Motorola Project Manager. The responsibilities of the Customer Project Manager include:

- Maintain project communications with the Motorola Project Manager.
- Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Statement of Work.
- Liaison and coordinate with other Customer agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable.
- Review and mutually approve upgrade acceptance criteria.

Completion Criteria:

- This task is considered complete upon conclusion of the Upgrade Kickoff Teleconference.

3.4.2.8. Upgrade Preparation

The objective of this task is to perform the preparatory steps necessary for the PremierOne Solution software upgrade.

Motorola Responsibilities

- Perform scheduling and coordination tasks necessary to obtain required resources that will perform the upgrade of the PremierOne Solution server software.
- Confirm resource availability with Customer and reconfirm task dates.

Customer Responsibilities

- Perform backup of PremierOne Solution software and data files.

Completion Criteria:

- This task is considered complete when the Customer has completed the on-site date backup.

3.4.2.9. Non-Production Environment(s)

The objective of this series of tasks is to install the upgrade software on non-production system environment(s) and validate release functionality.

Motorola Responsibilities

- Create a non-production environment on Customer's PremierOne Solution server(s) to conduct an initial installation of the release software.
- Install the release version of software on the non-production environment.
- Verify PremierOne Solution functionality in accordance with release criteria.
- Notify Customer of availability of the non-production environment enabling Customer to perform Customer-specific testing activities.

Customer Responsibilities

- Observe testing on the non-production environment and acknowledge the delivery of the functionality introduced in the release.

- Conduct testing on the non-production environment and notify Motorola of any functional errors or anomalies.

Completion Criteria:

- This task is considered complete when the staging environment is available for Customer testing.

3.4.2.10. Upgrade Implementation

The objective of this task is to conduct activities required to complete the upgrade of the PremierOne Solution.

Motorola Responsibilities

- If applicable, bring down the production system.
- Reconfigure the data volumes on each of the servers as needed.
- Convert PremierOne Solution system files and or provisioning data files as required.
- Test each interface connection to check operational use of the interface with the newly installed PremierOne Software Release version.
- Modify those interfaces affected by the installation of the Release version and modify each as needed to provide the same functionality as was provided prior to the installation of the Release version.
- Test system and subsystem interfaces to validate operation in accordance with the originally installed interface requirement document.
- Assist in Customer testing as requested by Customer and verify that each PremierOne Solution subsystem component is ready to resume production operations.
- Provide Customer documentation on the client upgrade process.
- Train Customer's trainers/supervisors on new or changed features and functions introduced through the standard release of the PremierOne Solution.

Customer Responsibilities

- With Motorola assistance, coordinate the activities necessary to bring the production PremierOne Solution down, i.e., close incidents, sign units and users off duty.
- Support Motorola software upgrade installation activities.
- Provide and make available (during business hours, 8:00 a.m. to 5:00 p.m.) the appropriate lines for the testing of interfaces, to include 911, WWVB, Toning, etc.
- Verify that the system is ready to resume production operations.
- Install the PremierOne Solution subsystem client on workstations.
- Train users on new or changed features and functions introduced through the release of the PremierOne Solution.

Completion Criteria:

- This task is considered complete when each PremierOne Solution subsystem component upgrade is verified by the Customer to be available to resume production operation.

3.4.2.11. PremierOne Solution Production Cutover

Upon verification that the upgraded PremierOne Solution is operational and ready to resume production use, Motorola will assist the Customer with resuming operations on the upgraded system.

Motorola Responsibilities

- Assist the Customer staff in resuming production operations on the upgraded system.
- Provide support the day each upgraded subsystem component has resumed production use.

Customer Responsibilities

- Schedule personnel to support the resumption of production use on the upgraded system.

3.4.2.12. PremierOne Solution Upgrade Acceptance

- The objective of this task is to verify completion of the PremierOne Solution subsystem upgrade.

Completion Criteria

- This task is considered complete upon Customer resuming productive use of each affected PremierOne Solution subsystem component.

3.4.3. PremierOne Server Endpoint Security

Motorola will provide detection and protection capabilities using Next Generation Antivirus (NGAV) technology, coupled with 24/7 Security Operations Center (SOC) monitoring. Cybersecurity analysts with experience working on mission-critical systems will monitor the Customer's system for signs of cybersecurity threats. Endpoint Security applies solely to the Subscription Software residing on the server.

3.4.3.1. PremierOne Server Endpoint Detection and Response

PremierOne Server Endpoint Detection and Response (EDR) is cybersecurity protection software that detects threats on your system server. It provides an automated and orchestrated response (i.e., isolate host, block list a file, allow list a file and remove file) actions to optimize protection of critical systems in accordance with the configuration defined at deployment.

EDR enables analysts to initiate response actions on endpoints and to respond to detection of verified malicious activity within the Customer's system. Available responses are determined by the EDR tool.

Motorola utilizes the capabilities of Palo Alto's Cortex XDR solution. Motorola reserves the right to modify the solution for the Endpoint Security Service at its discretion.

Motorola Responsibilities

- Configure and deploy the EDR service on Motorola supplied equipment and integrate Service Connector(s) necessary to monitor and interact with the EDR solution.
- Provide ports and protocols to the Customer for the EDR solution.

- Provide recommendations on endpoint security and configuration to optimize threat identification.
- When available, provide the Customer the latest applicable EDR agent updates.
- The SOC consults with the Customer on the appropriate deployment of the EDR solution.
- The SOC will open Security Cases with the Customer with recommended actions as appropriate.

Customer Responsibilities

- Deploy and maintain EDR agents to Customer supplied and managed equipment.
- Configure networking infrastructure to allow EDR agents to communicate over the internet with the cloud.
- Configure EDR solution to enable Motorola connection for event/alert collection and response actions.
- Initiate response actions on endpoints where Motorola is not authorized and/or enabled to respond via the EDR solution.
- Comply/consent with the terms of applicable licenses, privacy statements or other third-party agreements where third-party software or services are utilized or provided by/through Motorola, including applicable EDR solution provider's end user license agreements (EULAs), if any.
- Obtain any third-party consents required to enable Motorola to provide the monitoring service, if applicable.
- Maintain Endpoint Security required system bandwidth specifications as defined by Motorola.

Limitations and Exclusions

- The Service is limited to the following:

PremierOne System servers

- All other equipment is excluded from this Service
- Latest releases of EDR agents will be tested and certified on the current software release version. If the Customer's system is not kept in line with the current software, then Motorola will not be responsible for full effectiveness of this service. To restore full effectiveness of the service, Motorola may advise the Customer of the need to upgrade to the current software release version.

3.4.3.2. Security Operations Center Monitoring and Support

Motorola cybersecurity analysts at our SOC will use a Security Orchestration, Automation and Response (SOAR) platform. This will provide remote security threat support to the Customer and their connected networks, applications and devices on a 24/7 basis. To initiate the SOC Monitoring service to function, Motorola and the Customer must perform the support tasks and responsibilities described in the following sections.

Description of Services

Motorola delivers SOC Monitoring using one or more SOC facilities. The SOC includes any centralized hardware and software used to deliver this service. The SOC and its centralized hardware and software are housed within an SSAE-18 compliant data center.

Motorola SOC is staffed with security professionals who will monitor customer systems. In addition, SOC staff will investigate and triage detected threats, and recommend responses to the Customer.

Scope

Motorola's SOC will provide 24/7 monitoring through automated tools and review by trained security analysts. Motorola will analyze events and notify the Customer in accordance with Table Notification Procedures.

Motorola will monitor the Service in accordance with Motorola processes and procedures, as described in Section 1.13 of the PremierOne Subscription SOW for deployment of the PremierOne system.

The Customer will be able to open a support request for the SOC via a toll-free telephone number or email address. Support requests are stored in a ticketing system for accountability and reporting and will be responded to in accordance with Section Endpoint Security Response Times, Notification, and Tuning.

Ongoing Service Responsibilities

Motorola Responsibilities

- If a probable security incident is detected, provide phone and email support to:
    - Engage the Customer's defined incident response process.
    - Attempt to determine the root cause and extent of compromise using existing monitoring capabilities in place as part of the service.
    - Analysis and support to help the Customer determine if the Customer's corrective actions are effective.
    - 24/7 monitoring, in parallel with analysis, to support incident response.

Customer Responsibilities

- A connection from Customer's system to Motorola's SOC and to the internet is required with an established connectivity of no less than 10Mbps per system bandwidth.
- Provide Motorola with accurate and up-to-date information, including the name, email and telephone numbers for all designated, authorized Customer escalation POC.
- Provide a network map detailing the Customer's network architecture for network(s) in scope for the Service, if applicable.
- Provide a timely response to SOC security incident tickets or investigation questions.
- Provide an established service window in which qualified IT personnel will be able to respond to major event escalations.

- Notify Motorola at least 24 hours in advance of any scheduled maintenance, network administration activity or system administration activity that would affect Motorola's ability to perform the Managed Security Operations Center Service, as described in this SOW.

Service Module Specific Security Operations Center Services

Endpoint Detection and Response

- The Motorola SOC will consult with the Customer on the deployment of the EDR solution.

Motorola Responsibilities

- When applicable, provide recommendations on endpoint security policy and configuration to optimize threat identification.
- Maintain, with input from Customer, a response plan for defined endpoint security scenarios.

Customer Responsibilities

- Initiate response actions on endpoint solutions when remote actions are not available on the EDR solution in use.

3.4.3.3. Cybersecurity Response Times, Notification and Tuning

Response Times

Priority for alert generated incident or event of interest is determined by the Security Orchestration, Automation and Response (SOAR) platform that processes multiple incoming alert feeds, automation playbooks and cybersecurity analyst knowledge.

Security Response Times

Priority	Definition	Service Coverage
Critical	Security incidents that have caused or are suspected to have caused significant damage to the functionality of the Customer's PremierOne system or information stored within it. Efforts to recover from the incident may be significant. Examples: ▪ Malware that is not quarantined ▪ Evidence that a monitored component has communicated with suspected malicious actors.	Response provided 24 hours, 7 days a week, including US Public Holidays.
High	Security incidents that have localized impact and may become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant. Examples: ▪ Malware that is quarantined ▪ Multiple behaviors observed in the system that are consistent with known attacker techniques.	Response provided 24 hours, 7 days a week, including US Public Holidays.

Priority	Definition	Service Coverage
Med	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: ▪ 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. ▪ Informational events. ▪ User account creation or deletion. ▪ Privilege change for existing accounts.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding US Public Holidays.
Low	These are typically service requests from the Customer.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding US Public Holidays.

Response Time Goals

Priority	Response Time
Critical	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within one (1) hour of the request for support being logged in the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
High	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within four (4) hours of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
Med	A Security Operations Center Cybersecurity Support Engineer will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action.
Low	A Security Operations Center Cybersecurity Support Engineer will make contact with the Customer technical representative within seven business days of the logged request for support at the issue management system.

Security Orchestration, Automation and Response (SOAR) platform

The platform used by Motorola utilizes a multi-zone architecture which can recover from failures in different data collection, enhancement, analysis and visualization tiers. Motorola will make commercially reasonable efforts to provide monthly availability of 99.9% for the SOAR Platform. Availability is subject to limited scheduled downtime for servicing and upgrades, as well as unscheduled and unanticipated downtime resulting from circumstances or events outside of Motorola's reasonable control, such as disruptions of or damage to the Customer's or a third-party's

information or communications systems or equipment, telecommunication circuit availability/performance between Customer sites, any on-premises core and/or between on-premises equipment and the SOAR Platform. EDR will still offer protective security controls during periods when the SOAR platform and/or connectivity to the cloud are lost.

Notification

Motorola will establish notification procedures with the Customer, generally categorized in accordance with the following table.

Notification Procedures

Notification Procedure	Details
Routine Notification Procedure	The means, addresses, format and desired content (within the capabilities of the installed technology) for Events of Interest. These can be formatted for automated processing, e.g., by ticketing systems.
Urgent Notification Procedure	Additional, optional means and addresses for notifications of Events of Interest that require urgent notification. These usually include telephone notifications.

Motorola will notify the Customer according to the escalation and contact procedures defined by the Customer and Motorola during the implementation process.

Tuning

Motorola will assess certain events to be environmental noise, potentially addressable configuration issues in the environment or false positives. Motorola may recommend these be addressed by the Customer to preserve system and network resources.

The SOC may permanently suppress particular alerts and alarms if not necessary for actionable threat detection.

Tuning Period Exception

The tuning period is considered to be the first thirty (30) days after each service module has been confirmed, properly deployed and configured, and starts receiving data. During the Tuning period, Motorola may continue to recommend necessary tuning changes after this period, with no impact on Service Availability.

Motorola Responsibilities

- Motorola will check that the system scans are functioning. Motorola will notify the customer of any exceptions. Motorola will begin fully monitoring any properly connected, in-scope sources after the tuning period.
- Motorola will conduct initial tuning of the events and alarms in the service.

Customer Responsibilities

- The Customer must provide the required connectivity for all in-scope assets to the service and address any exceptions noted by Motorola. Failure to do so will prevent Motorola from monitoring those sources.
- The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements. The Customer must engage the SOC team in discussing the tuning approach and confirm the selected configurations.

3.4.3.4. Limitations and Exclusions

This section applies to all cybersecurity services contained in the Statement of Work. Endpoint Security does NOT include services to perform physical containment and/or remediation of confirmed security incidents, remote or onsite.

Motorola's scope of services does not include responsibilities relating to recovery of data available through the products or services, or remediation or responsibilities relating to the loss of data, ransomware, or hacking.

Motorola does not represent that it will identify, fully recognize, discover or resolve all security events or threats, system vulnerabilities, malicious codes, files or malware, indicators of compromise or internal threats or concerns.

NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CUSTOMER'S OR THIRD-PARTIES' SYSTEMS, EQUIPMENT OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SERVICES, OR INTERPRETATION, USE OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES.

Service Limitations

Cybersecurity services are inherently limited and will not guarantee that the Customer's system will be error-free or immune to security breaches as a result of any or all of the services described in this SOW. Motorola does not warrant or guarantee that this service will identify all cybersecurity incidents that occur in the Customer's system. Services and deliverables are limited by, among other things, the evolving and often malicious nature of cyber threats, conduct/attacks, as well as the complexity/disparity and evolving nature of Customer computer system environments, including supply chains, integrated software, services and devices. To the extent we do offer recommendations in connection with the services, unless otherwise stated in the statement of work, our recommendations are necessarily subjective, may or may not be correct, and may be based on our assumptions relating to the relative risks, priorities, costs and benefits that we assume apply to you.

Processing of Customer Data in the United States and/or Other Locations

Customer understands and agrees that data obtained, accessed or utilized in the performance of the services may be transmitted to, accessed, monitored and/or otherwise processed by Motorola in the United States (US) and/or other Motorola operations globally. Customer consents to and authorizes all such processing and agrees to provide, obtain or post any necessary approvals, consents or notices that may be necessary to comply with applicable law.

Customer and Third-Party Information

Customer understands and agrees that Motorola may obtain, use and/or create and use, anonymized, aggregated and/or generalized Customer Data, such as data relating to actual and potential security threats and vulnerabilities, for its lawful business purposes, including improving its services and sharing and leveraging such information for the benefit of Customer, other customers and other interested parties. For avoidance of doubt, so long as not specifically identifying the Customer, Customer Data shall not include, and Motorola shall be free to use, share and leverage security threat intelligence and mitigation data generally, including without limitation, third-party threat vectors and IP addresses (i.e., so long as not defined as personal information under applicable law), file hash information, domain names, malware signatures and information, information obtained from third-party sources, indicators of compromise and tactics, techniques and procedures used, learned or developed in the course of providing Services, which data shall be deemed Service Use Data (i.e., Motorola data).

Third-Party Software and Service Providers, including Resale

Motorola may use, engage, license, resell, interface with or otherwise utilize the products or services of third-party processors or sub-processors and other third-party software, hardware or services providers (such as, for example, third-party endpoint detection and response providers). Such processors and sub-processors may engage additional sub-processors to process personal data and other Customer Data. Customer understands and agrees that the use of such third-party products and services, including as it relates to any processing or sub-processing of data, is subject to each respective third-party's own terms, licenses, EULAs, privacy statements, data processing agreements and/or other applicable terms. Such third-party providers and terms may include the following, if applicable, or as otherwise made available publicly, through performance, or upon request:

Cortex XDR (Palo Alto Networks)
EULA: https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-networks-end-user-license-agreement-eula.pdf Customer Data Processing Addendum: https://www.patworks.com/content/dam/pan/en_US/assets/pdf/legal/palo_alto_networks_customer_data_processing_agreement.pdf

3.5. System Services Maintenance Detailed Description

3.5.1. Part-time Dedicated CAD System Administrator

The Dedicated System Administrator (DSA) augments the Customer's team to support the performance and availability of the PremierOne system. Motorola will provide a Dedicated System Administrator (DSA) during business hours. To meet the individual needs of the Customer, the DSA may be dedicated to the applications support or infrastructure support.

3.5.1.1. Description of Service

Motorola's DSA offer provides a dedicated resource who is responsible for delivering Technical Services as herein defined. The resource will be available to the Customer, and can be on-site if preferred by the Customer. Additional fees for on-site may apply.

The dedicated DSA will be provided the reasonably necessary training to accomplish the tasks outlined in this document. The DSA, with Customer's guidance, will develop an understanding of the assigned agency's specific environment, Customer-specific requirements and configurations. The DSA will act as the interface between Motorola CMSO technical support teams to achieve the goals outlined by their respectively assigned Customer. The resource will be equipped to perform diagnostic assistance and provide preliminary problem evaluation, and will possess the expertise reasonably necessary to facilitate repair on all contractually covered items negotiated in the Scope.

There are three common types of DSA for PremierOne: application administration for CAD/Mobile, application administration for RMS and technical administration for server and network infrastructure. Customers can select multiple on-site administrators from these roles.

3.5.1.2. Scope

The DSA service provides dedicated support part-time, Monday through Friday, between local normal business hours. Support shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola and the Customer. Any such variance will necessitate a separately attached addenda.

Note - The Motorola DSA will provide part-time support except for Motorola holidays, paid time off (PTO) benefits, sick leave and training events as outlined in the Resource Training and the Dedicated System Administrator Placement, Terms and Conditions Sections below throughout the term of this Agreement. Each day shall be defined as normal business hours M-F 8:00 a.m. to 5:00 p.m. and shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola and the Customer. Any such variance will necessitate a separately attached addendum.

3.5.1.3. Motorola Responsibilities

- Diagnose, triage, gather logs and coordinate with Motorola Technical Support, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- Monitor system(s) to determine any negative performance impacts, and engage appropriate resources when necessary.
- Work with Customer staff to identify and resolve reported system incidents/problems.
- Oversee and escalate (when necessary) reported incidents/problems through full resolution.
- Coordinate with Motorola and/or Customer Project Management as applicable.
- Understand system dependencies and related connections.
- Work with P1 Support CMSOSME and Management to provide Root Cause Analysis (RCA) documentation after resolution of any Priority 1 system outage.
- Assist in the development of internal documentation pertaining to system configuration, administration and troubleshooting.
- Follow Customer and Motorola required change management procedures for any system changes on the Production environment. This may include seeking formal approval, coordination, user notifications, etc.
- Provide ticket activity reports to Customer. Work cohesively with Customer to identify and prioritize issues of greatest concern.
- As applicable, engage Motorola contracted Third-Party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving Third-Party vendor on-site support as well as coordination of Third-Party upgrade services when applicable.
- If the DSA has responded to system failure or critical issues, the DSA will verify with Customer that restoration is complete and/or System is functional.
- Present newly available PremierOne software features, and provide advice/assistance during need and usability review.
- Assist Customer with performing periodic system maintenance and Windows software patching, in accordance with Motorola supplied guidelines, on physical and virtual servers covered within the scope of the Maintenance and Service Agreement.
- Assist Customer with applying its Microsoft Critical Security patch(es) to the PremierOne Solution.
- Assist Customer with implementing Motorola Solutions Technical Notification (MTN) vulnerability resolution and repair procedures.
- If applicable, assist Customer with Disaster Recovery (DR) Failover testing

Infrastructure Related Responsibilities:

- Run diagnostics using approved Motorola tools.
- Provide system performance reporting using approved Motorola tools when requested.
- Assist with contractually covered database system back-ups.

Note: Tape Backups and HD Backups are the sole responsibility of the Customer, even if a DSA is purchased.

- Perform system health checks and work with P1 Support Subject Matter Experts (SME) to remedy any anomalies or concerns.
- Assist Customer to apply customer-provided Custom Certificates.
- Storage Capacity Tracking and Maintenance: Assist Customer to monitor, maintain and configure system data storage components. Assist Customer to correct storage related SCOM notifications.

Application Related Responsibilities:

- Assist Customer with training plan development for users and system functionalities. Engage appropriate Motorola SMEs when necessary.
- Specific to PremierOne CAD and Mobile:
  - Convert, develop, and test CAD-related custom utilities and scripts, reports, etc.
  - Assist Customer with and train the customer technical resource in database refresh from production environments into training environments (otherwise referred to as Database copy downs)
  - Assist with User Configuration - Entering and maintaining users within the PremierOne Solution CAD System (applicable only to suite environments)
  - Assist with submitting enhancement ideas via the AHA portal
  - Provisioning assistance
  - Status Monitor Creation
  - Create new agencies in CAD
  - Provide guidance and assistance with topics for consideration on process and configuration setup, workflow, and functionality
  - Assist CAD Validators with test plans
  - Assist in establishing “pilot groups” for new system enhancements or problem resolution analysis in order to review and provide feedback.

3.5.1.4. Limitations and Exclusions

- The DSA will be during normal business, not to exceed more than 40 hours per week. Any extended hours will be mutually agreed upon between Motorola and Customer, following local and state labor laws. Any extended hours may be subject to additional fees.

3.5.1.5. Customer Responsibilities

- Upon report of any incident/problem, provide pertinent and specific details of the issue, as well as information regarding actions already taken.
- Allow the Motorola DSA full and free access to equipment, including any connectivity/monitoring equipment, necessary to deliver the services outlined in this statement of work. This includes remote or physical access, as applicable.
- Provide all information pertaining to external hardware and software that covered products interface with to enable the resource to perform their obligations under this Agreement.

- If an incident occurs outside of the DSA's scheduled work shift, report all active incidents or technical requests of any severity to the CMSO Technical Support Organization at 800-MSI-HELP to obtain a case number. Provide the case number to DSA.
- Allow Motorola continuous remote access to obtain system availability and performance data.
- Notify DSA and Motorola Technical Support when performing any activity that impacts the system. (This may include but is not limited to installing software or hardware upgrades, performing network maintenance or upgrades, disabling system peripherals to perform maintenance, etc.).
- Maintain and store all relevant software and system backups in an easily accessible location. Motorola recommends that at least one back-up file is stored in an off-site location.
- Assist with troubleshooting efforts and restoration attempts for cases in which the DSA has identified and is responding to a system failure.
- Validate issue resolution in a timely manner, prior to closure of the incident/problem.
- Adhere to all other applicable guidelines referenced in the separate Motorola CSP.
- Assist in Customer-specific knowledge development for the DSA.
- If the DSA is onsite, provide DSA with a safe environment.
    - Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) sites are suitable for the installation, use and maintenance of the Products and Services. Customer is responsible for providing a safe working environment while a Motorola employee is performing services. If Motorola or Customer identifies any deficiencies or non-conformities at the site, Customer will promptly remediate such issues or Motorola reserves the right to terminate the Onsite Administrator Service.

3.5.1.6. Resource Training

In order to maintain and expand product and technical knowledge as our technologies and customer environments evolve, the Dedicated System Administrator will be required to attend up to 120 hours of annual training. Some training may be available on a remote basis, but other training will require the Resource travel to a remote site to complete training. Potential travel time is not included in the estimated 120 hours of annual training. On-going training is designed to enhance and expand the Resources knowledge and capabilities in an effort to continuously improve the services provided. Motorola will provide adequate advanced notice, generally 30 days, of any training requirements for the System Administrator.

3.5.1.7. Dedicated System Administrator Placement, Terms and Conditions

The below terms and conditions are in addition to and form an integral part of Customer's Agreement:

- Motorola will make a good faith effort to secure a qualified local resource for the duration of the agreement. If Customer objects in good faith to a proposed Dedicated System Administrator assignment, the Parties shall attempt to resolve Customer's concerns on a mutually agreeable basis.
- Customer may request Motorola remove and replace a Dedicated System Administrator for any valid performance or business reason, provided that Customer does not request the removal of any such person for reasons prohibited by law, and further provided that reasonable notice (which may be immediate, depending on the circumstances surrounding the removal) is given.
- In the event Customer refuses the placement or requests removal of a qualified Dedicated System Administrator, Motorola shall have the right to terminate the Agreement in whole or in part.

3.5.2. Remote CAD Application Administration for Post Go-Live Support

Motorola's Remote Application Administration (RAA) service provides a resource who assists with delivering technical services. These services

3.5.2.1. Description of Service

The Remote Application Administration resource will act as a liaison between the Customer and Motorola software and hardware technical support teams. The resource is trained in PremierOne Solution products and capable of accomplishing tasks related to diagnostic assistance, provide preliminary software problem evaluation and possess the knowledge reasonably necessary to repair application systems issues outlined in this SOW.

3.5.2.2. Scope

The Remote Application Administration service provides dedicated post go-live support for up to 40 hours a month for six (6) months with one (1) on-site trip per month. This provision may vary by mutual agreement between Motorola and Customer. Any such variance will necessitate a separately attached addendum. All interpretations of in-scope service are at Motorola's sole discretion.

This service covers PremierOne application administration tasks as they relate to CAD, Mobile, and RMS elements. If the customer is leveraging other Motorola Solutions products and systems, administration of those products and systems falls outside of this scope of work.

3.5.2.3. Motorola Responsibilities

Motorola's Remote Application Administration service can provide assistance with performing the following items upon the Customer request. Below are examples of requests that are within the scope

of the service. All work completed by the resource on behalf of the Customer will be tracked and allocated against the purchased hours.

General Tasks

- Assist with Diagnosing, triage, gathering logs (server and client) and coordinate with Motorola Technical Support, Motorola engineering teams, and contractually agreed upon Third-Party vendors to resolve reported system incidents/problems.
- Work with Customer staff to identify and resolve reported system incidents/problems.
- Escalate (when necessary) reported incidents/problems through full resolution.
- Coordinate with Motorola and/or Customer Project Management as applicable.
- Understand PremierOne system dependencies and related connections.
- Assist in the development of internal documentation pertaining to system configuration, administration and troubleshooting.
- Follow Customer and Motorola required change management procedures for any system changes on the Production environment. This may include seeking formal approval, coordination, user notifications, etc.
- As applicable, engage Motorola contracted Third-Party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving Third-Party vendor on-site support as well as coordination of Third-Party upgrade services when applicable.
- Present newly available system features, and provide advice/assistance during need and usability review.
- End User Training: Ability to train customer end users to perform their duties and not cause harm or upset of system functionality.

CAD Specific Tasks

- Assist with and train the customer technical resource in database refresh from production environments into training environments (otherwise referred to as Database copy downs)
- Assist with User Configuration - Entering and maintaining users within the PremierOne Solution CAD System (applicable only to suite environments).
- Assist with crafting and submitting enhancement ideas via the AHA portal
- Provisioning assistance
- Possess knowledge of the provisioning change identification tool, and ability to assist the customer in training and utilization of the tool.
- Status Monitor Creation.
- Create new agencies in CAD
    - Provide guidance and assistance with topics for consideration on process and configuration setup, workflow, and functionality.
- Assist CAD Validators with test plans.

3.5.2.4. Customer Responsibilities

- Provide a properly trained technical resource responsible for supporting the Remote System Administrator with maintenance and support of your PremierOne solution.
- Initiate service requests tickets through authorized tools and processes outlined in the CSP.
- Assist in assessing and assigning initial and correct Incident Priority Levels, as defined in the Section detailing PremierOne Priority Level Definitions and Response Times.
- Contact Motorola to add information, make changes to existing technical support tickets or escalate service requests to Motorola management. Motorola SCC contact information is provided in the SOW.

3.5.2.5. Exclusions and Limitations

1. GIS Managed Services or updates to the Customer's GIS System.
2. Interface changes/modifications and updates

3.6. PremierOne Application Priority Level Definitions and Response Times

The table below highlights the definitions of the Priority Levels used between the Customer and Motorola to determine how each request will be prioritized. These response times do not apply when an incident or outage has occurred due to interruptions of power, HVAC or other environmental related issues, outages in relation to a force majeure event or when an outage is considered customer induced.

Business Days are defined as Monday – Friday excluding holidays.

Business Hours are defined as Monday – Friday, 9 a.m. – 6 p.m. Central Standard Time.

PremierOne Platform - Priority Level Definitions and Response Times

Priority Level	Incident Definition	Response Time
Critical P1	An incident is deemed CRITICAL if one or multiple critical functions are unavailable, or severely degraded such that the customers' core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the customers' business is such that focus and resources must be applied to restoration or mitigation. Full system outage, systemic inability to process mission-critical commands (e.g. incident creation), extreme systemic slowness, or majority of clients unable to connect to the system, etc.	Telephone conference within 1 hour of initial voice notification

Priority Level	Incident Definition	Response Time
High P2	An incident is deemed HIGH if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions. Loss of a critical redundancy, subsystem or critical interface (CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, systemic recurring disruptive issues that frequently impact users.	Telephone conference within 3 hours of initial voice notification during normal business hours
Medium P3	An incident is deemed MEDIUM if business functions are available, however, there is a deviation from the expected or agreed upon level of service or other service condition not aligned with the other defined impact levels. Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g. interfaces installed on RDW), RDW or reporting problems, etc.	Telephone conference within 8 Hours of initial notification during normal business hours
Low P4	A request is deemed LOW for minor requests. This level is meant to represent minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions and product or service Update requests.	Telephone conference within 2 Business Days of initial notification

3.7. Conditions and Exclusions

3.7.1. Conditions

Motorola services enhance performance of your PremierOne system. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- Troubleshooting and restoration require that the Customer provide direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.
- The Customer must operate hardware and software in accordance with the applicable Agreement between Motorola and the Customer. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse, or used in a manner for which it was not designed.
- Equipment must be operated in a normal environment and protected from adverse conditions, which may impact performance and/or damage equipment.

3.7.2. Exclusions

Unless optional or a la carte Technical Support Services are purchased, these Services specifically exclude the following, and Motorola will not be responsible for:

- Services for any replacement of products or parts directly related to the removal, relocation or reinstallation of the System or any System component.
- Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.
- Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements or modifications in the Customer's platform or in the Software.
- Services to correct errors found to be caused by Customer-supplied data, machines or operator failure.
- Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.
- Third-party software unless specifically listed on the Covered Products Exhibit.
- Support of any interface(s) beyond Motorola-provided port or cable, or any services that are necessary because third-party hardware, software or supplies fail to conform to the specifications concerning the Products.
- Services related to customer's failure to back up its data or failure to use a UPS system to protect against power interruptions.
- Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.
- MSI will not provide support for any third-party products, including software, hardware or peripheral devices (printers, scanners, etc.), or support for hardware failure due to the use of any third-party products. Motorola may in its discretion provide first-line support for third-party software distributed by us; if not, we will refer you to the vendor of such software for resolution of support issues.
- Motorola is not responsible for supporting, configuring, maintaining or upgrading the Operating System, including, but not limited to, backups, restores, fixes and patches, or for providing assistance with problems caused by operating system installation, configuration, errors, maintenance or repair, or Customer using incorrect versions of the operating system.

Motorola service and support obligations hereunder will not apply to any Motorola-supported software or hardware if correction of an error, adjustment, and repair or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, electric surge, shock, water damage, failure of the Customer and/or others to provide appropriate environmental conditions, relocation of hardware or software or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and/or software by the Customer or others, unless otherwise approved in writing by Motorola.
- Connection of another machine, device, application or interface to Motorola-supported equipment (hardware and/or software) by the Customer or others, which has caused damage to Motorola-supported equipment.
- Damage or destruction caused by natural or human-caused acts or disasters.
- Failure or degradation in performance of Motorola-supported equipment (hardware and/or software) due to the installation of another machine, device, application or interface not specifically certified and approved by Motorola for use in the Customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.
- Incompatible or faulty Customer hardware and/or software interfaces.
- Modifications made without Motorola written approval to the OS, network, hardware or software environment or software applications.
- Cosmetic repairs, furnishing consumables, supplies or accessories, making accessory changes, system administration or adding additional devices or non-approved Motorola software applications.
- Motorola will not provide support where the problem arises out of any breach of warranty, damages to the Software or its database, data corruption, or support issues, security issues, or performance issues arising out of your or a third party's use of the Utilities or any software not specifically licensed by Motorola to your organization for use in connection with the software. Any assistance provided by our team in resolving such problems shall be charged to you on a time and materials basis. Additionally, any unauthorized use of the utilities or other software in connection with the software by you (or by a third party with your organization's knowledge) may result, at Motorola's sole option, in voidance of warranties, an increase in the annual maintenance and support fees under this Support Agreement, and/or loss of rights to upgrades.

- Motorola will not provide support for any damages to or problems with the software or its database, data corruption, support issues, security issues or performance issues arising from your utilization of the “write” feature of the ODBC interface to write to or modify the database in any way.
- Services do not include mobile devices, portable devices or network backhaul equipment, or client/workstation maintenance.
- PremierOne Platform - Priority Level Definitions and Response Times do not apply to the hybrid common feature(s) included in the subscription (i.e. Assist Map). Motorola will provide best effort on resolving issues related to such features

Hardware Upgrade Services Statement of Work

To be completed during handover to Support

Maintenance and Support Agreement

Term: {{Month Day, Year}}

4.1. Hardware Upgrade General Information

This Statement of Work (SOW) defines activities and responsibilities for delivering a Hardware Upgrade. When assigning responsibilities, the phrase “Motorola” includes our subcontractors and third-party partners.

Motorola’s Hardware Upgrade offering consists of refresh of server hardware, server networking hardware, system software, and PremierOne application and client software upgrade with existing interfaces and services (as stated in the Statement of Work).

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

Unless specifically stated, Motorola work will be performed remotely. Customer will provide Motorola resources with unrestricted direct network access to enable Motorola to fulfill its delivery obligations.

Motorola and Customer will work to complete their respective responsibilities in accordance with a mutually agreed upon Project Schedule. Any changes to the Project Schedule will be mutually agreed upon via the change provision of the Agreement.

Per the terms of the Agreement, Motorola will perform services described in this Statement of Work to upgrade the system hardware one (1) time during terms of this agreement.

Nothing in this Statement of Work is meant to supersede, replace or amend the terms and conditions stated in the Motorola Inc. Contract or Maintenance and Support agreement.

4.2. Considerations

The scope of work described herein is based on the following considerations:

- The Motorola delivery model relies upon Motorola’s ability to perform tasks remotely. As such, a broadband remote access Virtual Private Network (VPN) with unrestricted connections into the PremierOne system is required for remote deployment, software installation, and system monitoring. Customer is responsible for providing VPN access with speeds of a minimum of 10

mbps and support a minimum of three active connections simultaneously. It is the Customer's responsibility to ensure that the aforementioned capacity is available. Tasks that need to be supported include but are not limited to remote copying of files needed to support the installed system operations, remote desktop connections, server management via Center, remote setup of the application configurations, and firewall and network load balancer adjustments. In the event that broadband remote access via VPN is not available to Motorola, preventing delivery of the contracted services or maintenance and support remotely, Motorola will provide service on-site at additional cost. The additional cost will be presented to the Customer via the change provision of the contract prior to the delivery of the on-site service.

- Customer to provide all equipment including hardware and third-party software necessary for delivery of the System not specifically listed as a Motorola deliverable.
- All activities will be coordinated and scheduled to occur at times that are mutually agreeable to the Customer and Motorola.
- All upgrade activities will be completed during regular business hours Monday through Friday 8:00 a.m. to 5:00 p.m. unless otherwise mutually agreed between the parties. Customer will provide Motorola with remote and physical access to systems and sites as may be required to enable Motorola to complete its tasks.
- All parties recognize that the Statement of Work is not necessarily formatted chronologically, with contractual obligations defaulting to the project schedule.
- Only those interfaces covered under the terms of the Maintenance and Support and Lifecycle Management Agreement between Customer and Motorola will be validated and or modified to ensure operational use with the upgraded PremierOne System software. Supported interface functionality is that which is described in the original interface specification document.
- Prior to cutover, there may be periods of time during which interface functionality will not be available for production operations while testing is conducted.
- If the upgraded software version supports enhanced interface functionality that is desired but not supported by the original interface, such enhanced functionality shall not be available unless specifically included in the scope described herein.
- CAD user interface (UI) customization will be replicated from the current CAD UI.
- Customer should be prepared to go to "manual operation" mode during the periods of time when operations are moving from the existing system to the upgraded system.
- In the event modifications to third-party systems to which PremierOne interfaces are required to maintain or enhance interface functionality, Customer is responsible for engaging and/or contracting with the third party and for any costs to effect such changes.
- Workstation and device SQL upgrades/updates are not included. If this is necessary due to the Server SQL and Windows Server version changes it is the customer responsibility to update devices/workstations.
- Unless otherwise stated, Motorola tasks are considered complete upon Motorola finishing the final task listed in a series of tasks.

4.3. Motorola Services

4.3.1. Hardware and Software Upgrade Implementation

The objective of this task is to conduct activities required for the upgrade of the PremierOne hardware and software. Motorola will procure and deliver the new system hardware and software to the primary site.

The new system equipment will be installed at the primary site where it will be tested and made available to the Customer for additional user testing and training. Upon acknowledgement that testing and training has been successfully completed, users will transition to the upgraded production system.

4.3.2. Completion Criteria

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

Customer will provide Motorola with written notification that it does not accept the completion of Motorola responsibilities or rejects a Motorola service deliverable within five (5) business days of completion or receipt of a deliverable.

The Service Completion will be acknowledged in accordance with the terms of Motorola Customer Agreement and the Service Completion Date will be memorialized by Motorola and Customer. Software System Completion will be in accordance with the terms of the Software Products Addendum unless otherwise stated in this Statement of Work.

4.3.3. General Customer Responsibilities

In addition to the Customer Responsibilities stated elsewhere in this SOW, Customer is responsible for:

- All Customer provided equipment, including hardware and third-party software necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, or TDD equipment, and the like.
- Configuration, maintenance, testing, and supporting the third-party systems Customer operates that will be interfaced to as part of this project. For those third-party systems, Customer is responsible for establishing Application Programming Interface(s) (API) and providing documentation that details the integration process for the level of interface integration defined by Motorola.
- Initiate, coordinate, and facilitate communication between Motorola and Customer's third-party vendors as required to enable Motorola to perform its duties.
- All necessary third-party upgrades of their existing system(s) that may be required to support the solution. Motorola does not include any services, support, or pricing to support Customer third-party upgrades in this proposal.

- Mitigate the impact to third-party systems, to include interfaces that result from Customer upgrading a third-party system. Motorola strongly recommends working with Motorola to understand the impact of such upgrades prior to taking any upgrade action.
- Motorola will have no responsibility for the performance and/or delays caused by other contractors or vendors engaged by Customer for this project, even if Motorola has recommended such contractors.
- Ability to participate in remote project meeting sessions using Google Meet or a mutually agreeable Customer provided alternate remote conferencing solution.

4.3.4. Kickoff Teleconference

In order to finalize the project schedules and procedures, the hardware refresh event will be initiated with a kickoff teleconference that includes key Customer and Motorola project participants.

The objectives of this task are to:

- To introduce all project participants.
- Review roles of key participants.
- Review overall upgrade scope and objectives.
- Review the list of equipment
- Review the list of interfaces.
- Discuss client upgrade procedures and coordination.
- Review resource and scheduling requirements.
- Review and finalize project schedule with Customer.
- Review operational readiness and resumption of use criteria.

Motorola Responsibilities

- Assign a Project Manager that will direct Motorola's efforts and serve as the primary point of contact for the Customer.
- Schedule and facilitate the Kickoff Teleconference to clarify roles and responsibilities, establish team working relationships, and initiate project tasks.
- Review Motorola's delivery approach and its reliance on Customer-provided remote access.
- Review the delivery schedule and associated requirements.
- Discuss any new features, functionality, and/or requirements, as applicable.

Customer Responsibilities

- Designate a project manager who will direct Customer's efforts and serve as the primary point of contact for the Motorola Project Manager.
- Attend and provide input to Kickoff Teleconference.
- Identify and ensure participation of key Customer resources in project.
- Acknowledge Motorola's remote access requirements and provide Motorola with access credentials.
- Provide input to the final project schedule dates.
- Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Statement of Work.
- Liaison and coordinate with other partner agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable.
- Provide all network infrastructures. Motorola makes no provision for cabling or capital improvements to the installation environment and power consumption considerations that may be required to support the PremierOne solution.
- Maintain responsibility for connectivity to all external systems.
- In the event modifications to third-party systems to which PremierOne interfaces are required to maintain or enhance interface functionality, Customer is responsible for engaging and/or contracting with the third party and any associated costs associated to effect such changes.
- Act as liaison with all user agencies and other outside agencies, organizations and third-party vendors, if/as necessary.

Motorola Deliverables

- Project Kickoff Meeting Minutes.

This task is considered complete upon conclusion of the Upgrade Kickoff Teleconference.

4.3.5. Motorola Hardware Procurement

Motorola will procure the system equipment in accordance with the Proposed or Equivalent Equipment found in Section X.

4.3.6. System Staging

System staging provides for the installation of the premises-based software components on the hardware at our staging facility. The system will be tested and verified to be operational in a staged

environment. Once validated, the system will be packaged and shipped to Customer's location for installation.

4.3.6.1. Motorola Responsibilities

- Receive the contracted hardware, software, and related components at the Motorola staging facility.

4.3.7. Rack and Install Hardware Components

- Conduct an equipment inventory and provide it to Customer.
- Install and configure system software.
- Ship staged system to Customer's installation site.

4.3.7.1. Customer Responsibilities

- Receive the staged system and securely store it until Motorola installation.
- Provide Motorola with written acknowledgement of receipt of delivered equipment.

4.3.7.2. Motorola Deliverables

- Equipment Inventory.
- Staged System Delivery.

4.3.8. System On-Site Installation

The objective of this activity is to install the system at Customer's site. This activity addresses physical installation activities and system connectivity verification.

4.3.8.1. Motorola Responsibilities

- Install the staged system in Customer's environment.
- Conduct a Power On test to validate that the installed hardware and software are ready for configuration.
- Verify contracted software is available and accessible on the installed system.
- If applicable, synchronize the primary and disaster recovery systems.
- If applicable, verify failover and restore connectivity.

4.3.8.2. Customer Responsibilities

- Confirm the server room complies with the requirements stated in the System Description.
- Enable outgoing network connection (external firewall) to the CommandCentral cloud via a Customer provided internet connection.
- Provide, install, maintain, and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity, including ports and access, needs to be provided.
- Witness the power on test.
- Confirm access to installed software.

4.3.8.3. Motorola Deliverables

- Installed system.

4.3.9. Software Upgrade

The software upgrade will be remotely installed on the existing non-production environment(s) where it will be tested and made available to Customer for additional user testing and training.

Following Customer testing, the production environment will be remotely upgraded. Motorola will provide remote support to begin production use of the upgraded system.

4.3.9.1. Motorola Responsibilities

- Provide release notes.
- Remotely install software.

4.3.9.2. Customer Responsibilities

- Install upgrade on workstations to comply with Motorola's software policy.
- Witness the demonstration of newly installed features, as required.
- Provision the additional functionality as desired, based on the release notes.
- Educate users on new features.

Note – If a third-party system update is applied, functionality issues with Motorola applications could occur. It is Customer responsibility to engage the third party and coordinate the resolution in order for Motorola to meet functionality requirements.

4.3.9.3. Motorola Deliverables

- Release notes.

4.3.10. System Education

Motorola will remotely demonstrate the new features associated with the upgraded application(s). It is Customer responsibility to incorporate desired provisioning modifications and educate users.

4.3.10.1. Motorola Responsibilities

- Remotely demonstration new features.

4.3.10.2. Customer Responsibilities

- Witness the demonstration of newly installed features, as required.
- Provision the additional functionality as desired, based on the release notes.
- Educate users on new features.

4.3.10.3. Motorola Deliverables

Electronic User Guides.

4.3.11. Project Closure

Following the Software Upgrade and Customer testing, service delivery is complete.

Motorola Responsibilities

- Configure interface connections, depending on connections Customer makes available.
- Remotely conduct provisioning and functionality upgrade training.
- Provide remote support for up to ten (10) business days while Customer tests system.

Customer Responsibilities

- Provide and make available (during business hours, 8:00 a.m. to 5:00 p.m.) remote connectivity and access to third-party systems for initial testing of environment.
- Perform testing on System (up to 10 business days).
- The Customer will ensure all firmware and BIOS on all customer provided hardware are at a currently supported level or the Customer may elect to contract with Motorola for the services to perform such updates.

4.3.12. Cutover To Production System

Motorola Responsibilities

- Assist Customer in developing cut-over plan to include plan for CAD and Mobile client updates.
- Perform final backup and transfer of CAD database to new system.
- Test system and subsystem interfaces with production connections to validate operation in accordance with the original ISDs.
- Verify system readiness for Go-Live.
- Support the transition of production operations to the upgraded system. Support will be provided on the day of the upgrade and during business hours for two days following the upgrade.

Customer Responsibilities

- Provide and make available (during business hours, 8:00 a.m. to 5:00 p.m.) the appropriate lines for production testing of interfaces.
- Acknowledge system readiness for production cutover.
- Execute the plan to install upgraded client software on CAD workstations and mobile devices.
- Facilitate the transition of production operations to the upgraded primary system.

Completion Criteria

This task is considered complete when the production operations have transitioned to the upgraded primary PremierOne system.

4.3.13. Transition to Support

Upon the Completion milestone, the system is transitioned to the support phase of the Agreement per the terms and conditions of the Maintenance and Support Agreement.

4.3.14. Documentation

As part of project completion, Motorola will validate Customer receipt of electronic copies of the following documentation:

- User Guides (for the primary products).
- System Administration Guide.
- Release Notes.

4.4. Proposed or Equivalent Equipment

Vendor	Description
HPE	(Qty) DL360 Gen10 or Gen11 Servers
	(Qty) Nimble Storage
CDW	(Qty) F5 Load Balancers
Extreme Network	(Qty) Extreme Network Switches
Fortinet	(Qty) Fortigate Devices
CommSys	CommSys Software
Openshift	(Qty) vCenter, (Qty) vSphere with 2 CPUs, (Qty) vSphere with 1 CPU
{{Vendor}}	{{Description}}

Pre-Paid Tickets to Summit User Conference

Motorola Solutions, Inc. (Motorola) invites you to attend our annual users' conference, Summit. This document outlines details and policies for using pre-paid tickets to attend the event.

Please contact software.summit@motorolasolutions.com if you have any questions about Summit pre-paid tickets or this policy.

5.1. Summit Overview

Summit is Motorola's largest annual gathering of public safety customers. Attendees convene for in-depth classes, hands-on training, product vision, networking and feedback sessions. Summit offers hundreds of hours of educational courses designed for every customer role, including technical administrators, call takers, dispatchers, records and corrections personnel, analysts, patrol and command staff.

5.2. The Purpose of Pre-Paid Tickets

To provide personnel with the critical training they need to improve adoption of their solutions, many customers pay for Summit ahead of time, as part of a contract or annual maintenance agreement. Under this approach, Motorola applies the fees already paid by the customer to cover all reasonable, business-related expenses for that customer to attend the conference.

5.3. Types of Pre-Paid Tickets

Customers can choose from two types of pre-paid tickets:

1. Pre-Paid Registration Only: Includes the conference registration fee only.
2. Pre-Paid Travel Package: Includes the conference registration fee; hotel; either choice of airfare with airport transportation OR car rental; and additional meals not included by the conference.

5.4. Purchasing Pre-Paid Tickets

Customers should work with their sales representatives to initiate a new contract with Summit pre-paid tickets or add Summit pre-paid tickets to another order. Multi-year contracts may “lock in” current year Summit pricing for the remainder of the contract.

5.5. Redemption of Pre-Paid Tickets

Registration for Summit opens approximately 4-5 months prior to the event. Customers should work with their Customer Success Advocates to make sure that agency personnel receive the regularly emailed invitations to register. Attendees choosing to register using pre-paid tickets should select the Pre-Paid Registration Only or Pre-Paid Travel Package registration option.

Both pre-paid registration options will go through a hold process while funds are verified. Once funds are confirmed, the attendee’s conference registration will be completed. Attendees who are redeeming a Pre-Paid Travel Package ticket will then receive instructions to complete their travel arrangements.

Once available pre-paid tickets are depleted, customer agencies can send additional attendees at the regular conference rate and should register using the Standard Registration option.

5.6. Assumption of Agency Permission

When customers begin their registration and select either pre-paid ticket option, they will be cautioned that they are about to exercise an option that will reduce the applicable pre-paid tickets from their agency’s available balance. It is the agency’s responsibility to ensure that only authorized attendees select this option.

5.7. Pre-Paid Travel Details and Policies

A Pre-Paid Travel Attendee is defined as a Motorola customer who has opted to use the agency’s available pre-paid tickets to pay for the Pre-Paid Travel Package registration option.

This option includes the conference registration fee, the attendee’s choice of either airfare with airport transfer OR car rental, hotel lodging, and additional meals not covered by the conference.

Note: Due to multi-year contracts, some customers have locked-in pre-paid attendance at different prices from those published with each year’s conference. Each agency’s rate will be determined by the price listed in its own agreement.

5.7.1. Travel Package Inclusion

The Pre-Paid Travel Package includes the following reasonable and necessary business-related travel expenses as defined below:

- Summit conference registration fee, which includes access to all training sessions, breakfasts and lunches, and all special events and meals.
- The attendee's choice of the following, both to be booked with Motorola's approved travel partner (Travel Partner), within parameters approved by Motorola:

Round-trip airfare with airport transfers.

OR

Round-trip car rental.

- Hotel accommodations at a Summit host hotel, booked with Travel Partner.
- Stipend for additional meals not covered through the conference (see Covered Meals below).

5.7.2. Travel Package Policies

General

- Upon registration and confirmation of available pre-paid tickets, Pre-Paid Travel Attendees will receive detailed instructions for booking travel logistics.
- Attendees are only to book travel through Travel Partner and are not to book hotel, airfare or transportation on their own. Reimbursement for travel expenses incurred by any customer attendee is not allowed.
- Motorola reserves the right to establish a cut-off date for the use of pre-paid hotel, airfare, transportation and any other covered expenses for Summit listed within the pre-paid policy.
- Motorola reserves the right to transfer hotel accommodations to an alternate hotel location based on availability of the host hotel.

Hotel

- The Pre-Paid Travel Package covers hotel nights directly associated with the conference dates. It may be possible to make adjustments to arrival and departure dates, but attendees are responsible for any additional hotel nights (before and after the official conference dates). Travel Partner may be able to assist with additional pre- or post-conference travel plans, but the attendee will be responsible to pay for additional hotel room nights and will need to put a personal card on file upon check-in at the hotel.
- Hotel accommodations at a Summit host hotel (single/double occupancy only) include hotel room and applicable state and local taxes at a discounted Motorola conference rate. Additional services (e.g., additional phone charges, laundry, entertainment, amenities, etc.) are at the attendee's expense.
- A personal credit card WILL be required upon check-in to the hotel. PLEASE NOTE THAT THE PERSONAL CREDIT CARD WILL NOT BE CHARGED for the room and tax expenses. This is a standard hotel requirement to cover any incidental expenses that may be incurred.

- Attendees staying in their rooms past checkout time may be billed one (1) additional night's stay to their personal credit card. Late checkout may be provided based on availability and upon request through the hotel, although some charges may apply. Early departure fees may apply if a group attendee checks out prior to the confirmed dates. Motorola is not responsible for this charge, which will be applied to the personal credit card on file for incidentals.

Airfare

- The Pre-Paid Travel Package will cover round-trip airfare (using Motorola's negotiated rates with major airlines), as well as airport transfers to and from the destination airport. Air reservations must be made ONLY through Travel Partner.
- Airfare must be economy class or standard coach with a fare cap of $600. Any travel above $600 will be routed by Travel Partner to Motorola for approval and must be accompanied by a valid business reason. Attendees are encouraged not to delay making their airfare selections, as selections made closer to the travel dates will likely fall outside of the allowed range.
- Any airfare changes must be made through Travel Partner.
- Pre-approved travel dates are for the official conference dates. Attendees choosing to travel outside these parameters will require additional approval from Motorola. Any resulting fare differences due to altered travel dates are the responsibility of the traveler (including airfare and hotel and ground transportation).
- Additional fees, tips and surcharges, including but not limited to remote access charges, change fees, upgrade fees and baggage fees are not covered as part of the Motorola travel policy.
- Airport transfers to and from the destination airport will be provided to attendees. If an attendee chooses to extend their stay either pre- or post-conference, that attendee will be responsible to pay for additional transportation required for the extended stay.

Car Rental

- Customers may opt for car rental coverage instead of airfare. The Pre-Paid Travel Package will cover the expense of a rental car using Motorola's negotiated rates. Reservations must be made ONLY through Travel Partner.
- When renting a vehicle for Summit, Motorola will include the Loss Damage Waiver covering the vehicle at the base rate at participating locations.
- The rental will also include the Prepaid Gas Option providing the first tank of gas to the renter and allowing the renter to return the vehicle with less than a full tank. Additional Liability Insurance (ALI), Personal Effects Protection (PEP), and Personal Accident Insurance (PAI) are not covered by Motorola, but the attendee may purchase them at the time of the reservation or rental with a personal credit card.

Covered Meals

As part of this event, Motorola will provide meals to all attendees as part of the regular conference registration fee according to the published Summit agenda.

In addition to the covered conference meals, any attendee registering with a Pre-Paid Travel Package will receive a credit, voucher or meal access to any breakfast, lunch or dinner not provided on official

conference dates. The method used to cover these additional meals may vary from year to year, based on venue, but will be communicated in advance to Pre-Paid Travel Attendees.

Daily meal allowance is determined by Motorola, based on published guidelines. In no event will the amount provided exceed attendee's applicable agency rules regarding meal expenses, provided that the attendee or agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations.

Expenses Not Covered

Non-reimbursable expenses include, but are not limited to:

- Hotel telephone charges (local as well as long distance)
- Personal travel (e.g., gas, side trips, extended stay outside official conference dates)
- Traffic or parking violations
- Additional travel accident insurance
- Personal entertainment
- Airline upgrades
- Spouse or guest expenses
- Alcoholic beverages (minibar), non-food related items
- Gift shop
- Movies
- Laundry
- Late checkout, hotel early departure, or no-show fees
- Valet parking
- Baggage handling
- Airport parking fees
- Miscellaneous tips
- Upgraded hotel internet connection
- Transportation to and from home airport
- Change in airline departure dates, times, or names
- Excess baggage fees charged by airlines
- Additional equipment on rental cars (e.g. GPS, baby seat, etc.)
- Gas
- Tolls
- Additional guests staying in the same guest room, which results in additional hotel charges

Note: Motorola reserves the right to decline any expense that is not within the scope of this policy. It is not Motorola's intent to ever exceed an attendee's applicable agency policies or guidelines regarding any related travel accommodation. It is the Customer agency or attendee's responsibility to notify Motorola in advance of any booking, if any restrictions, prohibitions or limitations apply.

5.8. Additional Travel Package Terms and Conditions

The Prepaid Travel Package is provided pursuant to the terms and conditions of the applicable agreement between the Agency and Motorola Solutions, Inc. (Motorola) covering the relevant maintenance services (the “Prime Agreement”). In addition to the terms and conditions of the Prime Agreement, the following applies:

The Agency confirms that all related expenses, including airfare, hotel, meals and entertainment associated with the Summit do not violate any local laws, regulations or policies associated with your organization. The Agency acknowledges that Motorola may use information provided by the Agency as part of Motorola's compliance with reporting on government travel sponsorship.

Motorola is facilitating travel arrangements between the Agency and Motorola’s approved travel partner American Express Global Business Travel (Travel Partner). All bookings must be made through, and tickets and reservations will be provided by, Travel Partner. Motorola is not acting as an agent for the provision of these services and Motorola is not the source or supplier of the travel reservations, tickets, or services. Motorola reserves the right to change the Travel Partner.

The Agency acknowledges that the suppliers whose names appear in the information supplied by Travel Partner are the ones actually responsible for providing the travel services purchased. The Agency consents to and requests the use of those suppliers and agrees not to hold Motorola responsible should any of these suppliers: 1) fail to provide the travel services purchased; 2) fail to comply with any applicable law; or 3) engage in any negligent act or omission that causes me any sort of injury, damage, delay or inconvenience.

The Agency further understands and acknowledges that travel may involve the risk of a variety of hazards to health and/or safety, including but not limited to disease, crime, terrorism and warfare, and Motorola is not responsible for any such threats.

Travel documents, such as identification, for an attendee are to be provided by the Agency or attendee. Motorola is not responsible if identification documents do not match information provided to Travel Partner. If necessary for travel, the Agency and/or attendee is required to obtain and comply with any visa requirements. The Agency acknowledges that most airfares typically involve restrictions and that changing any aspect of the arrangements may result in the payment of additional fees or forfeit of the full amount paid.

Motorola is not responsible for travel insurance. Travel insurance is strongly recommended to cover certain risks inherent in travel, such as supplier bankruptcy and the inability to travel due to a medical or personal emergency.

Motorola is not responsible for the services and policies imposed by the applicable airlines. Airline schedules and flights are subject to change without notice. Motorola is not responsible for penalties incurred for tickets, international or domestic, due to schedule and/or flight changes.

Additional terms and conditions from suppliers and vendors will apply to Attendee’s reservation and the Agency’s purchase of travel-related goods and services. Please read these additional terms and

conditions carefully. In particular, if airfare is purchased, please ensure that the Agency reads and complies with the full terms and conditions of carriage issued by the supplier. The Agency agrees to abide by the terms and conditions of purchase imposed by any supplier with whom the Agency deals in its travel selections, including, but not limited to, compliance with the supplier/vendor's rules and restrictions regarding availability and use of fares, products, or services.

Motorola Solutions Customer Agreement

This Motorola Solutions Customer Agreement (the "**MCA**") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below ("**Customer**"). Motorola and Customer will each be referred to herein as a "**Party**" and collectively as the "**Parties**". This Agreement (as defined below) is effective as of the date of the last signature (the "**Effective Date**").

1. Agreement.

1.1. Scope; Agreement Documents. This MCA governs Customer's purchase of Products (as defined below) and Services (as defined below) from Motorola. Additional terms and conditions applicable to specific Products and Services are set forth in one or more addenda attached to this MCA (each an "**Addendum**", and collectively the "**Addenda**"). In addition, the Parties may agree upon solution descriptions, equipment lists, statements of work, schedules, technical specifications, and other ordering documents setting forth the Products and Services to be purchased by Customer and provided by Motorola and additional rights and obligations of the Parties (the "**Ordering Documents**"). To the extent required by applicable procurement law, a proposal submitted by Motorola in response to a competitive procurement process will be included within the meaning of the term Ordering Documents. This MCA, the Addenda, and any Ordering Documents collectively form the Parties' "**Agreement**".

1.2. Order of Precedence. Each Addendum will control with respect to conflicting terms in the MCA, but only as applicable to the Products and Services described in such Addendum. Each Ordering Document will control with respect to conflicting terms in the MCA or any Addenda, but only as applicable to the Products and Services described on such Ordering Document. The terms of City of Tucson's RFP 240225 will take precedence over all other terms and conditions when there is a conflict.

2. Products and Services.

2.1. Products. Motorola will (a) sell hardware provided by Motorola ("**Equipment**"), (b) license software which is either preinstalled on Equipment or installed on Customer-Provided Equipment (as defined below) and licensed to Customer by Motorola for a perpetual or other defined license term ("**Licensed Software**"), and (c) license cloud-based software as a service products and other software which is either preinstalled on Equipment or installed on Customer-Provided Equipment, but licensed to Customer by Motorola on a subscription basis ("**Subscription Software**") to Customer, to the extent each is set forth in an Ordering Document, for Customer's own use in accordance with this Agreement. The Equipment, Licensed Software, and Subscription Software shall collectively be referred to herein as "**Products**", or individually as a "**Product**". At any time during the Term (as defined below), Motorola may substitute any Products at no cost to Customer, if the substitute is substantially similar to the Products set forth in the applicable Ordering Documents.

2.2. Services.

2.2.1. Motorola will provide services related to purchased Products ("**Services**"), to the extent set forth in an Ordering Document.

2.2.2. Integration Services; Maintenance and Support Services. If specified in an Ordering Document, Motorola will provide, for the term of such Ordering Document, (a) design, deployment, and integration Services in order to design,

install, set up, configure, and/or integrate the applicable Products at the applicable locations ("**Sites**"), agreed upon by the Parties ("**Integration Services**"), or (b) break/fix maintenance, technical support, or other Services (such as software integration Services) ("**Maintenance and Support Services**"), each as further described in the applicable statement of work. Maintenance and Support Services and Integration Services will each be considered "Services", as defined above.

2.2.3. Service Ordering Documents. The Fees for Services will be set forth in an Ordering Document and any applicable project schedules. A Customer point of contact will be set forth in the applicable statement of work for the Services. For purposes of clarity, each statement of work will be incorporated into, and form an integral part of, the Agreement.

2.2.4. Service Completion. Unless otherwise specified in the applicable Ordering Document, Services described in an Ordering Document will be deemed complete upon Motorola's performance of all Services listed in such Ordering Document ("**Service Completion Date**") and acceptance by the City of Tucson; provided, however, that Maintenance and Support Services may be offered on an ongoing basis during a given Ordering Document term, in which case such Maintenance and Support Services will conclude upon the expiration or termination of such Ordering Document.

2.3. Customer Obligations. Customer will ensure that information Customer provides to Motorola in connection with receipt of Products and Services are accurate and complete in all material respects. Customer will make timely decisions and obtain any required management approvals that are reasonably necessary for Motorola to provide the Products and Services and perform its other duties under this Agreement. Unless the applicable Ordering Document states otherwise, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions or Customer information, decisions, or approvals described in this Section. If any assumptions in the Ordering Documents or information provided by Customer prove to be incorrect, or if Customer fails to perform any of its obligations under this Agreement, Motorola's ability to perform its obligations may be impacted and changes to the Agreement, including the scope, Fees, and performance schedule may be required.

2.4. Documentation. Products and Services may be delivered with documentation for the Equipment, software Products, or data that specifies technical and performance features, capabilities, users, or operation, including training manuals, and other deliverables, such as reports, specifications, designs, plans, drawings, analytics, or other information (collectively, "**Documentation**"). Documentation is and will be owned by Motorola, unless otherwise expressly agreed in an Addendum or Ordering Document that certain Documentation will be owned by Customer. Motorola hereby grants Customer a limited, royalty-free, worldwide, non-exclusive license to use the Documentation solely for its internal business purposes in connection with the Products and Services.

2.5. Motorola Tools and Equipment. As part of delivering the Products and Services, Motorola may provide certain tools, equipment, models, and other materials of its own. Such tools and equipment will remain the sole property of Motorola unless they are to be purchased by Customer as Products and are explicitly listed on an Ordering Document. Upon agreement of the parties, the tools and equipment may be held by Customer for Motorola's use without charge. Such tools may be removed from Customer's premises by Motorola at any time without restriction. Customer will safeguard all tools and equipment while in Customer's custody or control. Upon the expiration

or earlier termination of this Agreement, Customer, at its expense, will return to Motorola all tools and equipment in its possession or control.

2.6. Authorized Users. Customer will ensure its employees and Authorized Users comply with the terms of this Agreement and will be liable for all acts and omissions of its employees and Authorized Users. Customer is responsible for the secure management of Authorized Users' names, passwords and login credentials for access to Products and Services. "**Authorized Users**" are Customer's employees, full-time contractors engaged for the purpose of supporting the Products and Services that are not competitors of Motorola, and the entities (if any) specified in an Ordering Document or otherwise approved by Motorola in writing (email from an authorized Motorola signatory accepted), which may include affiliates or other Customer agencies.

2.7. Export Control. Customer, its employees, and any other Authorized Users will not access or use the Products and Services in any jurisdiction in which the provision of such Products and Services is prohibited under applicable laws or regulations (a "**Prohibited Jurisdiction**"), and Customer will not provide access to the Products and Services to any government, entity, or individual located in a Prohibited Jurisdiction. Customer represents and warrants that (a) it and its Authorized Users are not named on any U.S. government list of persons prohibited from receiving U.S. exports, or transacting with any U.S. person; (b) it and its Authorized Users are not a national of, or a company registered in, any Prohibited Jurisdiction; (c) Customer will not permit its Authorized Users to access or use the Products or Services in violation of any U.S. or other applicable export embargoes, prohibitions or restrictions; and (d) Customer and its Authorized Users will comply with all applicable laws regarding the transmission of technical data exported from the U.S. and the country in which Customer, its employees, and the Authorized Users are located.

2.8. Change Orders. Unless a different change control process is agreed upon in writing by the Parties, a Party may request changes to an Addendum or an Ordering Document by submitting a change order to the other Party (each, a "**Change Order**"). If a requested change in a Change Order causes an increase or decrease in the Products or Services, the Parties by means of the Change Order will make appropriate adjustments to the Fees, project schedule, or other matters. Change Orders are effective and binding on the Parties only upon execution of the Change Order by an authorized representative of both Parties.

3. Term and Termination.

3.1. Term. The term of this MCA ("**Term**") will commence on the Effective Date and continue until six (6) months after the later of (a) the termination, expiration, or discontinuance of services under the last Ordering Document in effect, or (b) the expiration of all applicable warranty periods, unless the MCA is earlier terminated as set forth herein. The applicable Addendum or Ordering Document will set forth the term for the Products and Services governed thereby.

3.2. Termination. Either Party may terminate the Agreement or the applicable Addendum or Ordering Document if the other Party breaches a material obligation under the Agreement and does not cure such breach within thirty (30) days after receipt of notice of the breach or fails to produce a cure plan within such period of time. Each Addendum and Ordering Document may be separately terminable as set forth therein.

3.3. Suspension of Services. Motorola may terminate or suspend any Products or Services under an Ordering Document with thirty (30) days' notice if Motorola determines: (a) the related Product license has expired or has terminated for any reason; (b) the applicable Product is being used on a hardware platform, operating system, or version not approved by Motorola; (c)

Customer fails to make any payments when due; or (d) Customer fails to comply with any of its other obligations or otherwise delays Motorola's ability to perform.

3.4. Effect of Termination or Expiration. Upon termination for any reason or expiration of this Agreement, an Addendum, or an Ordering Document, Customer and the Authorized Users will return or destroy (at Motorola's option) all Motorola Materials and Motorola's Confidential Information in their possession or control and, as applicable, provide proof of such destruction, except that Equipment purchased by Customer should not be returned. If Customer has any outstanding payment obligations under this Agreement, Motorola may accelerate and declare all such obligations of Customer immediately due and payable by Customer. Notwithstanding the reason for termination or expiration, Customer must pay Motorola for Products and Services already delivered.

4. Payment and Invoicing.

4.1. Fees. Fees and charges applicable to the Products and Services (the "**Fees**") will be as set forth in the applicable Addendum or Ordering Document, and such Fees may be changed by Motorola at any time, except that Motorola will not change the Fees for Products and Services purchased by Customer during the term of an active Ordering Document or during a Subscription Term (as defined and further described in the applicable Addendum). Changes in the scope of Services described in an Ordering Document may require an adjustment to the Fees due under such Ordering Document. If a specific invoicing or payment schedule is set forth in the applicable Addendum or Ordering Document, such schedule will apply solely with respect to such Addendum or Ordering Document. Unless otherwise specified in the applicable Ordering Document, the Fees for any Services exclude expenses associated with unusual and costly Site access requirements (e.g., if Site access requires a helicopter or other equipment), and Customer will reimburse Motorola for these or other expenses incurred by Motorola in connection with the Services. Any unusual and costly Site access requirements will be preapproved by the City before services are rendered.

4.2. Taxes. The Fees do not include any excise, sales, lease, use, property, or other taxes, assessments, duties, or regulatory charges or contribution requirements (collectively, "**Taxes**"), all of which will be paid by Customer, except as exempt by law, unless otherwise specified in an Ordering Document. If Motorola is required to pay any Taxes, Customer will reimburse Motorola for such Taxes (including any interest and penalties) within thirty (30) days after Customer's receipt of an invoice therefore. Customer will be solely responsible for reporting the Products for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income and net worth.

4.3. Invoicing. Motorola will invoice Customer at the frequency set forth in the applicable Addendum or Ordering Document, and Customer will pay all invoices within thirty (30) days of the invoice date or as otherwise specified in the applicable Addendum or Ordering Document. Late payments will be subject to interest charges at the maximum rate permitted by law, commencing upon the due date. Motorola may invoice electronically via email, and Customer agrees to receive invoices via email at the email address set forth in an Ordering Document. Customer acknowledges and agrees that a purchase order or other notice to proceed is not required for payment for Products or Services.

5. Sites; Customer-Provided Equipment; Non-Motorola Content.

5.1. Access to Sites. Customer will be responsible for providing all necessary permits, licenses, and other approvals necessary for the installation and use of the Products and the performance of the Services at each applicable Site, including for Motorola to perform its obligations hereunder,

and for facilitating Motorola's access to the Sites. No waivers of liability will be imposed on Motorola or its subcontractors by Customer or others at Customer facilities or other Sites, but if and to the extent any such waivers are imposed, the Parties agree such waivers are void.

5.2. Site Conditions. Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections, and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) Sites are suitable for the installation, use, and maintenance of the Products and Services. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.

5.3. Site Issues. Motorola will have the right at any time (subject to background checks, advance notice, and other requirements that may be required by the Site owner) to inspect the Sites and advise Customer of any deficiencies or non-conformities with the requirements of this **Section 5 – Sites; Customer-Provided Equipment; Non-Motorola Content**. If Motorola or Customer identifies any deficiencies or non-conformities, Customer will promptly remediate such issues or the Parties will select a replacement Site. If a Party determines that a Site identified in an Ordering Document is not acceptable or desired, the Parties will cooperate to investigate the conditions and select a replacement Site or otherwise adjust the installation plans and specifications as necessary. A change in Site or adjustment to the installation plans and specifications may cause a change in the Fees or performance schedule under the applicable Ordering Document.

5.4. Customer-Provided Equipment. Certain components, including equipment and software, not provided by Motorola may be required for use of the Products and Services ("**Customer-Provided Equipment**"). Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Motorola to access and use the applicable Customer-Provided Equipment to provide the Products and Services under this Agreement, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights). Customer (and not Motorola) will be fully liable for Customer-Provided Equipment, and Customer will immediately notify Motorola of any Customer-Provided Equipment damage, loss, change, or theft that may impact Motorola's ability to provide the Products and Services under this Agreement, and Customer acknowledges that any such events may cause a change in the Fees or performance schedule under the applicable Ordering Document.

5.5. Non-Motorola Content. In certain instances, Customer may be permitted to access, use, or integrate Customer or third-party software, services, hardware, content, and data that is not provided by Motorola (collectively, "**Non-Motorola Content**") with or through the Products and Services. If Customer accesses, uses, or integrates any Non-Motorola Content with the Products or Services, Customer will first obtain all necessary rights and licenses to permit Customer's and its Authorized Users' use of the Non-Motorola Content in connection with the Products and Services. Customer will also obtain the necessary rights for Motorola to use such Non-Motorola Content in connection with providing the Products and Services, including the right for Motorola to access, store, and process such Non-Motorola Content (e.g., in connection with Subscription Software), and to otherwise enable interoperation with the Products and Services. Customer represents and warrants that it will obtain the

foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Motorola Content with the Products and Services, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Motorola Content. If any Non-Motorola Content require access to Customer Data (as defined below), Customer hereby authorizes Motorola to allow the provider of such Non-Motorola Content to access Customer Data, in connection with the interoperation of such Non-Motorola Content with the Products and Services. Customer acknowledges and agrees that Motorola is not responsible for, and makes no representations or warranties with respect to, the Non-Motorola Content (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Motorola Content or failure to properly interoperate with the Products and Services). Motorola will make best efforts to notify the City of any known issues or incompatibilities with Non-Motorola Content within five (5) business days.If Customer receives notice that any Non-Motorola Content must be removed, modified, or disabled within the Products or Services, Customer will promptly do so. Motorola will have the right to disable or remove Non-Motorola Content if Motorola believes a violation of law, third-party rights, or Motorola's policies is likely to occur, or if such Non-Motorola Content poses or may pose a security or other risk or adverse impact to the Products or Services, Motorola, Motorola's systems, or any third party (including other Motorola customers). Motorola may provide certain Non-Motorola Content as an authorized sales representative of a third party as set out in an Ordering Document. As an authorized sales representative, the third party's terms and conditions, as set forth in the Ordering Document, will apply to any such sales. Any orders for such Non-Motorola Content will be filled by the third party. Nothing in this Section will limit the exclusions set forth in **Section 7.2 – Intellectual Property Infringement**.

5.6. End User Licenses. Notwithstanding any provision to the contrary in the Agreement, certain Non-Motorola Content software are governed by a separate license, EULA, or other agreement, including terms governing third-party equipment or software, such as open source software, included in the Products and Services. Customer will comply, and ensure its Authorized Users comply, with any such additional terms applicable to third-party equipment or software. If provided for in the separate third party license, Customer may have a right to receive source code for such software; a copy of such source code may be obtained free of charge by contacting Motorola.

6. Representations and Warranties.

6.1. Mutual Representations and Warranties. Each Party represents and warrants to the other Party that (a) it has the right to enter into the Agreement and perform its obligations hereunder, and (b) the Agreement will be binding on such Party.

6.2. Motorola Warranties. Subject to the disclaimers and exclusions below, Motorola represents and warrants that (a) Services will be provided in a good and workmanlike manner and will conform in all material respects to the descriptions in the applicable Ordering Document; and (b) for a period of ninety (90) days commencing upon the Service Completion Date for one-time Services, the Services will be free of material defects in materials and workmanship. Other than as set forth in subsection (a) above, recurring Services are not warranted but rather will be subject to the requirements of the applicable Addendum or Ordering Document. Motorola provides other express warranties for Motorola-manufactured Equipment, Motorola-owned software Products, and certain Services. Such express warranties are included in the applicable

Addendum or Ordering Document. Such representations and warranties will apply only to the applicable Product or Service that is the subject of such Addendum or Ordering Document.

6.3. Warranty Claims; Remedies. To assert a warranty claim, Customer must notify Motorola in writing of the claim prior to the expiration of any warranty period set forth in this MCA or the applicable Addendum or Ordering Document. Unless a different remedy is otherwise expressly set forth for a particular warranty under an Addendum, upon receipt of such claim, Motorola will investigate the claim and use commercially reasonable efforts to repair or replace any confirmed materially non-conforming Product or re-perform any non-conforming Service, at its option. Such remedies are Customer's sole and exclusive remedies for Motorola's breach of a warranty. Motorola's warranties are extended by Motorola to Customer only, and are not assignable or transferrable.

6.4. Pass-Through Warranties. Notwithstanding any provision of this Agreement to the contrary, Motorola will have no liability for third-party software or hardware provided by Motorola; provided, however, that to the extent offered by third-party providers of software or hardware and to the extent permitted by law, Motorola will pass through express warranties provided by such third parties.

6.5. WARRANTY DISCLAIMER. EXCEPT FOR THE EXPRESS AND PASS THROUGH WARRANTIES IN THIS AGREEMENT, PRODUCTS AND SERVICES PURCHASED HEREUNDER ARE PROVIDED "AS IS" AND WITH ALL FAULTS. WARRANTIES SET FORTH IN THE AGREEMENT ARE THE COMPLETE WARRANTIES FOR THE PRODUCTS AND SERVICES AND MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND QUALITY. MOTOROLA DOES NOT REPRESENT OR WARRANT THAT USE OF THE PRODUCTS AND SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF SECURITY VULNERABILITIES, OR THAT THEY WILL MEET CUSTOMER'S PARTICULAR REQUIREMENTS.

7. Indemnification.

7.1. General Indemnity. Motorola will defend, indemnify, and hold Customer harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual third-party claim, demand, action, or proceeding ("**Claim**") for personal injury, death, or direct damage to tangible property to the extent caused by Motorola's negligence, gross negligence or willful misconduct while performing its duties under an Ordering Document or an Addendum, except to the extent the claim arises from Customer's negligence or willful misconduct. Motorola's duties under this **Section 7.1 – General Indemnity** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Claim.

7.2. Intellectual Property Infringement. Motorola will defend Customer against any third-party claim alleging that a Motorola-developed or manufactured Product or Service (the "**Infringing Product**") directly infringes a United States patent or copyright ("**Infringement Claim**"), and Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim, or agreed to in writing by Motorola in settlement of an Infringement Claim. Motorola's duties under this **Section 7.2 – Intellectual Property Infringement** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Infringement Claim; (b) Motorola having sole control of the defense of the suit and all negotiations

for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Infringement Claim.

7.2.1. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Infringing Product; (b) replace or modify the Infringing Product so that it becomes non-infringing; or (c) grant Customer (i) a pro-rated refund of any amounts pre-paid for the Infringing Product (if the Infringing Product is a software Product, i.e., Licensed Software or Subscription Software) or (ii) a credit for the Infringing Product, less a reasonable charge for depreciation (if the Infringing Product is Equipment, including Equipment with embedded software).

7.2.2. In addition to the other damages disclaimed under this Agreement, Motorola will have no duty to defend or indemnify Customer for any Infringement Claim that arises from or is based upon: (a) Customer Data, Customer-Provided Equipment, Non-Motorola Content, or third-party equipment, hardware, software, data, or other third-party materials; (b) the combination of the Product or Service with any products or materials not provided by Motorola; (c) a Product or Service designed, modified, or manufactured in accordance with Customer's designs, specifications, guidelines or instructions; (d) a modification of the Product or Service by a party other than Motorola; (e) use of the Product or Service in a manner for which the Product or Service was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to use or install an update to the Product or Service that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from an Infringement Claim extend in any way to any payments due on a royalty basis, other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the Infringing Product.

7.2.3. This **Section 7.2 – Intellectual Property Infringement** provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. For clarity, the rights and remedies provided in this Section are subject to, and limited by, the restrictions set forth in **Section 8 – Limitation of Liability** below.

8. Limitation of Liability.

8.1. DISCLAIMER OF CONSEQUENTIAL DAMAGES. TO THE EXTENT PERMITTED BY LAW, EXCEPT FOR PERSONAL INJURY OR DEATH, MOTOROLA, ITS AFFILIATES, AND ITS AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, SUBCONTRACTORS, AGENTS, SUCCESSORS, AND ASSIGNS (COLLECTIVELY, THE "**MOTOROLA PARTIES**") WILL NOT BE LIABLE IN CONNECTION WITH THIS AGREEMENT (WHETHER UNDER MOTOROLA'S INDEMNITY OBLIGATIONS, A CAUSE OF ACTION FOR BREACH OF CONTRACT, UNDER TORT THEORY, OR OTHERWISE) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS OR REVENUES, EVEN IF MOTOROLA HAS BEEN ADVISED BY CUSTOMER OR ANY THIRD PARTY OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES AND WHETHER OR NOT SUCH DAMAGES OR LOSSES ARE FORESEEABLE.

8.2. DIRECT DAMAGES. TO THE EXTENT PERMITTED BY LAW, EXCEPT FOR PERSONAL INJURY OR DEATH, THE TOTAL AGGREGATE LIABILITY OF THE MOTOROLA PARTIES, WHETHER BASED ON A CLAIM IN CONTRACT OR IN TORT, LAW OR EQUITY,

RELATING TO OR ARISING OUT OF THE AGREEMENT WILL NOT EXCEED THE FEES SET FORTH IN THE ORDERING DOCUMENT UNDER WHICH THE CLAIM AROSE. NOTWITHSTANDING THE FOREGOING, FOR ANY SUBSCRIPTION SOFTWARE OR FOR ANY RECURRING SERVICES, THE MOTOROLA PARTIES' TOTAL LIABILITY FOR ALL CLAIMS RELATED TO SUCH PRODUCT OR RECURRING SERVICES IN THE AGGREGATE WILL NOT EXCEED THE TOTAL FEES PAID FOR SUCH SUBSCRIPTION SOFTWARE OR RECURRING SERVICE, AS APPLICABLE, DURING THE CONSECUTIVE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT FROM WHICH THE FIRST CLAIM AROSE.

8.3. ADDITIONAL EXCLUSIONS. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENTAND TO THE EXTENT PERMITTED BY LAW, MOTOROLA WILL HAVE NO LIABILITY FOR DAMAGES ARISING OUT OF (A) CUSTOMER DATA, INCLUDING ITS TRANSMISSION TO MOTOROLA, OR ANY OTHER DATA AVAILABLE THROUGH THE PRODUCTS OR SERVICES; (B) CUSTOMER-PROVIDED EQUIPMENT, NON-MOTOROLA CONTENT, THE SITES, OR THIRD-PARTY EQUIPMENT, HARDWARE, SOFTWARE, DATA, OR OTHER THIRD-PARTY MATERIALS, OR THE COMBINATION OF PRODUCTS AND SERVICES WITH ANY OF THE FOREGOING; (C) LOSS OF DATA OR HACKING, RANSOMWARE, OR OTHER THIRD-PARTY ATTACKS OR DEMANDS; (D) MODIFICATION OF PRODUCTS OR SERVICES BY ANY PERSON OTHER THAN MOTOROLA; (E) RECOMMENDATIONS PROVIDED IN CONNECTION WITH OR BY THE PRODUCTS AND SERVICES; (F) DATA RECOVERY SERVICES OR DATABASE MODIFICATIONS; OR (G) CUSTOMER'S OR ANY AUTHORIZED USER'S BREACH OF THIS AGREEMENT OR MISUSE OF THE PRODUCTS AND SERVICES.

8.4. Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed issues in **Section 8.3 – Additional Exclusions** above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

9. Confidentiality.

9.1. Confidential Information. "**Confidential Information**" means any and all non-public information provided by one Party ("**Discloser**") to the other ("**Recipient**") that is disclosed under this Agreement in oral, written, graphic, machine recognizable, or sample form, being clearly designated, labeled or marked as confidential or its equivalent or that a reasonable businessperson would consider non-public and confidential by its nature. With respect to Motorola, Confidential Information will also include Products and Services, and Documentation, as well as any other information relating to the Products and Services. The nature and existence of this Agreement are considered Confidential Information of the Parties. In order to be considered Confidential Information, information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by Discloser by submitting a written document to Recipient within thirty (30) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.

10. Obligations of Confidentiality. During the Term and for a period of three (3) years from the expiration or termination of this Agreement, Recipient will (a) not disclose Confidential Information to any third party, except as expressly permitted in this **Section 9 - Confidentiality**; (b) restrict disclosure of Confidential Information to only those employees (including, employees of any wholly owned subsidiary, a parent company, any other wholly

owned subsidiaries of the same parent company), agents or consultants who must access the Confidential Information for the purpose of, and who are bound by confidentiality terms substantially similar to those in, this Agreement; (c) not copy, reproduce, reverse engineer, de-compile or disassemble any Confidential Information; (d) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (e) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (f) only use the Confidential Information as needed to fulfill its obligations and secure its rights under this Agreement. Exceptions. Recipient is not obligated to maintain as confidential any information that Recipient can demonstrate by documentation (a) is publicly available at the time of disclosure or becomes available to the public without breach of this Agreement; (b) is lawfully obtained from a third party without a duty of confidentiality to Discloser; (c) is otherwise lawfully known to Recipient prior to such disclosure without a duty of confidentiality to Discloser; or (d) is independently developed by Recipient without the use of, or reference to, any of Discloser's Confidential Information or any breach of this Agreement. Additionally, Recipient may disclose Confidential Information to the extent required by law, including a judicial or legislative order or proceeding.Ownership of Confidential Information. All Confidential Information is and will remain the property of Discloser and will not be copied or reproduced without the express written permission of Discloser (including as permitted herein). Within ten (10) days of receipt of Discloser's written request, Recipient will return or destroy all Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain (a) one (1) archival copy of the Confidential Information for use only in case of a dispute concerning this Agreement and (b) Confidential Information that has been automatically stored in accordance with Recipient's standard backup or recordkeeping procedures, provided, however that Recipient will remain subject to the obligations of this Agreement with respect to any Confidential Information retained subject to clauses (a) or (b). No license, express or implied, in the Confidential Information is granted to the Recipient other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. Discloser represents and warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.**Proprietary Rights; Data; Feedback.**

10.1. Data Definitions. The following terms will have the stated meanings: "**Customer Contact Data**" means data Motorola collects from Customer for contact purposes, including, without limitation, contract fulfillment,, , for business contact purposes including licensing activities ; "**Service Use Data**" means data generated by Customer's use of the Products and Services or by Motorola's support of the Products and Services, including personal information, product performance and error information, activity logs and date and time of use; "**Customer Data**" means data, information, and content, including images, text, videos, documents, audio, telemetry, location and structured data base records, provided by, through, or on behalf of Customer, its Authorized Users, and their end users through the use of the Products and Services. Customer Data does not include Customer Contact Data, Service Use Data, or information from publicly available sources or other Third-Party Data or Motorola Data; **"Third-Party Data"** means information obtained by Motorola from publicly available sources or its third party content providers and made available to Customer through the Products or Services; "**Motorola Data**" means data owned or licensed by Motorola; "**Feedback**" means comments or information, in oral or written form, given to Motorola by Customer or Authorized Users, including their end users, in connection with or relating to the Products or Services; and **"Process"** or **"Processing"** means any operation or set of operations which is performed on personal information or on sets of

personal information, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

10.2. Motorola Materials. Customer acknowledges that Motorola may use or provide Customer with access to software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Motorola has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, or derivative works of the foregoing, whether made by Motorola or another party) (collectively, "**Motorola Materials**"). The Products and Services, Motorola Data, Third-Party Data, and Documentation, are considered Motorola Materials. Except when Motorola has expressly transferred title or other interest to Customer by way of an Addendum or Ordering Document, the Motorola Materials are the property of Motorola or its licensors, and Motorola or its licensors retain all right, title and interest in and to the Motorola Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights). For clarity, this Agreement does not grant to Customer any shared development rights in or to any Motorola Materials or other intellectual property, and Customer agrees to execute any documents and take any other actions reasonably requested by Motorola to effectuate the foregoing. Motorola and its licensors reserve all rights not expressly granted to Customer, and no rights, other than those expressly granted herein, are granted to Customer by implication, estoppel or otherwise. Customer will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the Products and Services or other Motorola Materials, or permit any third party to do so.

10.3. Ownership of Customer Data. Customer retains all right, title and interest, including intellectual property rights, if any, in and to Customer Data. Motorola acquires no rights to Customer Data except those rights granted under this Agreement including the right to Process and use the Customer Data as set forth in **Section 10.4 – Processing Customer Data** below and in other applicable Addenda. The Parties agree that with regard to the Processing of personal information which may be part of Customer Data, Customer is the controller and Motorola is the processor, and may engage sub-processors pursuant to **Section 10.4.3 – Sub-processors**.

10.4. Processing Customer Data.

10.4.1. Motorola Use of Customer Data. Motorola and Customer agree that Motorola may only use and Process Customer Data, including the Personal Information embedded in Service Use Data in accordance with Customer's instructions for the foll (a) perform Services and provide Products under the Agreement, (b) analyze the Customer Data to operate, maintain, manage, and improve Motorola Products and Services, and (c) create new products and services. Customer agrees that this Agreement, along with the Documentation, are Customer's complete and final documented instructions to Motorola for the processing of Customer Data. Any additional or alternate instructions must be agreed to according to the Change Order process. Customer represents and warrants to Motorola that Customer's instructions, including appointment of Motorola as a processor or sub-processor, have been authorized by the relevant controller.

10.4.2. Customer Obligations with Respect to Data. Customer is solely responsible for its compliance with all data protection laws and establishing and maintaining its own policies and procedures to ensure such compliance.

Customer must not use the Products and Services in a manner that would violate applicable data protection laws. Customer must have sole responsibility for (i) the lawfulness of any transfer of Personal Data to Motorola, (ii) the accuracy, quality, and legality of Personal Data provided to Motorola; (iii) the means by which Customer acquired Personal Data, and (iv) the provision of any required notices to, and obtaining any necessary acknowledgements, authorizations or consents from Data Subjects. Customer takes full responsibility to keep the amount of Personal Data provided to Motorola to the minimum necessary for Motorola to perform in accordance with the Agreement. Customer agrees that it has implemented administrative, physical and technical safeguards for Customer's environment and operations that are no less rigorous than accepted industry practices and shall ensure that all such safeguards comply with applicable data protection laws. Customer agrees that Motorola shall not be liable for any Security Incident arising from Customer's breach of this requirement.

10.4.3. Sub-processors. Customer agrees that Motorola may engage sub-processors who in turn may engage additional sub-processors to Process personal data in accordance with this Agreement. When engaging sub-processors, Motorola will enter into agreements with the sub-processors to bind them to data processing obligations to the extent required by law.

10.5. Data Retention and Deletion. Except as expressly provided otherwise under the Agreement, Motorola will delete all Customer Data following termination or expiration of this MCA or the applicable Addendum or Ordering Document, with such deletion to occur no later than ninety (90) days following the applicable date of termination or expiration, unless otherwise required to comply with applicable law. Motorola to provide Customer with written confirmation once Customer Data is deleted. Any requests for the exportation or download of Customer Data must be made by Customer to Motorola in writing before expiration or termination, subject to **Section 13.9 – Notices**. Motorola will have no obligation to retain such Customer Data beyond expiration or termination unless the Customer has purchased extended storage from Motorola through a mutually executed Ordering Document.

10.6. Service Use Data. Customer understands and agrees that Motorola may collect and use Service Use Data for its own purposes, including the uses described below. Motorola may use Service Use Data to (a) operate, maintain, manage, and improve existing and create new products and services, (b) test products and services and, (c) to aggregate Service Use Data and combine it with that of other users, Service Use Data may be disclosed to third parties. It is Customer's responsibility to notify Authorized Users of Motorola's collection and use of Service Use Data and to obtain any required consents, provide all necessary notices, and meet any other applicable legal requirements with respect to such collection and use, and Customer represents and warrants to Motorola that it has complied and will continue to comply with this Section.

10.7. Third-Party Data and Motorola Data. Motorola Data and Third-Party Data may be available to Customer through the Products and Services. Customer and its Authorized Users may use Motorola Data and Third-Party Data as permitted by Motorola and the applicable Third-Party Data provider, as described in the applicable Addendum. Unless expressly permitted in the applicable Addendum, Customer will not, and will ensure its Authorized Users will not: (a) use the Motorola Data or Third-Party Data for any purpose other than Customer's internal business purposes; (b)

disclose the data to third parties; (c) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (d) use such data in violation of applicable laws; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in the applicable Addendum. Any rights granted to Customer or Authorized Users with respect to Motorola Data or Third-Party Data will immediately terminate upon termination or expiration of the applicable Addendum, Ordering Document, or this MCA. Further, Motorola or the applicable Third-Party Data provider may suspend, change, or terminate Customer's or any Authorized User's access to Motorola Data or Third-Party Data if Motorola or such Third-Party Data provider believes Customer's or the Authorized User's use of the data violates the Agreement, applicable law or Motorola's agreement with the applicable Third-Party Data provider. Upon termination of Customer's rights to use any Motorola Data or Third-Party Data, Customer and all Authorized Users will immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Motorola. Notwithstanding any provision of the Agreement to the contrary, Motorola will have no liability for Third-Party Data or Motorola Data available through the Products and Services. Motorola and its Third-Party Data providers reserve all rights in and to Motorola Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.

10.8. Feedback. Any Feedback provided by Customer is entirely voluntary, and will not create any confidentiality obligation for Motorola, even if designated as confidential by Customer. Motorola may use, reproduce, license, and otherwise distribute and exploit the Feedback without any obligation or payment to Customer or Authorized Users .

10.9. Improvements; Products and Services. The Parties agree that, notwithstanding any provision of this MCA or the Agreement to the contrary, all fixes, modifications and improvements to the Services or Products conceived of or made by or on behalf of Motorola that are based either in whole or in part on the Feedback, Customer Data, or Service Use Data (or otherwise) are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements will vest solely in Motorola.

11. Force Majeure; Delays Caused by Customer.

11.1. Delays Caused by Customer. Motorola's performance of the Products and Services will be excused for delays caused by Customer or its Authorized Users or subcontractors, or by failure of any assumptions set forth in this Agreement (including in any Addendum or Ordering Document). In the event of a delay under this **Section 11.2 – Delays Caused by Customer**, (a) Customer will continue to pay the Fees as required hereunder, and (b) the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule.

12. Disputes. The Parties will use the following procedure to resolve any disputes relating to or arising out of this Agreement (each, a "**Dispute**"):

12.1. Governing Law. All matters relating to or arising out of the Agreement are governed by the laws of the State of Arizona, unless Customer is the United States Government (or an agency thereof), in which case all matters relating to or arising out of the Agreement will be governed by the laws of the State in which the Products and Services are provided. The terms of the U.N. Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act will not apply.

13. Litigation, Venue, Jurisdiction. If the Dispute has not been resolved by mediation within sixty (60) days from the Notice of Mediation, either Party may submit the Dispute

exclusively to a court in Pima County, Arizona. Each Party expressly consents to the exclusive jurisdiction of such courts for resolution of any Dispute and to enforce the outcome of any mediation. **General.**

13.1. Compliance with Laws. Each Party will comply with applicable laws in connection with the performance of its obligations under this Agreement, including that Customer will ensure its and its Authorized Users' use of the Products and Services complies with law (including privacy laws), and Customer will obtain any FCC and other licenses or authorizations (including licenses or authorizations required by foreign regulatory bodies) required for its and its Authorized Users' use of the Products and Services. Motorola may, at its discretion, cease providing or otherwise modify Products and Services (or any terms related thereto in an Addendum or Ordering Document), in order to comply with any changes in applicable law.

13.2. Audit; Monitoring. Motorola will have the right to monitor and audit use of the Products, which may also include access by Motorola to Customer Data and Service Use Data. Customer will provide notice of such monitoring to its Authorized Users and obtain any required consents, including individual end users, and will cooperate with Motorola in any monitoring or audit. Customer will maintain during the Term, and for two (2) years thereafter, accurate records relating to any software licenses granted under this Agreement to verify compliance with this Agreement. Motorola or a third party ("**Auditor**") may inspect Customer's and, as applicable, Authorized Users' premises, and records. Motorola will pay expenses and costs of the Auditor, unless Customer is found to be in violation of the terms of the Agreement, in which case Customer will be responsible for such expenses and costs.

13.3. Waiver. A delay or omission by either Party to exercise any right under this Agreement will not be construed to be a waiver of such right. A waiver by either Party of any of the obligations to be performed by the other, or any breach thereof, will not be construed to be a waiver of any succeeding breach or of any other obligation. All waivers must be in writing and signed by the Party waiving its rights.

13.4. Severability. If any provision of the Agreement is found by a court of competent jurisdiction to be invalid, illegal, or otherwise unenforceable, such provision will be deemed to be modified to reflect as nearly as possible the original intentions of the Parties in accordance with applicable law. The remaining provisions of this Agreement will not be affected, and each such provision will be valid and enforceable to the full extent permitted by applicable law.

13.5. Independent Contractors. Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership, or formal business organization of any kind.

13.6. Third-Party Beneficiaries. The Agreement is entered into solely between, and may be enforced only by, the Parties. Each Party intends that the Agreement will not benefit, or create any right or cause of action in or on behalf of, any entity other than the Parties. Notwithstanding the foregoing, a licensor or supplier of third-party software included in the software Products will be a direct and intended third-party beneficiary of this Agreement.

13.7. Interpretation. The section headings in this Agreement are included only for convenience The words "including" and "include" will be deemed to be followed by the phrase "without limitation". This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

13.8. Notices. Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address provided by the other Party by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as FedEx, UPS, or DHL), and will be effective upon receipt.

13.9. Cumulative Remedies. Except as specifically stated in this Agreement, all remedies provided for in this Agreement will be cumulative and in addition to, and not in lieu of, any other remedies available to either Party at law, in equity, by contract, or otherwise. Except as specifically stated in this Agreement, the election by a Party of any remedy provided for in this Agreement or otherwise available to such Party will not preclude such Party from pursuing any other remedies available to such Party at law, in equity, by contract, or otherwise.

13.10. Survival. The following provisions will survive the expiration or termination of this Agreement for any reason: **Section 2.4 – Customer Obligations**; **Section 3.4 – Effect of Termination or Expiration**; **Section 4 – Payment and Invoicing**; **Section 6.5 – Warranty Disclaimer**; **Section 8 – Limitation of Liability**; **Section 9 – Confidentiality**; **Section 10 – Proprietary Rights; Data**; **Feedback**; **Section 12 – Disputes**; and **Section 13 – General**.

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

Motorola: Motorola Solutions, Inc.	**Customer:**
By: T- Boettcher	By: Nathan Daou
Name: Travis Boettcher	Name: Nathan Daou
Title: CVP, Software Sales	Title: Procurement Administrator
Date: June 12, 2026	Date: 06/15/2026

Data Processing Addendum [Non_EU]

This Data Processing Addendum, including its Schedules and Annexes ("DPA"), forms part of the Master Customer Agreement ("MCA" or "Agreement")) to reflect the parties' agreement with regard to the Processing of Customer Data, which may include Personal Data. In the event of a conflict between this DPA, the MCA or any Schedule, Annex or other addenda to the MCA, this DPA must prevail.

When Customer renews or purchases new Products or Services, the then-current DPA must apply and must not change during the applicable Term. When Motorola provides new features or supplements the Product or Service, Motorola may provide additional terms or make updates to this DPA that must apply to Customer's use of those new features or supplements.

1. Definitions.

All capitalized terms not defined herein must have the meaning set forth in the Agreement.

"**Customer Data**" means data including images, text, videos, and audio, that are provided to Motorola by, through, or on behalf of Customer and its Authorized Users or their end users, through the use of the Products and Services. Customer Data does not include Customer Contact Data, Service Use Data, other than that portion comprised of Personal Information, or Third Party Data.

"Customer Contact Data" means data Motorola collects from Customer, its Authorized Users, and their end users for business contact purposes, including without limitation marketing, advertising, licensing, and sales purposes.

"Data Protection Laws" means all data protection laws and regulations applicable to a Party with respect to the Processing of Personal Data under the Agreement.

"Data Subjects" means the identified or identifiable person to whom Personal Data relates.

"Metadata" means data that describes other data.

"Motorola Data" means data owned by Motorola and made available to Customer in connection with the Products and Services.

"Personal Data" or **"Personal Information"** means any information relating to an identified or identifiable natural person transmitted to Motorola by, through, or on behalf of Customer and its Authorized Users or their end users as part of Customer Data. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

"Process" or **"Processing"** means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

"Security Incident" means an incident leading to the accidental or unlawful destruction, loss, alteration or disclosure of, or access to Customer Data, which may include Personal Data, while processed by Motorola. .

"**Service Use Data**" means data generated about the use of the Products and Services through Customer's use or Motorola's support of the Products and Services, which may include Metadata, Personal Data, product performance and error information, activity logs, and date and time of use.

"Sub-processor" means other processors engaged by Motorola to Process Customer Data which may include Personal Data.

"Third Party Data" means information obtained by Motorola from publicly available sources or its third party content providers and made available to Customer through the Products or Services.

2. Processing of Customer Data

2.1. Roles of the Parties. The Parties agree that with regard to the Processing of Personal Data hereunder, Customer is the Controller and Motorola is the Processor who may engage Sub-processors pursuant to the requirements of **Section 6** entitled "Sub-processors" below.

2.2. Motorola's Processing of Customer Data. Motorola and Customer agree that Motorola may use and Process Customer Data, including the Personal Information embedded in Service Use Data, only in accordance with Customer's documented instructions for the following purposes: (i) to perform Services and provide Products under the Agreement; (ii) analyze Customer Data to operate, maintain, manage, and improve Motorola products and services; and (iii) create new products and services. Customer agrees that its Agreement (including this DPA), along with the Product and Service Documentation and Customer's use and configuration of features in the Products and Services, are Customer's complete and final documented instructions to Motorola for the processing of Customer Data. Any additional or alternate instructions must be agreed to according to the process for amending Customer's Agreement. Customer represents and warrants to Motorola that Customer's instructions, including appointment of Motorola as a Processor or sub-processor, have been authorized by the relevant controller. Customer Data may be processed by Motorola at any of its United States locations and/or disclosed to Subprocessors located in the United States. It is Customer's responsibility to notify Authorized Users of Motorola's collection and use of Customer Data, and to obtain any required consents, provide all necessary notices, and meet any other applicable legal requirements with respect to such collection and use. Customer represents and warrants to Motorola that it has complied with the terms of this provision.

2.3. Details of Processing. The subject-matter of Processing of Personal Data by Motorola hereunder, the duration of the Processing, the categories of Data Subjects and types of Personal Data are set forth on **Annex I** to this DPA.

2.4. Disclosure of Processed Data. Motorola must not disclose Customer Data to any third party except to Motorola's suppliers and channel partners as necessary to provide the products and services unless permitted under this Agreement, authorized by Customer or required by law. In the event a government or supervisory authority demands access to Customer Data, to the extent allowable by law, Motorola must provide Customer with notice of receipt of the demand to provide sufficient time for Customer to seek appropriate relief in the relevant jurisdiction. In all circumstances, Motorola retains the right to comply with applicable law.

2.5. Customer's Obligations. Customer is solely responsible for its compliance with all Data Protection Laws and establishing and maintaining its own policies and procedures to ensure such compliance. Customer must not use the Products and Services in a manner that would violate applicable Data Protection Laws. Customer must have sole responsibility for (i) the lawfulness of any transfer of Personal Data to Motorola, (ii) the accuracy, quality, and legality of Personal Data provided to Motorola; (iii) the means by which Customer acquired Personal Data, and (iv) the provision of any required notices to, and obtaining any necessary acknowledgements, authorizations or consents from Data Subjects. Customer takes full responsibility to keep the amount of Personal Data provided to Motorola to the minimum necessary for Motorola to perform in accordance with the Agreement. Customer must be solely responsible for its compliance with applicable Data Protection Laws.

3. Service Use Data. Except to the extent that it is Personal Information, Customer understands and agrees that Motorola may collect and use Service Use Data for its own purposes, provided that such purposes are compliant with applicable Data Protection Laws. Service Use Data may be processed by Motorola at any of its United States locations and/or disclosed to Subprocessors located in the United States.

4. Third-Party Data and Motorola Data. Motorola Data and Third Party Data may be available to Customer through the Products and Services. Customer and its Authorized Users may use the Motorola Data and Third Party Data as permitted by Motorola and the applicable third-party data provider, as described in the Agreement or applicable Addendum. Unless expressly permitted in the Agreement or applicable Addendum, Customer must not, and must ensure its Authorized Users must not: (a) use the Motorola Data or Third-Party Data for any purpose other than Customer's internal business purposes or disclose the data to third parties; (b) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (c) use such data in violation of applicable laws ; (d) use such data for activities or purposes where reliance upon the data could lead to death, injury, or property damage; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in the Agreement or applicable Addendum. Any rights granted to Customer or Authorized Users with respect to Motorola Data or Third-Party Data must immediately terminate upon termination or expiration of the applicable Addendum, Ordering Document, or the MCA. Further, Motorola or the applicable Third Party Data provider may suspend, change, or terminate Customer's or any Authorized User's access to Motorola Data or Third-Party Data if Motorola or such Third Party Data provider believes Customer's or the Authorized User's use of the data violates the Agreement, applicable law or by Motorola's agreement with the applicable Third Party Data provider. Upon termination of Customer's rights to use of any Motorola Data or Third-Party Data, Customer and all Authorized Users must immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Motorola. Notwithstanding any provision of the Agreement to the contrary, Motorola has no liability for Third-Party Data or Motorola Data available through the Products and Services. Motorola and its Third Party Data providers reserve all rights in and to Motorola Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.

5. Motorola as a Controller or Joint Controller. In all instances where Motorola acts as a Controller it must comply with the applicable provisions of the Motorola Privacy Statement at https://www.motorolasolutions.com/en_us/about/privacy-policy.html#privacystatement as each may be updated from time to time. Motorola holds all Customer Contact Data as a Controller and must Process such Customer Contact Data in accordance with the Motorola Privacy Statement.

In instances where Motorola is acting as a Joint Controller with Customer, the Parties must enter into a separate addendum to the Agreement to allocate the respective roles as joint controllers.

6. Sub-processors.

6.1. Use of Sub-processors. Customer agrees that Motorola may engage Sub-processors who in turn may engage Sub-processors to Process Personal Data in accordance with the DPA. A current list of Sub-processors is set forth at **Annex III**. When engaging Sub-processors, Motorola must enter into agreements with the Sub-processors to bind them to obligations which are substantially similar or more stringent than those set out in this DPA.

6.2. Changes to Sub-processing. The Customer hereby consents to Motorola engaging Sub-processors to process Customer Data provided that: (i) Motorola must use its reasonable endeavours to provide at least 10 days' prior notice of the addition or removal of any Sub-processor, which may be given by posting details of such addition or removal at a URL provided to Customer in **Annex III**; (ii) Motorola imposes data protection terms on any Sub-processor it appoints that protect the Customer Data to the same standard provided for by this Addendum; and (iii) Motorola remains fully liable for any breach of this clause that is caused by an act, error or omission of its Sub-processor(s). The Customer may object to Motorola's appointment or replacement of a Sub-processor prior to its appointment or replacement, provided such objection is based on reasonable grounds relating to data protection. In such event, Motorola will either appoint or replace the Sub-processor or, if in Motorola's discretion this is not feasible, the Customer may suspend or terminate this Agreement.

6.3. Data Subject Requests. Motorola must, to the extent legally permitted, promptly notify Customer if it receives a request from a Data Subject, including without limitation requests for access to, correction, amendment, transport or deletion of such Data Subject's Personal Data and, to the extent applicable, Motorola must provide Customer with commercially reasonable cooperation and assistance in relation to any complaint, notice, or communication from a Data Subject. Customer must respond to and resolve promptly all requests from Data Subjects which Motorola provides to Customer.

7. Data Transfers

Motorola agrees that it must not make transfers of Personal Data under this Agreement from one jurisdiction to another unless such transfers are performed in compliance with this Addendum and applicable Data Protection Laws. Motorola agrees to enter into appropriate agreements with its affiliates and Sub-processors, which will permit Motorola to transfer Personal Data to its affiliates and Sub-processors. Motorola agrees to amend as necessary its agreement with Customer to permit transfer of Personal Data from Motorola to Customer. Motorola also agrees to assist the Customer in entering into agreements with its affiliates and Sub-processors if required by applicable Data Protection Laws for necessary transfers.

8. Security. Motorola must implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk posed by the Processing of Personal Data, taking into account the costs of implementation; the nature, scope, context, and purposes of the Processing; and the risk of varying likelihood and severity of harm to the data subjects. The appropriate technical and organizational measures implemented by Motorola are set forth in **Annex III**. In assessing the appropriate level of security, Motorola must weigh the risks presented

by Processing, in particular from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to personal data transmitted, stored or otherwise Processed.

9. Security Incident Notification. If Motorola becomes aware of a Security Incident, then Motorola must (i) notify Customer of the Security Incident without undue delay, (ii) investigate the Security Incident and apprise Customer of the details of the Security Incident and (iii) take commercially reasonable steps to stop any ongoing loss of Personal Data due to the Security Incident if in the control of Motorola. Notification of a Security Incident must not be construed as an acknowledgement or admission by Motorola of any fault or liability in connection with the Security Incident. Motorola must make reasonable efforts to assist Customer in fulfilling Customer's obligations under Data Protection Laws to notify the relevant supervisory authority and Data Subjects about such incident.

10. Data Retention and Deletion.

Except for anonymized Customer Data, as described above, or as otherwise provided under the Agreement, Motorola must delete all Customer Data no later than ninety (90) days following termination or expiration of the MCA or the applicable Addendum or Ordering Document unless otherwise required to comply with applicable law.Motorola shall provide COT with written notification of data deletion.

11. Audit Rights

11.1 Periodic Audit. Motorola will allow Customer to perform an audit of reasonable scope and duration of Motorola operations relevant to the Products and Services purchased under the Agreement, at Customer's sole expense, for verification of compliance with the technical and organizational measures set forth in **Annex II** if (i) Motorola notifies Customer of a Security Incident that results in actual compromise to the Products and/or Services purchased; or (ii) if Customer reasonably believes Motorola is not in compliance with its security commitments under this DPA, or (iii) if such audit is legally required by the Data Protection Laws. Any audit must be conducted in accordance with the procedures set forth in **Section 11.3** of this DPA and may not be conducted more than one time per year and once per each additional breach. . If any such audit requires access to confidential information of Motorola's other customers, suppliers or agents, such portion of the audit may only be conducted by Customer's nationally recognized independent third party auditors in accordance with the procedures set forth in **Section 11.3** of this DPA. Unless mandated by GDPR or otherwise mandated by law or court order, no audits are allowed within a data center for security and compliance reasons. Motorola must, in no circumstances, provide Customer with the ability to audit any portion of its software, products, and services which would be reasonably expected to compromise the confidentiality of any third party's information or Personal Data.

11.2 Satisfaction of Audit Request. Upon receipt of a written request to audit, and subject to Customer's agreement, Motorola may satisfy such audit request by providing Customer with a confidential copy of a Motorola's applicable most recent third party security review performed by a nationally recognized independent third party auditor, such as a SOC2 Type II report or ISO 27001 certification, in order that Customer may reasonably verify Motorola's compliance with national standards.

11.3 Audit Process. Customer must provide at least sixty days (60) days prior written notice to Motorola of a request to conduct the audit described in **Section 11.1**, unless such audit is in response to a Security Incident, then Customer shall provide at least five (5) days prior written

notice to Motorola. All audits must be conducted during normal business hours, at applicable locations or remotely, as designated by Motorola, and such audit shall not interfere with any cyber incident or breach investigations that are being performed. Audit locations, if not remote will generally be those location(s) where Customer Data is accessed, or Processed. The audit must not unreasonably interfere with Motorola's day to day operations. An audit must be conducted at Customer's sole cost and expense and subject to the terms of the confidentiality obligations set forth in the Agreement. Before the commencement of any such audit, Motorola and Customer must mutually agree upon the time, and duration of the audit. Motorola must provide reasonable cooperation with the audit, including providing the appointed auditor a right to review, but not copy, Motorola security information or materials provided such auditor has executed an appropriate non-disclosure agreement. Motorola's policy is to share methodology and executive summary information, not raw data or private information. Customer must, at no charge, provide to Motorola a full copy of all findings of the audit.

12. Regulation Specific Terms

12.1. HIPAA Business Associate. If Customer is a "covered entity" or a "business associate" and includes "protected health information" in Customer Data as those terms are defined in 45 CFR § 160.103, execution of the MCA includes execution of the Motorola HIPAA Business Associate Agreement Addendum ("BAA"). Customer may opt out of the BAA by sending the following information to Motorola in a written notice under the terms of the Customer's Agreement.

12.2. FERPA. If Customer is an educational agency or institution to which regulations under the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g (FERPA), apply, Motorola acknowledges that for the purposes of the DPA, Motorola is a "school official" with "legitimate educational interests" in the Customer Data, as those terms have been defined under FERPA and its implementing regulations, and Motorola agrees to abide by the limitations and requirements imposed by 34 CFR 99.33(a) on school officials. Customer understands that Motorola may possess limited or no contact information for Customer's students and students' parents. Consequently, Customer must be responsible for obtaining any parental consent for any end user's use of the Online Service that may be required by applicable law and to convey notification on behalf of Motorola to students (or, with respect to a student under 18 years of age and not in attendance at a post-secondary institution, to the student's parent) of any judicial order or lawfully-issued subpoena requiring the disclosure of Customer Data in Motorola's possession as may be required under applicable law

12.3. CJIS. Motorola agrees to support the Customer's obligation to comply with the Federal Bureau of Investigation Criminal Justice Information Services (CJIS) Security Policy and must comply with the terms of the CJIS Security Addendum for the Term of this Agreement and such CJIS Security Addendum is incorporated herein by reference. Customer hereby consents to allow Motorola "screened" personnel as defined by the CJIS Security Policy to serve as an authorized "escort" within the meaning of CJIS Security Policy for escorting unscreened Motorola personnel that require access to unencrypted Criminal Justice Information for purposes of Tier 3 support (e.g. troubleshooting or development resources). In the event Customer requires access to Service Use Data for its compliance with the CJIS Security Policy, Motorola must make such access available following Customer's request. Notwithstanding the foregoing, in the event the MCA or applicable Ordering Document terminates, Motorola must carry out deletion of Customer Data in compliance with Section 10 herein and may likewise delete Service Use Data within the time frame specified therein. To the extent Customer objects to deletion of its Customer Data or Service Use Data and seeks retention for a longer period, it must provide written notice to

Motorola prior to expiration of the 30 day period for data retention to arrange return of the Customer Data and retention of the Service Use Data for a specified longer period of time.

12.4. CCPA. If Motorola is Processing Personal Data within the scope of the California Consumer Protection Act ("CCPA"), Customer acknowledges that Motorola is a "Service Provider" within the meaning of CCPA. Motorola must process Customer Data and Personal Data on behalf of Customer and, not retain, use, or disclose that data for any purpose other than for the purposes set out in this DPA and as permitted under the CCPA, including under any "sale" exemption. In no event will Motorola sell any such data. If CCPA applies, Personal Data must also include any data identified with the CCPA definition of personal data.

13. Motorola Contact. If Customer believes that Motorola is not adhering to its privacy or security obligations hereunder, Customer must contact the Motorola Data Protection Officer at Motorola Solutions, Inc., 500 W. Monroe, Chicago, IL USA 90661-3618 or at privacy1@motorolasolutions.com.

ANNEX I

A. LIST OF PARTIES

1. **Data exporter(s):** Customer

   Role (controller/processor): Controller

2. **Data importer(s):** Motorola Solutions, Inc.

   Role (controller/processor): Processor

B. DESCRIPTION OF TRANSFER

Categories of data subjects whose personal data is transferred

Data subjects include the data exporter's representatives and end-users including employees, contractors, collaborators, and customers of the data exporter. Data subjects may also include individuals attempting to communicate or transfer personal information to users of the services provided by data importer. Motorola acknowledges that, depending on Customer's use of the Online Service, Customer may elect to include personal data from any of the following types of data subjects in the Customer Data:

- Employees, contractors, and temporary workers (current, former, prospective) of data exporter;

- Dependents of the above;

- Data exporter's collaborators/contact persons (natural persons) or employees, contractors or temporary workers of legal entity collaborators/contact persons (current, prospective, former);

- Users (e.g., customers, clients, patients, visitors, etc.) and other data subjects that are users of data exporter's services;

- Partners, stakeholders or individuals who actively collaborate, communicate or otherwise interact with employees of the data exporter and/or use communication tools such as apps and websites provided by the data exporter;

- Stakeholders or individuals who passively interact with data exporter (e.g., because they are the subject of an investigation, research or mentioned in documents or correspondence from or to the data exporter);

- Minors; or

- Professionals with professional privilege (e.g., doctors, lawyers, notaries, religious workers, etc.).

Categories of personal data transferred

Customer’s use of the Products and Services, Customer may elect to include personal data from any of the following categories in the Customer Data:

- Basic personal data (for example place of birth, street name, and house number (address), Agreemental code, city of residence, country of residence, mobile phone number, first name, last name, initials, email address, gender, date of birth), including basic personal data about family members and children;

- Authentication data (for example user name, password or PIN code, security question, audit trail);

- Contact information (for example addresses, email, phone numbers, social media identifiers; emergency contact details);

- Unique identification numbers and signatures (for example Social Security number, bank account number, passport and ID card number, driver's license number and vehicle registration data, IP addresses, employee number, student number, patient number, signature, unique identifier in tracking cookies or similar technology);

- Pseudonymous identifiers;

- Financial and insurance information (for example insurance number, bank account name and number, credit card name and number, invoice number, income, type of assurance, payment behavior, creditworthiness);

- Commercial Information (for example history of purchases, special offers, subscription information, payment history);

- Biometric Information (for example DNA, fingerprints and iris scans);

- Location data (for example, Cell ID, geo-location network data, location by start call/end of the call. Location data derived from use of wifi access points);

- Photos, video, and audio;

- Internet activity (for example browsing history, search history, reading, television viewing, radio listening activities);

- Device identification (for example IMEI-number, SIM card number, MAC address);

- Profiling (for example based on observed criminal or anti-social behavior or pseudonymous profiles based on visited URLs, click streams, browsing logs, IP-addresses, domains, apps installed, or profiles based on marketing preferences);

- HR and recruitment data (for example declaration of employment status, recruitment information (such as curriculum vitae, employment history, education history details), job and position data, including worked hours, assessments and salary, work permit details, availability, terms of employment, tax details, payment details, insurance details and location, and organizations);

- Education data (for example education history, current education, grades and results, highest degree achieved, learning disability);

- Citizenship and residency information (for example citizenship, naturalization status, marital status, nationality, immigration status, passport data, details of residency or work permit);

- Information processed for the performance of a task carried out in the public interest or in the exercise of an official authority;

- Special categories of data (for example racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, data concerning a natural person's sex life or sexual orientation, or data relating to criminal convictions or offences); or

- Any other personal data identified under applicable law or regulation.

Sensitive data transferred *(if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.*

The frequency of the transfer *(e.g. whether the data is transferred on a one-off or continuous basis).*

Data may be transferred on a continuous basis during the term of the MCA or other agreement to which this DPA applies.

Nature of the processing

The nature, scope and purpose of processing personal data is to carry out performance of Motorola's obligations with respect to provision of the Products and Services purchased under the MCA and applicable Ordering Documents. The data importer utilizes a US network of data centers and management/support facilities, and processing may take place in any US jurisdiction where data importer or its sub-processors utilize such facilities.

Purpose(s) of the data transfer and further processing

The nature, scope and purpose of processing personal data is to carry out performance of Motorola's obligations with respect to provision of the Products and Services purchased under the MCA and applicable Ordering Documents. The data importer utilizes a US network of data centers and management/support facilities, and processing may take place in any US jurisdiction where data importer or its sub-processors utilize such facilities

The period for which the personal data will be retained, *or, if that is not possible, the criteria used to determine that period*

Data retention is governed by Section 10 of this Data Processing Addendum

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing

Transfers to sub-processors will only be for carrying out the performance of Motorola's obligations with respect to provision of the Products and Services purchased under the MCA and applicable Ordering Documents. The data importer utilizes of data centers and management/support facilities, and processing may take place in any US jurisdiction where data importer or its sub-processors utilize such facilities In accordance with the DPA, the data exporter agrees the data importer may hire other companies to provide limited services on data importer's behalf, such as providing customer support. Any such sub-processors must be permitted to obtain Customer Data only to deliver the services the data importer has retained them to provide, and they are prohibited from using Customer Data for any other purpose.

ANNEX II

TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

EXPLANATORY NOTE:

The technical and organisational measures must be described in specific (and not generic) terms. See also the general comment on the first page of the Appendix, in particular on the need to clearly indicate which measures apply to each transfer/set of transfers.

Description of the technical and organisational measures implemented by the data importer(s) (including any relevant certifications) to ensure an appropriate level of security, taking into account the nature, scope, context and purpose of the processing, and the risks for the rights and freedoms of natural persons.

[Examples of possible measures:

Measures of pseudonymisation and encryption of personal data

Where technically feasible and when not impacting services provided:

- We minimize the data we collect to information we believe is necessary to communicate, provide, and support products and services and information necessary to comply with legal obligations.
- We encrypt in transit and at rest.
- We pseudonymize and limit administrative accounts that have access to reverse pseudonymisation.

Measures for ensuring ongoing confidentiality, integrity, availability and resilience of processing systems and services

In order to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services, Motorola Solutions Information Protection policy mandates the institutionalization of information protection throughout solution development and operational lifecycles. Motorola Solutions maintains dedicated security teams for its internal information security and its products and services. Its security practices and policies are integral to its business and mandatory for all Motorola Solutions employees and contractors The Motorola Chief Information Security Officer maintains responsibility and executive oversight for such policies, including formal governance, revision management, personnel education and compliance. Motorola Solutions generally aligns to the NIST Cybersecurity Framework as well as ISO 27001.

Some of the system configuration is under the control of the customer.

Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident

Security Incident Procedures Motorola Solutions maintains a global incident response plan to address any physical or technical incident in an expeditious manner. Motorola maintains a record of security breaches with a description of the breach, the time period, the consequences of the

breach, the name of the reporter, and to whom the breach was reported, and the procedure for recovering data. For each security breach that is a Security Incident, notification will be made in accordance with the Security Incident Notification section of this DPA.

Business Continuity and Disaster Preparedness Motorola maintains business continuity and disaster preparedness plans for critical functions and systems within Motorola's control that support the Products and Services purchased under the Agreement in order to avoid services disruptions and minimize recovery risks.

Processes for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures in order to ensure the security of the processing

Motorola periodically evaluates its processes and systems to ensure continued compliance with obligations imposed by law, regulation or contract with respect to the confidentiality, integrity, availability, and security of Customer Data, including personal information. Motorola documents the results of these evaluations and any remediation activities taken in response to such evaluations. Motorola periodically has third party assessments performed against applicable industry standards, such as ISO 27001, 27017, 27018 and 27701.

Measures for user identification and authorisation

Identification and Authentication**.** Motorola uses industry standard practices to identify and authenticate users who attempt to access Motorola information systems. Where authentication mechanisms are based on passwords, Motorola requires that the passwords are at least eight characters long and are changed regularly. Motorola uses industry standard password protection practices, including practices designed to maintain the confidentiality and integrity of passwords when they are assigned and distributed, and during storage.

Access Policy and Administration**.**. Motorola maintains a record of security privileges of individuals having access to Customer Data. including personal information. Motorola maintains appropriate processes for requesting, approving and administering accounts and access privileges in connection with the Processing of Customer Data. Only authorized personnel may grant, alter or cancel authorized access to data and resources. Where an individual has access to systems containing Customer Data, the individuals are assigned separate, unique identifiers. Motorola deactivates authentication credentials on a periodic basis.

Measures for the protection of data during transmission

Data is encrypted as legally or contractually required, during transmission within the Motorola managed environments. Encryption in transit is also, as legally or contractually required, required of any sub-processors. Further, protection of data in transit is also achieved through the access controls, physical and environmental security, and personnel security described throughout this Annex II.

Measures for the protection of data during storage

Data is, as legally or contractually required, encrypted during storage within the Motorola managed environments. Encryption in storage is also, as legally or contractually required, required of any sub-processors. Further, protection of data in storage is also achieved through

the access controls, physical and environmental security, and personnel security described throughout this Annex II.

Measures for ensuring physical security of locations at which personal data are processed

Motorola maintains appropriate physical and environment security controls to prevent unauthorized access to Customer Data, including personal information. This includes appropriate physical entry controls to Motorola facilities such as card-controlled entry points, and a staffed reception desk to protect against unauthorized entry. Access to controlled areas within a facility will be limited by job role and subject to authorized approval. Use of an access badge to enter a controlled area will be logged and such logs will be retained in accordance with Motorola policy. Motorola revokes personnel access to Motorola facilities and controlled areas upon separation of employment in accordance with Motorola policies. Motorola policies impose industry standard workstation, device and media controls designed to further protect Customer Data, including personal information.

Measures for ensuring personnel security

Access to Customer Data. Motorola maintains processes for authorizing and supervising its employees, and contractors with respect to monitoring access to Customer Data. Motorola requires its employees, contractors and agents who have, or may be expected to have, access to Customer Data to comply with the provisions of the Agreement, including this Annex and any other applicable agreements binding upon Motorola.

Security and Privacy Awareness. Motorola must ensure that its employees and contractors remain aware of industry standard security and privacy practices, and their responsibilities for protecting Customer Data and Personal Data. This must include, but not be limited to, protection against malicious software, password protection, and management, and use of workstations and computer system accounts. Motorola requires periodic Information security training, privacy training, and business ethics training for all employees and contract resources

Sanction Policy. Motorola maintains a sanction policy to address violations of Motorola's internal security requirements as well as those imposed by law, regulation, or contract.

Background Checks. Motorola follows its standard mandatory employment verification requirements for all new hires. In accordance with Motorola internal policy, these requirements must be periodically reviewed and include, but may not be limited to, criminal background checks, proof of identity validation and any additional checks as deemed necessary by Motorola.

Measures for ensuring events logging

Motorola maintains policies requiring continuous monitoring and event logging on all production information resources. Application audit trail logs must be captured on all production Motorola information resources. Audit trail logs of production Motorola information resources are regularly reviewed and appropriate remedial actions are taken when necessary.

Measures for ensuring system configuration, including default configuration

Motorola on-site systems are provided with a default secure configuration that may require Customer input to complete the secure configuration. For example, some default configurations must be changed by the Customer to maintain a secure system (e.g., default usernames and passwords, connecting to active directory, etc.). This completion of the default secure configuration is dependent on the Customer input for transitioning from the default secure configuration to a secure configuration.

Measures for internal IT and IT security governance and management

The Motorola Solutions Enterprise Information Security organization is structured as follows: Governance/ Risk/ Compliance, Threat Intelligence & Vulnerability Management, Detection, Protection, and Response. Motorola assesses organization's effectiveness annually via external assessors who report and share the assessment findings with Motorola Audit Services who tracks any identified remediations. For more information, please see the Motorola Trust Center at https://www.motorolasolutions.com/en_us/about/trust-center/security.html

Measures for certification/assurance of processes and products

Motorola performs internal Secure Application Review and Secure Design Review security audits and Production Readiness Review security readiness reviews prior to service release. Where appropriate, privacy assessments are performed for Motorola's products and services. A risk register is created as a result of internal audits with assignments tasked to appropriate personnel. Security audits are performed annually with additional audits as needed. Additional privacy assessments, including updated data maps, occur when material changes are made to the products or services. Further, Motorola Solution has achieved AICPA SOC2 Type 2 reporting and ISO/IEC 27001:2013 certification for many of its development and support operations.

Measures for ensuring data minimisation

Motorola Solutions policies require processing of all personal information in accordance with applicable law, including when that law requires data minimisation. Further, Motorola Solutions conducts privacy assessments of its products and services and evaluates if those products and services support the principles of processing, such as data minimisation.

Measures for ensuring data quality

Motorola Solutions policies require processing of all personal information in accordance with applicable law, including when that law requires ensuring the quality and accuracy of data. Further, Motorola Solutions conducts privacy assessments of its products and services and

evaluates if those products and services support the principles of processing, such as ensuring data quality.

Measures for ensuring limited data retention

Motorola Solutions maintains a data retention policy that provides a retention schedule outlining storage periods for personal data. The schedule is based on business needs and provides sufficient information to identify all records and to implement disposal decisions in line with the schedule. The policy is periodically reviewed and updated.

Measures for ensuring accountability

To ensure compliance with the principle of accountability, Motorola Solutions maintains a Privacy Program which generally aligns its activities to both the Nymity Privacy Management and Accountability Framework and NIST Privacy Framework. The Privacy Program is audited annually by Motorola Solutions Audit Services.

Measures for allowing data portability and ensuring erasure

When subject to a data subject request to move, copy or transfer their personal data, Motorola Solutions will provide personal data to the Controller in a structured, commonly used and machine readable format. Where possible and if the Controller requests it, Motorola Solutions can directly transmit the personal information to another organization.

For transfers to (sub-) processors*, also describe the specific technical and organisational measures to be taken by the (sub-) processor to be able to provide assistance to the controller and, for transfers from a processor to a sub-processor, to the data exporter.*

If, in the course of providing products and services under the MCA, Motorola Solutions transfers information containing personal data to third parties, said third parties will be subjected to a security assessment and bound by obligations substantially similar, but at least as stringent, as those included in this DPA.

ANNEX III

LIST OF SUB-PROCESSORS

EXPLANATORY NOTE:

This Annex must be completed n case of the specific authorisation of sub-processors The controller has authorised the use of the following sub-processors:

1.

Name: …

Description of processing (including a clear delimitation of responsibilities in case several sub-processors are authorised): …

2.

…

Software Products Addendum

This Software Products Addendum (this "**SPA**") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below or in the MCA ("**Customer**"), and will be subject to, and governed by, the terms of the Motorola Solutions Customer Agreement entered into between the Parties, effective as of 4/19/2024 (the "**MCA**"), and the applicable Addenda. Capitalized terms used in this SPA, but not defined herein, will have the meanings set forth in the MCA or the applicable Addenda.

1. Addendum. This SPA governs Customer's purchase of certain Motorola software Products, including Software Systems, and will form part of the Parties' Agreement. A "**Software System**" is a solution that includes at least one command center software Product and requires Integration Services to deploy such software Product at a Customer Site or onto any Customer-Provided Equipment or Equipment provided to Customer. In addition to the MCA, other Addenda may be applicable to the Software System or other software Products, including the Subscription Software Addendum ("**SSA**"), with respect to Subscription Software, and the Equipment Purchase and Software License Addendum ("**EPSLA**"), with respect to Licensed Software and Equipment, as further described below. This SPA will control with respect to conflicting or ambiguous terms in the MCA or any other applicable Addendum, but only as applicable to the Software System or other software Products purchased under this SPA and not with respect to other Products and Services.

2. Software Systems; Applicable Terms and Conditions.

2.1. Cloud Hosted Software System. If Customer purchases a "cloud hosted Software System," where the applicable software is hosted in a data center and provided to Customer as a service (i.e., as hosted Subscription Software), including CommandCentral Products, then such Subscription Software is subject to the SSA. Any Equipment purchased in connection with a cloud Software System is subject to the EPSLA. Cloud hosted Software Systems described in this Section do not qualify for the System Warranty. System completion, however, is determined in accordance with the provisions of **Section 3 – Software System Completion** below.

2.2. Services. Any Integration Services or Maintenance and Support Services purchased in connection with, or included as a part of, a Software System are subject to the MCA, and as described in the applicable Ordering Document.

3. Software System Completion. Any Software System described in an Ordering Document hereunder (including the Products, Integration Services, and all other components thereof) will be deemed completed upon Customer's (or the applicable Authorized User's) Beneficial Use of each Product that is included in the Software System (unless alternative acceptance procedures are set forth in the applicable Ordering Document) (the "**System Completion Date**"). Customer will not unreasonably delay Beneficial Use of any Product within a Software System, and in any event, the Parties agree that Beneficial Use of a Product will be deemed to have occurred thirty (30) days after functional demonstration given the system meets contract terms and conditions, functionality, and can be put into operational use. For clarity, if a Software System is comprised of more than one Product, Motorola may notify Customer that all Integration Services for a particular Product within the Software System have been completed, and Customer may have Beneficial Use of such Product prior to having Beneficial Use of other Products in the Software System, or of the Software System as a whole. In such case, the Integration Services applicable to such Product will be deemed complete upon Customer's Beneficial Use of the Product ("**Product Completion Date**"), which may occur before the System

Completion Date. As used in this Section, "**Beneficial Use**" means use by Customer or at least one (1) Authorized User of the material features and functionalities of a Product within a Software System, in material conformance with Product descriptions in the applicable Ordering Document. This Section applies to Products purchased as part of a Software System notwithstanding the delivery provisions of the Addendum applicable to such Products, such as the SSA or EPSLA, and this Section will control over such other delivery provisions to the extent of a conflict.

4. Payment. Customer will pay invoices for the Products and Services covered by this SPA in accordance with the invoice payment terms set forth in the MCA. Fees for Software Systems will be invoiced as of the System Completion Date, unless another payment process or schedule or milestones are set forth in an Ordering Document or applicable Addendum. In addition to Equipment, Licensed Software, Subscription Software and Integration Services (as applicable) sold as part of a Software System, the Ordering Documents for a Software System may also include post-deployment Integration Services or other Services which are to be provided following the date of functional demonstration ("**Post-Deployment Services**"). Post-Deployment Services will be invoiced upon their completion and paid by Customer in accordance with the terms of the MCA.

5. On-Premises Software System Warranty. Subject to the disclaimers in the MCA and any other applicable Addenda, Motorola represents and warrants that, on the System Completion Date for an on-premises Software System described in **Section 2.1 – On-Premises Software System**, or on the applicable Product Completion Date for a specific Product within such on-premises Software System, if earlier, (a) such Software System or Product will perform in accordance with the descriptions in the applicable Ordering Documents in all material respects, and (b) if Customer has purchased any Equipment or Motorola Licensed Software (but, for clarity, excluding Subscription Software) as part of such on-premises Software System, the warranty period applicable to such Equipment and Motorola Licensed Software will continue for a period of one (1) year commencing upon the System Completion Date for the Software System that includes such Products, or on the applicable Product Completion Date, if earlier, instead of commencing upon delivery of the Products in accordance with the terms and conditions set forth in **Section 6 – Representations and Warranties; Liabilities** of the EPSLA. The warranties set forth in the applicable Addenda are not otherwise modified by this SPA.

6. Prohibited Use. Motorola has an obligation to protect its Software System from unknown and unmonitored external connections in order to minimize the risk of impact to the performance, stability and security of the Software System. Therefore, Customer agrees that it will not integrate or use, or permit a third party or an Authorized User to integrate or use, any Non-Motorola Content with or in connection with a Software System or other software Product provided by Motorola under this SPA, without the express written permission of Motorola. Such written permission shall not be unreasonably withheld.

7. API Support. API's provide a way for Customer to access data collected by the Software System. While not an exhaustive list, this generally includes any data collected about an event, such as emergency information, location, and phone numbers. If applicable, Motorola will use commercially reasonable efforts to maintain its Application Programming Interface ("**API**") offered sold in connection with any Software System. APIs will evolve and mature over time, requiring changes and updates. Motorola will use reasonable efforts to continue supporting any customer facing version of an API for 6 months after such version is introduced, but if Motorola determines, in its sole discretion, to discontinue support of an API for any reason, Motorola will provide six (6)

months advance notification to Customer. If an API presents a security risk, Motorola may discontinue an API without prior notice.

8. Support of Downloaded Clients. If Customer purchases any software Product that requires a client installed locally on any Customer-Provided Equipment or Equipment in possession of Customer, Customer will be responsible for downloading and installing the current version of such client, as it may be updated from time to time. Motorola will use reasonable efforts to continue supporting any version of a client for forty-five (45) days following its release, but Motorola may update the current version of its client at any time, including for bug fixes, product improvements, and feature updates, and Motorola makes no representations or warranties that any software Product will support prior versions of a client.

9. Applicable End User Terms. Additional license terms apply to third-party software included in certain software Products which are available online at www.motorolasolutions.com/legal-flow-downs. Customer will comply, and ensure its Authorized Users comply, with all such additional license terms.

10. Additional Terms for On-Premise Software System as a Service. The terms set forth in this **Section 10 – Additional Terms for On-Premise Software System as a Service** apply in the event Customer purchases an on-premises Software System as a service under this SPA.

10.1. Transition to Subscription License Model. If the Parties mutually agree that any on-premises Subscription Software purchased under this SPA as part of an on-premises Software System as a service will be replaced with or upgraded to Subscription Software hosted in a data center, then upon such time which the Parties execute the applicable Ordering Document, (a) the licenses granted to such on-premises Subscription Software under the applicable Ordering Document will automatically terminate, (b) Customer and its Authorized Users will cease use of the applicable on-premises copies of Subscription Software, and (c) the replacement hosted Subscription Software provided hereunder will be governed by the terms of the SSA and this SPA.

10.2. Transition Fee. Motorola will not charge additional Fees for Services related to the transition to hosted Subscription Software, as described in **Section 10.1 – Transition to Subscription License Model**. Notwithstanding the foregoing, subscription Fees for the applicable hosted Subscription Software are subject to the SSA and the applicable Ordering Document, and may be greater than Fees paid by Customer for on-premises Subscription Software.

10.3. Software Decommissioning. Upon (a) transition of the on-premises Software System as a service to Subscription Software hosted in a data center or (b) any termination of the Subscription Software license for the on-premises Software System as a service, Motorola will have the right to enter Customer Sites and decommission the applicable on-premises Subscription Software that is installed at Customer's Site or on Customer-Provided Equipment. For clarity, Customer will retain the right to use Licensed Software that is firmware incorporated into Equipment purchased by Customer from Motorola and any Microsoft operating system Licensed Software.

11. Additional Terms for CAD and Records Products. The terms set forth in this **Section 11 – Additional Terms for CAD and Records Products** apply in the event Customer purchases any Computer Aided Dispatch ("**CAD**") or Records Products under this SPA.

11.1. Support Required. Customer acknowledges and agrees that the licenses granted by Motorola under the Agreement to CAD and Records Products for on-premises Software Systems are conditioned upon Customer purchasing Maintenance and Support Services for such Products during the term of the applicable license. If at any time during the term of any such license,

Customer fails to purchase associated Maintenance and Support Services (or pay the fees for such Services), Motorola will have the right to terminate or suspend the software licenses for CAD and Record Products, and this SPA or the applicable Ordering Document.

11.2. CJIS Security Policy. Motorola agrees to support Customer's obligation to comply with the Federal Bureau of Investigation Criminal Justice Information Services ("**CJIS**") Security Policy and will comply with the terms of the CJIS Security Addendum for the term of the Addendum or Ordering Document for the applicable Product. Customer hereby consents to Motorola screened personnel serving as the "escort" within the meaning of CJIS Security Policy for unscreened Motorola personnel that require access to unencrypted Criminal Justice Information for purposes of Product support and development.

12. Additional Cloud Terms. The terms set forth in this **Section 12 – Additional Cloud Terms** apply in the event Customer purchases any cloud-hosted software Products.

12.1. Data Storage**.** Motorola will determine, in its sole discretion, the location in the United States of the stored content for cloud hosted software Products. All data, replications, and backups will be stored at a location in the United States for Customers in the United States.

12.2. Data Retrieval**.** Cloud hosted software Products will leverage different types of storage to optimize software, as determined in Motorola's sole discretion. For multimedia data, such as videos, pictures, audio files, Motorola will, in its sole discretion, determine the type of storage medium used to store the content. The type of storage and medium selected by Motorola will determine the data retrieval speed. Access to content in archival storage may take up to twenty-four (24) hours to be viewable.

12.3. Availability. Motorola will make reasonable efforts to provide monthly availability of 99.9% for cloud hosted software Products with the exception of maintenance windows. There are many factors beyond Motorola's control that may impact Motorola's ability to achieve this goal.

12.4. Maintenance. Scheduled maintenance of cloud-hosted software Products will be performed periodically. Motorola will make commercially reasonable efforts to notify customers one (1) week in advance of any such maintenance. Unscheduled and emergency maintenance may be required from time to time. Motorola will make commercially reasonable efforts to notify customers of any unscheduled or emergency maintenance twenty-four (24) hours in advance.

13. Survival. The following provisions will survive the expiration or termination of this SPA for any reason: **Section 1 – Addendum**; **Section 2 – Software Systems; Applicable Terms and Conditions**; **Section 6 – Prohibited Use**; **Section 9 – Applicable End User Terms**; **Section 13 – Survival**.

Subscription Services Addendum

This Subscription Services Addendum to the Communications System and Services Agreement or other previously executed and currently in force agreement, as applicable ("Primary Agreement") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below or in the Primary Agreement ("**Customer**") (**"SSA"**). Capitalized terms used in this SSA, but not defined herein, will have the meanings set forth in the Primary Agreement.

1. Addendum.

1.1. Scope. This SSA governs Customer's purchase of Subscription Services (and, if set forth in an Ordering Document, related Services) from Motorola and provides additional and/or different terms and conditions that govern the sale of Subscription Services. This SSA will be subject to, and governed by, the terms of the Primary Agreement. To the extent there is a conflict or inconsistency between the terms and conditions of the SSA and an associated Ordering Document, the terms and conditions of the Ordering Document will take precedence over the SSA. Additional Subscription Services-specific Addenda or other terms and conditions may apply to certain Subscription Services, where such terms are provided or presented to Customer.

1.2. Definitions. Capitalized terms used in this SSA shall have the following meanings:

1.2.1. **"Authorized Users"** shall mean Customer's employees, full-time contractors engaged for the purpose of supporting the Subscription Services that are not competitors of Motorola, and the entities (if any) specified in an Ordering Document or otherwise approved by Motorola in writing (email from an authorized Motorola signatory accepted), which may include affiliates or other Customer agencies.

1.2.2. **"Customer Contact Data"** shall mean data Motorola collects from Customer, its Authorized Users, and their end users for business contact purposes.

1.2.3. **"Customer Data"** shall mean data, information, and content, including images, text, videos, documents, audio, telemetry and structured data base records, provided by, through, or on behalf of Customer, its Authorized Users, and their end users through the use of the Subscription Services. Customer Data does not include Customer Contact Data, Service Use Data, or information from publicly available sources or other Third-Party Data or Motorola Data;

1.2.4. **"Customer-Provided Equipment"** shall mean certain components, including equipment and software, not provided by Motorola that may be required for use of the Subscription Services.

1.2.5. **"Documentation"** shall mean documentation for the Subscription Services, Motorola Software, or data that specifies technical and performance features, capabilities, users, or operation, including training manuals, and other deliverables, such as reports, specifications, designs, plans, drawings, analytics, or other information.

1.2.6. **"Equipment"** shall mean hardware provided by Motorola.

1.2.7. **"Feedback"** shall mean comments or information, in oral or written form, given to Motorola by Customer or Authorized Users, including their end users, in connection with or relating to the Products or Services.

1.2.8. **"Fees"** shall mean fees and charges applicable to the Subscription Services and set forth in an Ordering Document.

1.2.9. **"Motorola Data"** shall mean data owned or licensed by Motorola;

1.2.10. **"Ordering Documents"** shall mean statements of work, technical specifications, and other ordering documents setting forth the Subscription Services to be purchased by Customer and provided by Motorola.

1.2.11. **"Process" or "Processing"** shall mean any operation or set of operations which is performed on personal information or on sets of personal information, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

1.2.12. **"Service Use Data"** shall mean data generated by Customer's use of the Subscription Services or by Motorola's support of the Subscription Services, including personal information, location, monitoring and recording activity, product performance and error information, activity logs and date and time of use;

1.2.13. **"Subscription Services"** shall mean hosted software-as-a-service provided to Customer, and other software which is either preinstalled on Equipment or installed on Customer-Provided Equipment and licensed to Customer by Motorola on a subscription basis.

1.2.14. **"Subscription Software"** shall mean software which is either preinstalled on Equipment or installed on Customer-Provided Equipment and licensed to Customer by Motorola on a subscription basis associated with the Subscription Services.

1.2.15. **"Third-Party Data"** shall mean information obtained by Motorola from publicly available sources or its third party content providers and made available to Customer through the Subscription Services.

2. Delivery of Subscription Services.

2.1. Delivery. During the applicable Subscription Term (as defined below), Motorola will provide to Customer the Subscription Services set forth in an Ordering Document, in accordance with the terms of this SSA. Motorola will provide Customer thirty (30) days' notice (which may be provided electronically) of any planned downtime. Delivery will occur upon Customer's receipt of credentials required for access to the Subscription Services or upon Motorola otherwise providing access to the Subscription Services. If agreed upon in an Ordering Document, Motorola will also provide Services related to such Subscription Services.

2.2. Modifications. Motorola may modify the Subscription Services, any associated recurring Services and any related systems so long as their functionality (as described in the applicable Ordering Document) is not materially degraded. Documentation for the Subscription Services may be updated to reflect such modifications. For clarity, new features or enhancements that are added to any Subscription Services may be subject to additional Fees.

2.3. User Credentials. If applicable, Motorola will provide Customer with administrative user credentials for the Subscription Services, and Customer will ensure such administrative user credentials are accessed and used only by Customer's employees with training on their proper use. Customer will protect, and will cause its Authorized Users to protect, the confidentiality and

security of all user credentials, including any administrative user credentials, and maintain user credential validity, including by updating passwords. Customer will be liable for any use of the Subscription Services through such user credential (including through any administrative user credentials), including any changes made to the Subscription Services or issues or user impact arising therefrom. To the extent Motorola provides Services to Customer in order to help resolve issues resulting from changes made to the Subscription Services through user credentials, including through any administrative user credentials, or issues otherwise created by Authorized Users, such Services will be quoted and billed to Customer, and Customer will pay all invoices in accordance with the payment terms provided herein.

2.4. Beta Services. If Motorola makes any beta version of a software application ("**Beta Service**") available to Customer, Customer may choose to use such Beta Service at its own discretion, provided, however, that Customer will use the Beta Service solely for purposes of Customer's evaluation of such Beta Service, and for no other purpose. Customer acknowledges and agrees that all Beta Services are offered "as-is" and without any representations or warranties or other commitments or protections from Motorola. Motorola will determine the duration of the evaluation period for any Beta Service, in its sole discretion, and Motorola may discontinue any Beta Service at any time. Customer acknowledges that Beta Services, by their nature, have not been fully tested and may contain defects or deficiencies.

2.5. Equipment Title. Unless Customer is purchasing equipment pursuant to the terms in the Primary Agreement and unless stated differently in this SSA or in the Ordering Documents, title to any Equipment provided to Customer in connection with the Subscription Services remains vested in Motorola at all times. Any sale of equipment pursuant to this SSA will be governed by the terms and conditions set forth in the Primary Agreement.

3. Subscription Software License, Restrictions, and Obligations.

3.1. Subscription Software License. Subject to Customer's and its Authorized Users' compliance with this SSA, including payment terms, Motorola hereby grants Customer and its Authorized Users a limited, non-transferable, non-sublicenseable, and non-exclusive license to use the Subscription Software identified in an Ordering Document, and the associated Documentation, solely for Customer's internal business purposes. The foregoing license grant will be limited to use in the territory and to the number of licenses set forth in an Ordering Document (if applicable) and will continue for the applicable Subscription Term. If applicable, Customer may access, and use the Subscription Software only in Customer's owned or controlled facilities, including any authorized mobile sites. However, Authorized Users using authorized mobile or handheld devices may also log into and access the Subscription Services remotely from any location. No custom development work will be performed under this Addendum.

3.2. End User Licenses. Notwithstanding any provision to the contrary in this SSA, certain Subscription Software is governed by a separate license, EULA, or other agreement, including terms governing third-party software, such as open source software, included in the Subscription Software. Customer will comply, and ensure its Authorized Users comply, with such additional license agreements. If applicable, Motorola will notify and provide any additional terms to Customer.

3.3. Customer Restrictions. Customers and Authorized Users will comply with the applicable Documentation and the copyright laws of the United States and all other relevant jurisdictions in connection with their use of the Subscription Services. Customer will not, and will not allow others including the Authorized Users, to make the Subscription Software and Subscription Services available for use by unauthorized third parties, including via a commercial rental or sharing arrangement; reverse engineer, disassemble, or reprogram software used to provide the

Subscription Software or Subscription Services or any portion thereof to a human-readable form; modify, create derivative works of, or merge the Subscription Software or software used to provide the Subscription Software or Subscription Services with other software; copy, reproduce, distribute, lend, or lease the Subscription Software, Subscription Services or Documentation for or to any third party; take any action that would cause the Subscription Software, software used to provide the Subscription Services, or Documentation to be placed in the public domain; use the Subscription Software or Subscription Services to compete with Motorola; remove, alter, or obscure, any copyright or other notice; share user credentials (including among Authorized Users); use the Subscription Software or Subscription Services to store or transmit malicious code; or attempt to gain unauthorized access to the Subscription Software, Subscription Services or its related systems or networks.

3.4. Customer-Provided Equipment. Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Motorola to access and use the applicable Customer-Provided Equipment to provide the Subscription Services under this SSA, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights). Customer (and not Motorola) will be fully liable for Customer-Provided Equipment, and Customer will notify Motorola of any Customer-Provided Equipment damage, loss, change, or theft that may impact Motorola's ability to provide the Subscription Services under this SSA, and Customer acknowledges that any such events may cause a change in the Fees or performance schedule under the applicable Ordering Document.

3.5. Non-Motorola Content. In certain instances, Customer may be permitted to access, use, or integrate Customer or third-party software, services, content, and data that is not provided by Motorola (collectively, "Non-Motorola Content") with or through the Subscription Services. If Customer accesses, uses, or integrates any Non-Motorola Content with the Subscription Services, Customer will first obtain all necessary rights and licenses to permit Customer's and its Authorized Users' use of the Non-Motorola Content in connection with the Subscription Services. Customer will also obtain the necessary rights for Motorola to use such Non-Motorola Content in connection with providing the Subscription Services, including the right for Motorola to access, store, and process such Non-Motorola Content, and to otherwise enable interoperation with the Subscription Services. Customer represents and warrants that it will obtain the foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Motorola Content with the Subscription Services, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Motorola Content. If any Non-Motorola Content requires access to Customer Data (as defined below), Customer and Motorola will mutually agree to any necessary authorization for Motorola to allow the provider of such Non-Motorola Content to access Customer Data, in connection with the interoperation of such Non-Motorola Content with the Subscription Services. Customer acknowledges and agrees that Motorola is not responsible for, and makes no representations or warranties with respect to, the Non-Motorola Content (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Motorola Content or failure to properly interoperate with the Subscription Services). If Customer receives notice that any Non-Motorola Content must be removed, modified, or disabled within the Subscription Services, Customer will do so. Motorola will have the right to disable or remove Non-Motorola Content if Motorola believes a violation of law, third-party rights, or Motorola's policies is likely to occur, or if such Non-Motorola Content poses or may pose a security or other risk or adverse impact to the Subscription Services, Motorola, Motorola's systems, or any third party (including other Motorola customers). Nothing in this Section will limit the exclusions set forth in Section 14.3 – Intellectual Property Infringement of the Primary Agreement.

4. Term.

4.1. Subscription Terms. The duration of Customer's subscription to the Subscription Services and any associated recurring Services ordered under this SSA (or the first Subscription Services or recurring Service, if multiple are ordered at once) will commence upon delivery of such Subscription Services and City placing the radios into service (and recurring Services, if applicable) and will continue for a twelve (12) month period or such longer period identified in an Ordering Document (the "**Initial Subscription Period**"). Following the Initial Subscription Period, Customer's subscription to the Subscription Services and any recurring Services will automatically renew for additional twelve (12) month periods (each, a "**Renewal Subscription Year**"), unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. (The Initial Subscription Period and each Renewal Subscription Year will each be referred to herein as a "**Subscription Term**".) Motorola may increase Fees prior to any Renewal Subscription Year. In such case, Motorola will notify Customer of such proposed increase no later than ninety (90) days prior to commencement of such Renewal Subscription Year. Unless otherwise specified in the applicable Ordering Document, if Customer orders any additional or subsequent Subscription Services or recurring Services under this SSA during an in-process Subscription Term, the subscription for each such additional or subsequent Subscription Services or recurring Service will (a) commence upon delivery of such Subscription Services or recurring Service, and continue until the conclusion of Customer's then-current Subscription Term (a "**Partial Subscription Year**"), and (b) automatically renew for Renewal Subscription Years thereafter, unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. Thus, unless otherwise specified in the applicable Ordering Document, the Subscription Terms for all Subscription Services and recurring Services hereunder will be synchronized.

4.2. Term. The term of this SSA (the "**SSA Term**") will commence upon either (a) the Effective Date of the Primary Agreement, if this SSA is attached to the Primary Agreement as of such Effective Date, or (b) the SSA Date set forth on the signature page below, if this SSA is executed after the Primary Agreement Effective Date, and will continue until the expiration or termination of all Subscription Terms under this SSA, unless this SSA or the Primary Agreement is earlier terminated in accordance with the terms of the Primary Agreement.

4.3. Termination.

4.3.1. Notwithstanding the termination provisions of the Primary Agreement, Motorola may terminate this SSA (or any Addendum or Ordering Documents hereunder), or suspend delivery of Subscription Services or Services, with 30 days notice upon notice to Customer if (a) Customer breaches **Section 3 – Subscription Software License and Restrictions** of this SSA, or any other provision related to Subscription Services terms of service, Subscription Software license scope, or other terms set forth in an Addendum or Ordering Document, or (b) it determines that Customer's use of the Subscription Services poses, or may pose, a security or other risk or adverse impact to any Subscription Services, Motorola, Motorola's systems, or any third party (including other Motorola customers). Customer acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Subscription Services and Documentation, and that Customer's breach of this SSA will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Customer breaches this SSA, in addition to termination, Motorola will be entitled to all available remedies at law or in equity (including immediate injunctive relief).

4.3.2. For Convenience. The City may terminate this Contract at any time, with or without cause, with 30 days' advance written notice to Contractor. If the City terminates the Contract, it will be

liable only for payment for services rendered and accepted before the effective date of the termination.

4.3.3. For Cause. The City may terminate this Contract if any Contractor representation or warranty is found to have been inaccurate when made or is no longer accurate, or if Contractor fails to carry out or abide by any term or condition of the Contract and fails to remedy the problem within 10 days after receipt of notice of default from the City for monetary defaults, or within 30 days after notice if the default is non-monetary.

4.3.4. Non-Appropriation. Each payment obligation of the City created by this Contract is conditioned upon the availability of funds that are appropriated or allocated for the payment of such obligation. If funds are not appropriated by the City and available for the continued purchase of the services and/or materials provided under this Contract, this Contract may be terminated by the City at the end of the period for which funds are available. The City will endeavor to notify Contractor if continued service will or may be affected by non-appropriation. No penalty will accrue to the City in the event this provision is exercised, and the City will not be liable for any future payments due or for any damages resulting from termination under this paragraph.

4.4. No Refund. If a subscription is terminated for any reason prior to the end of the Subscription Term, other subscription period set forth in the Ordering Documents, or otherwise agreed to in writing by the Parties, no refund or credit will be provided.

4.5. Suspension of Services. Motorola may terminate or suspend with 30-days' notice any Subscription Services or Services under an Ordering Document if Motorola determines: (a) the related Subscription Software license has expired or has terminated for any reason; (b) the applicable Subscription Services is being used on a hardware platform, operating system, or version not approved by Motorola; (c) Customer fails to make any payments when due; or (d) Customer fails to comply with any of its other obligations or otherwise delays Motorola's ability to perform.

4.6. Wind Down of Subscription Services. In addition to the termination rights in the Primary Agreement, Motorola may terminate any Ordering Document and Subscription Term, in whole or in part, in the event Motorola plans to cease offering the applicable Subscription Services or Services to customers.

4.7. Effect of Termination or Expiration. Upon termination for any reason or expiration of the Primary Agreement, this SSA, an Addendum, or an Ordering Document, Customer and the Authorized Users will return or destroy (at Motorola's option) all Motorola Materials and Motorola's Confidential Information in their possession or control and, as applicable, provide proof of such destruction at Motorola's expense. If Customer has any outstanding payment obligations under this SSA, Motorola may accelerate and declare all such obligations of Customer immediately due and payable by Customer if Customer breaches contract. Customer must pay Motorola for Subscription Services already delivered. Customer has a duty to mitigate any damages under this SSA, including in the event of default by Motorola and Customer's termination of this SSA.

5. Payment.

5.1. Payment. Unless otherwise provided in an Ordering Document (and notwithstanding the provisions of the Primary Agreement), Customer will prepay an annual subscription Fee set forth in an Ordering Document for each Subscription Services and associated recurring Service, before the commencement of each Subscription Term. For any Partial Subscription Year, the applicable annual subscription Fee will be prorated based on the number of months in the Partial Subscription

Year. The annual subscription Fee for Subscription Services and associated recurring Services may include certain one-time Fees, such as start-up fees, license fees, or other fees set forth in an Ordering Document. Motorola will have the right to suspend the Subscription Services and any recurring Services if Customer fails to make any payments when due.

5.2. No Price Guarantee. Notwithstanding any language to the contrary, the pricing and Fees associated with this SSA will not be subject to any most favored pricing commitment or other similar low price guarantees.

5.3. Taxes. The Fees do not include any excise, sales, lease, use, property, or other taxes, assessments, duties, or regulatory charges or contribution requirements (collectively, "Taxes"), all of which will be paid by Customer, except as exempt by law, unless otherwise specified in an Ordering Document. If Motorola is required to pay any Taxes, Customer will reimburse Motorola for such Taxes (including any interest and penalties) within thirty (30) days after Customer's receipt of an invoice therefore. Customer will be solely responsible for reporting the Subscription Services for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income and net worth.

5.4. Invoicing. Motorola will invoice Customer at the frequency set forth in the applicable Addendum or Ordering Document, and Customer will pay all invoices within thirty (30) days of the invoice date or as otherwise specified in the applicable Addendum or Ordering Document. Motorola may invoice electronically via email, and Customer agrees to receive invoices via email at the email address set forth in an Ordering Document. Customer acknowledges and agrees that a purchase order or other notice to proceed is not required for payment for the Subscription Services.

5.5. License True-Up. Motorola will have the right to conduct an audit of total user licenses credentialed by Customer for any Subscription Services during a Subscription Term, and Customer will cooperate with such audit. If Motorola determines that Customer's usage of the Subscription Services during the applicable Subscription Term exceeded the total number of licenses purchased by Customer, Motorola may invoice Customer for the additional licenses used by Customer, pro-rated for each additional license from the date such license was activated, and Customer will pay such invoice in accordance with the payment terms in the Primary Agreement.

6. Liability.

6.1. Limitation of Liability. Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Services preceding the incident giving rise to the claim with respect to all subscription or other ongoing Services and unless as otherwise provided under the applicable Addenda.

6.2. Indemnification. To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, will indemnify, defend, and hold harmless the City and its officials, employees, volunteers, and agents, from and against all allegations, demands, proceedings, suits, actions, claims (including but not limited to claims of patent, trademark, or copyright infringement), liability, damages, losses, expenses (including but not limited to attorney fees and court costs, including the cost of appellate proceedings, and all claim-adjusting-and-handling expenses) or disbursements of any kind or nature, that may be asserted against, imposed on, or incurred by any of them, in any way relating to or arising from any actions, errors, mistakes or omissions of Contractor or any subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable relating to work, services and/or products provided under this Contract. Contractor is responsible for primary loss investigation, defense and judgment costs where this

indemnification is applicable. Contractor agrees to waive all rights of subrogation against the City, its agents, officials, employees, and volunteers for losses arising from the work performed by Contractor under this Contract.

6.3. Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed or excluded issues in the Primary Agreement or **Section 6.1 – Additional Exclusions** above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

7. Proprietary Rights; Data; Feedback.

7.1. Motorola Materials. Customer acknowledges that Motorola may use or provide Customer with access to software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Motorola has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, or derivative works of the foregoing, whether made by Motorola or another party) (collectively, "Motorola Materials"). The Subscription Services, Motorola Data, Third-Party Data, and Documentation, are considered Motorola Materials. Except when Motorola has expressly transferred title or other interest to Customer by way of an Ordering Document or under the Primary Agreement, the Motorola Materials are the property of Motorola or its licensors, and Motorola or its licensors retain all right, title and interest in and to the Motorola Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights). For clarity, this SSA does not grant to Customer any shared development rights in or to any Motorola Materials or other intellectual property. Motorola and its licensors reserve all rights not expressly granted to Customer, and no rights, other than those expressly granted herein, are granted to Customer by implication, estoppel or otherwise. Customer will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the Subscription Services or other Motorola Materials, or permit any third party to do so.

7.2. Ownership of Customer Data. Customer retains all right, title and interest, including intellectual property rights, if any, in and to Customer Data. Motorola acquires no rights to Customer Data except those rights granted under this SSA including the right to Process and use the Customer Data as set forth in Section 7.3 – Processing Customer Data below and in other applicable Addenda. The Parties agree that with regard to the Processing of personal information which may be part of Customer Data, Customer is the controller and Motorola is the processor, and may engage sub-processors pursuant to Section 7.3.3 – Sub-processors.

7.3. Processing Customer Data.

7.3.1. Motorola Use of Customer Data. To the extent permitted by law, Customer grants Motorola and its subcontractors a right to use Customer Data and a royalty-free, worldwide, non-exclusive license to use Customer Data (including to process, host, cache, store, reproduce, copy, modify, combine, analyze, create derivative works from such Customer Data and to communicate, transmit, and distribute such Customer Data to third parties engaged by Motorola) to (a) perform Services and provide Subscription Services under this SSA, (b) analyze the Customer Data to operate, maintain, manage, and improve Motorola products and services, and (c) create new products and services. Customer agrees that this SSA, along with the Documentation, are Customer's complete and final documented instructions to Motorola for the processing of Customer Data. Any additional or alternate instructions must be agreed to according to the Change Order process. Customer represents and warrants to

Motorola that Customer's instructions, including appointment of Motorola as a processor or sub-processor, have been authorized by the relevant controller.

7.3.2. Intentionally omitted.

7.3.3. Sub-processors. Customer agrees that Motorola may engage sub-processors who in turn may engage additional sub-processors to Process personal data in accordance with this SSA. When engaging sub-processors, Motorola will enter into agreements with the sub-processors to bind them to data processing obligations to the extent required by law.

7.4. Data Retention and Deletion. Except for anonymized Customer Data, as described above, or as otherwise provided under this SSA, Motorola will delete all Customer Data following termination or expiration of this SSA, the applicable Addendum, or Ordering Document, with such deletion to occur no later than ninety (90) days following the applicable date of termination or expiration, unless otherwise required to comply with applicable law. Any requests for the exportation or download of Customer Data must be made by Customer to Motorola in writing before expiration or termination, subject to Section 17.7 – Notices of the Primary Agreement. Motorola will have no obligation to retain such Customer Data beyond expiration or termination unless the Customer has purchased extended storage from Motorola through a mutually executed Ordering Document.

7.5. Service Use Data. Customer understands and agrees that Motorola may collect and use Service Use Data for its own purposes, including the uses described below. Motorola may use Service Use Data to (a) operate, maintain, manage, and improve existing and create new products and services, (b) test products and services, (c) to aggregate Service Use Data and combine it with that of other users, and (d) to use anonymized or aggregated data for marketing, research or other business purposes. It is Customer's responsibility to notify Authorized Users of Motorola's collection and use of Service Use Data and to obtain any required consents, provide all necessary notices, and meet any other applicable legal requirements with respect to such collection and use, and Customer represents and warrants to Motorola that it has complied and will continue to comply with this Section.

7.6. Third-Party Data and Motorola Data. Motorola Data and Third-Party Data may be available to Customer through the Subscription Services. Customer and its Authorized Users may use Motorola Data and Third-Party Data as permitted by Motorola and the applicable Third-Party Data provider, as described in an Ordering Document or Subscription Services-specific Addendum. Unless expressly permitted in the applicable Addendum, Customer will not, and will ensure its Authorized Users will not: (a) use the Motorola Data or Third-Party Data for any purpose other than Customer's internal business purposes; (b) disclose the data to third parties; (c) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (d) use such data in violation of applicable laws; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in the applicable Addendum. Any rights granted to Customer or Authorized Users with respect to Motorola Data or Third-Party Data will immediately terminate upon termination or expiration of the applicable Addendum, Ordering Document, or this SSA. Further, Motorola or the applicable Third-Party Data provider may suspend, change, or terminate Customer's or any Authorized User's access to Motorola Data or Third-Party Data if Motorola or such Third-Party Data provider believes Customer's or the Authorized User's use of the data violates this SSA, applicable law or Motorola's agreement with the applicable Third-Party Data provider. Upon termination of Customer's rights to use any Motorola Data or Third-Party Data, Customer and all Authorized Users will immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Motorola.

Notwithstanding any provision of this SSA to the contrary, Motorola will have no liability for Third-Party Data or Motorola Data available through the Subscription Services. Motorola and its Third-Party Data providers reserve all rights in and to Motorola Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.

7.7. Feedback. Any Feedback provided by Customer is entirely voluntary, and will not create any confidentiality obligation for Motorola, even if designated as confidential by Customer. Motorola may use the Feedback for the sole purpose of improving services without any obligation or payment to Customer or Authorized Users.

7.8. Improvements; Products and Services. The Parties agree that, notwithstanding any provision of this SSA or Primary Agreement to the contrary, all fixes, modifications and improvements to the Subscription Services conceived of or made by or on behalf of Motorola that are based either in whole or in part on the Feedback, Customer Data, or Service Use Data (or otherwise) are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements will vest solely in Motorola.

7.9. Motorola as a Controller or Joint Controller. In all instances where Motorola acts as a controller of data, it will comply with the applicable provisions of the Motorola Privacy Statement as may be updated from time to time. Motorola holds all Customer Contact Data as a controller and shall Process such Customer Contact Data in accordance with the Motorola Privacy Statement. In instances where Motorola is acting as a joint controller with Customer, the Parties will enter into a separate Addendum to the Primary Agreement to allocate the respective roles as joint controllers.

7.10. Data Location. All Customer Data must be stored and backed up on servers physically located in the United States except for invoicing data that is processed in Motorola's Poland office.

8. Security.

8.1. Industry Standard. Motorola will maintain industry standard security measures to protect the Subscription Services from intrusion, breach, or corruption. During the term of this SSA, if the Subscription Services enables access to Criminal Justice Information ("CJI"), as defined by the Criminal Justice Information Services Security Policy ("CJIS"), Motorola will provide and comply with a CJIS Security Addendum. Any additional security measure desired by Customer may be available for an additional fee.

8.2. Background checks. Motorola will require its personnel that access CJI to submit to a background check based on submission of FBI fingerprint cards.

8.3. Customer Security Measures. Customer is independently responsible for establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Subscription Services provided. Customer must establish and ensure compliance with access control policies and procedures, including password security measures. Further, Customer must maintain industry standard security measures. Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Customer Contact Data once accessed or viewed by Customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever that relates to or arise from Customer's failure to maintain industry standard security measures and controls, including but not limited to lost or stolen passwords. Motorola reserves the right to terminate the Subscription Services if Customer's failure to maintain or comply with industry standard security and control measures negatively impacts the Subscription Services or Motorola's own security measures.

8.4. Breach Response Plan. Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries.

9. General Provisions.

9.1. Third-Party Beneficiaries. This SSA is entered into solely between, and may be enforced only by, the Parties. Each Party intends that this SSA will not benefit or create any right or cause of action in or on behalf of, any entity other than the Parties. Notwithstanding the foregoing, a licensor or supplier of third-party software included in the software Products will be a direct and intended third-party beneficiary of this SSA.

9.2. Cumulative Remedies. Except as specifically stated in this SSA, all remedies provided for in this SSA will be cumulative and in addition to, and not in lieu of, any other remedies available to either Party at law, in equity, by contract, or otherwise. Except as specifically stated in this SSA, the election by a Party of any remedy provided for in this SSA or otherwise available to such Party will not preclude such Party from pursuing any other remedies available to such Party at law, in equity, by contract, or otherwise.

9.3. Audit; Monitoring. Motorola will have the right to monitor and audit use of the Subscription Services, which may also include access by Motorola to Customer Data and Service Use Data. Customer will provide notice of such monitoring to its Authorized Users and obtain any required consents, including individual end users, and will cooperate with Motorola in any monitoring or audit. Customer will maintain during the Subscription Term, and for two (2) years thereafter, accurate records relating to any software licenses granted under this SSA to verify compliance with this SSA. Motorola or a third party ("Auditor") may inspect Customer's and, as applicable, Authorized Users' premises, books, and records. Motorola will pay expenses and costs of the Auditor, unless Customer is found to be in violation of the terms of this SSA, in which case Customer will be responsible for such expenses and costs.

9.4. Survival. The following provisions will survive the expiration or termination of this SSA for any reason: **Section 4 – Term**; **Section 5 – Payment**; **Section 6.1 – Additional Exclusions**; **Section 7 – Proprietary Rights; Data, Feedback, Section 8 – General Provisions**, and where the context of any section indicates an intent that such section shall survive the term of this SSA, then such section shall survive.

The Parties hereby enter into this Subscription Software

Motorola Solutions, Inc.	**Customer: City of Tucson**
By: T- Boettcher	By: Nathan Daou
Name: Travis Boettcher	Name: Nathan Daou
Title: CVP Software Sales	Title: Procurement Administrator
Date: June 12, 2026	Date: 06/15/2026

Approved as to form
Regina L. Nassen
City Attorney

FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM

Legal Authority for and Purpose and Genesis of the Security Addendum

Traditionally, law enforcement and other criminal justice agencies have been responsible for the confidentiality of their information. Accordingly, until mid-1999, the Code of Federal Regulations Title 28, Part 20, subpart C, and the National Crime Information Center (NCIC) policy paper approved December 6, 1982, required that the management and exchange of criminal justice information be performed by a criminal justice agency or, in certain circumstances, by a noncriminal justice agency under the management control of a criminal justice agency.

In light of the increasing desire of governmental agencies to contract with private entities to perform administration of criminal justice functions, the FBI sought and obtained approval from the United States Department of Justice (DOJ) to permit such privatization of traditional law enforcement functions under certain controlled circumstances. In the Federal Register of May 10, 1999 the FBI published a Notice of Proposed Rulemaking, announcing as follows:

> 1. Access to CHRI [Criminal History Record Information] and Related Information Subject to Appropriate Controls by a Private Contractor Pursuant to a Specific Agreement with an Authorized Governmental Agency To Perform an Administration of Criminal Justice Function (Privatization). Section 534 of title 28 of the United States Code authorizes the Attorney General to exchange identification, criminal identification crime, and other records for the official use of authorized officials of the federal government the states, cities, and penal and other institutions. This statute also provides, however, that such exchanges are subject to cancellation if dissemination is made outside the receiving departments or related agencies. Agencies authorized access to CHRI traditionally have been hesitant to disclose that information, even in furtherance of authorized criminal justice functions, to anyone other than actual agency employees lest such disclosure be viewed as unauthorized. In recent years, however, governmental agencies seeking greater efficiency and economy have become increasingly interested in obtaining support services for the administration of criminal justice from the private sector. With the concurrence of the FBI's Criminal Justice Information Services (CJIS) Advisory Policy Board the DOJ has concluded that disclosures to private persons and entities providing support services for criminal justice agencies may when subject to appropriate controls, properly be viewed as permissible disclosures for purposes of compliance with 28 U.S.C. 534.
>
> We are therefore proposing to revise 28 CFR 20.33(a)(7) to provide express authority for such arrangements. The proposed authority is similar to the authority that already exists in 28 CFR 20.21(b)(3) for state and local CHRI systems. Provision of CHRI under this authority would only be permitted pursuant to a specific agreement with an authorized governmental agency for the purpose of providing services for the

administration of criminal justice. The agreement would be required to incorporate a security addendum approved by the Director of the FBI (acting for the Attorney General). The security addendum would specifically authorize access to CHRI, limit the use of the information to the specific purposes for which it is being provided, ensure the security and confidentiality of the information consistent with applicable laws and regulations, provide for sanctions, and contain such other provisions as the Director of the FBI (acting for the Attorney General) may require. The security addendum buttressed by ongoing audit programs of both the FBI and the sponsoring governmental agency, will provide an appropriate balance between the benefits of privatization protection of individual privacy interests, and preservation of the security of the FBI's CHRI systems.

The FBI will develop a security addendum to be made available to interested governmental agencies. We anticipate that the security addendum will include physical and personnel security constraints historically required by NCIC security practices and other programmatic requirements, together with personal integrity and electronic security provisions comparable to those in NCIC User Agreements between the FBI and criminal justice agencies, and in existing Management Control Agreements between criminal justice agencies and noncriminal justice governmental entities. The security addendum will make clear that access to CHRI will be limited to those officers and employees of the private contractor or its subcontractor who require the information to properly perform services for the ponsoring governmental agency, and that the service provider may not access modify use, or disseminate such information for inconsistent or unauthorized purposes.

Consistent with such intent, Title 28 of the Code of Federal Regulations (C.F.R.) was amended to read:

§ 20.33 Dissemination of criminal history record information.

a) Criminal history record information contained in the Interstate Identification Index (III) System and the Fingerprint Identification Records System (FIRS) may be made available:

1) To criminal justice agencies for criminal justice purposes, which purposes include the screening of employees or applicants for employment hired by criminal justice agencies.

2) To noncriminal justice governmental agencies performing criminal justice dispatching functions or data processing/information services for criminal justice agencies; and

3) To private contractors pursuant to a specific agreement with an agency identified in paragraphs (a)(1) or (a)(6) of this section and for the purpose of providing services for the administration of criminal justice pursuant to that agreement. The agreement must incorporate a security addendum approved by the Attorney General of the United States, which shall specifically authorize access to criminal history record information, limit the use of the information to the purposes for which it is provided ensure the security and confidentiality of the information consistent with these regulations, provide for sanctions and contain such other provisions as the Attorney General may require. The power and

authority of the Attorney General hereunder shall be exerci ed by the FBI Director (or the Director's designee).

This Security Addendum, appended to and incorporated by reference in a government-private sector contract entered into for such purpose is intended to insure that the benefits of privatization are not attained with any accompanying degradation in the security of the national system of criminal records accessed by the contracting private party. This Security Addendum addresses both concerns for personal integrity and electronic security which have been addressed in previously executed user agreements and management control agreements.

A government agency may privatize functions traditionally performed by criminal justice agencies (or noncriminal justice agencies acting under a management control agreement), subject to the terms of this Security Addendum. If privatized, access by a private contractor's personnel to NCIC data and other CJIS information is restricted to only that necessary to perform the privatized tasks consistent with the government agency's function and the focus of the contract. If privatized the contractor may not access, modify, use or disseminate such data in any manner not expressly authorized by the government agency in consultation with the FBI.

FEDERAL BUREAU OF INVESTIGATION

CRIMINAL JUSTICE INFORMATION SERVICES

SECURITY ADDENDUM

The goal of this document is to augment th CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A130 as "security commensurate with the risk and magnitude of harm resulting from the loss, misuse or unauthorized access to or modification of information.

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security and data security and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justic Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;
b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer. grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor. CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties nereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer
Criminal Justice Information Services Division FBI
1000 Custer Hollow Road
Clarksburg, West Virginia 26306

FEDERAL BUREAU OF INVESTIGATION

CRIMINAL JUSTICE INFORMATION SERVICES

SECURITY ADDENDUM

CERTIFICATION

I hereby certify that I am familiar with the contents of (1) the Security Addendum, including its legal authority and purpose; (2) the NCIC Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20, and agree to be bound by their provisions.

I recognize that criminal history record information and related data, by its very nature, is sensitive and has potential for great harm if misused. I acknowledge that access to criminal history record information and related data is therefore limited to the purpose(s) for which a government agency has entered into the contract incorporating this Security Addendum. I understand that misuse of the system by, among other things: accessing it without authorization; accessing it by exceeding authorization; accessing it for an improper purpose; using, disseminating or re-disseminating information received as a result of this contract for a purpose other than that envisioned by the contract, may subject me to administrative and criminal penalties. I understand that accessing the system for an appropriate purpose and then using, disseminating or re-disseminating the information received for another purpose other than execution of the contract also constitutes misuse. I further understand that the occurrence of misuse does not depend upon whether or not I receive additional compensation for such authorized activity. Such exposure for misuse includes, but is not limited to, suspension or loss of employment and prosecution for state and federal crimes.

_____ _____

Printed Name/Signature of Contractor Employee Date

_____ _____

Printed Name/Signature of Contractor Representative Date

_____

Organization and Title of Contractor Representative



Proposal

City of Tucson, AZ

Technical Proposal

RFP #: 240225 / Computer Aided Dispatch Solutions and Related Services

December 6, 2024

The design, technical, and price information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola.

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PS-000182576 / USAZ24P132SW

Motorola Solutions, Inc.
500 W Monroe Street, Ste 4400
Chicago, IL 60661-3781
USA

December 6, 2024

City of Tucson
Business Services Department
Shared Services Procurement Division
Attn: Casey Adams
Principal Contract Officer
255 W Alameda St
Tucson AZ 85701

Re: Request for Proposal for CAD and Mobile

Dear Mr. Adams:

Motorola Solutions is pleased to present the following system for the Tucson Public Safety Communications Department (Tucson). Our system is based on our interpretation of the requirements presented in your Request for Proposal and responses to questions you have provided.

Motorola Solutions' offering consists of server hardware, server networking hardware, system software, PremierOne application and client software, CommandCentral Responder, interfaces and services (as stated in the Statement of Work).

Motorola is confident that our Company and solution will meet the requirements for Tucson short term and long term, especially around emerging technologies. Motorola looks forward to further discussions around our solutions and how Tucson can create efficiency, effectiveness, and first responder safety while achieving better outcomes with the Motorola ecosystem.

Motorola's proposal is subject to the enclosed responses, including any clarifications or exceptions, and to the terms and conditions of the enclosed Motorola Solutions Customer Agreement ("MCA"), its Exhibits and applicable Addenda, or, in the alternative, a negotiated version thereof. This offer remains valid until July 1st, 2025 for the current scope of this project.

Motorola would be pleased to address any questions Tucson may have regarding this response. Questions can be directed to Emily Dean, Sr. Software Account Sales Manager for Software Enterprise Public Safety Solutions at (469) 877-0569, emily.dean@motorolasolutions.com or Mike Colvin, your Motorola Solutions Account Executive, at (520) 631-5394, Mike.Colvin@motorolasolutions.com

Sincerely,
Motorola Solutions, Inc.



Carrie Hemmen
MSSSI Vice President and Director

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Motorola Solutions

Executive Summary



Tucson, Arizona

PremierOne CAD & Mobile Dispatch Solution
December 6, 2024

MOTOROLA SOLUTIONS

Creating connections

Take a drive down Broadway Boulevard and eventually you'll cross under the Rattlesnake Bridge, watching as pedestrians and cyclists pass overhead. Connecting two parks, this provides a safe, secure, streamlined method of getting from place to place. Similarly, the City of Tucson needs a bridge to connect its various public safety solutions - a direct method to provide quicker responses. To achieve this, Tucson seeks to invest in a modern Computer Aided Dispatch (CAD) solution that helps your team prepare for the unexpected.

This is a chance for Tucson to invest in a system that provides maximum benefits today and also prepares you for the needs of the future. Motorola Solutions has the proven technology, experience and expertise to help Tucson meet these goals.

A partner who can help

For years, Motorola has been Tucson's trusted partner for public safety communications; Motorola's Vesta 9-1-1 call handling platform, APX radios and Dispatch Console Systems continue to serve the City today. Our goal is to further our relationship and provide you with a public safety information software system that prepares you for the future and keeps you out in front of events.

We propose a solution that offers highly efficient, easy-to-use technology with powerful data searching functionality. Our PremierOne system, which is a fully integrated information ecosystem, can meet the City's need for an easily-scalable, reliable and secure system. PremierOne's source database provides true integration across suite applications for real-time data entry, searches, extraction and sharing from anywhere in the system, supporting informed decision-making and increased collaboration.



The Motorola difference

Criterion	The Motorola Difference	Benefit to Tucson
Qualifications and experience	• 95+ years of service and counting, over 30+ in CAD and RMS solutions • Established, dependable partner of the City and other public safety agencies in Pima County • Track record of successful district-wide and statewide deployments • Record sales increases, robust backlogs, and strong future outlook	• Access to Motorola's latest R&D features • Proven competence in deploying • Financially stable partner you can count on for the life of your system
Functional and technical solution	• Highly configurable, customizable system	• Ability to tailor the system to your unique workflows, needs and preferences
Integration with emerging technology	• Real-time integrations via API to new emerging technologies	• Enable inter-agency information sharing to expedite response times and improve coordination during emergencies
Implementation and support	• Proven implementation methodology and process • Comprehensive post-sale support from area technicians and our customer success team	• Expectation of a timely and efficient deployment met • Assurance that your system will always be up-to-date, supported and secure

Qualifications and experience

Motorola's history of achievement, long-term vision for the future, and investment in innovation are what make us an ideal partner for this procurement. Our commitment to mission-critical solutions and our extensive ecosystem of connected technology will help you to meet your objectives.

Having successfully deployed numerous systems in Arizona, we have intimate knowledge of the local geography and the coverage challenges it presents, as well as how best to take advantage of your existing infrastructure. As Motorola is servicing the majority of neighboring counties, we offer unparalleled interoperability with surrounding agencies.

We understand that the landscape of public safety is ever-changing, and thus the work of innovating is never done. Motorola has the industry's largest investment in R&D ($858 million in 2023), with a focus on improving incident detection, streamlining operations, and enhancing interoperability. We continually seek to invest in technology that helps our customers do their job of keeping people safe.

> Collier County Sheriff's Office considers itself an early adopter agency that pushes technology innovation. This is an area where MSI has proven to be a good partner, gathering our ideas and collaborating to implement them within our 911 and CAD environments.
>
> – **Bob Finney III, Director of Communications Technology**

Solution overview

End to end coverage for the City of Tucson

Our solution is designed to gather crucial public safety data on a common platform for better analysis and communication, enhancing the quality of life for every member of the diverse community you serve.

Motorola is proposing a PremierOne CAD system to build on your current infrastructure including:

Software subscriptions (SITE LICENSE)

- PremierOne CAD
- PremierOne Mobile (Windows/Android/iOS)
- Endpoint Managed Detection and Response
- Disaster Recovery
- SmartIncident (one year for 1,600 APX Next devices)

PremierOne CAD additional features (SITE LICENSE) (Included with the subscriptions)

- CAD Web Client
- CommandCentral Responder CAD
- Assist Map
- Rave Alert
- Rave Collaborate

Integrations (Integrations are included in DR)

- Motorola Radio MCC 7500
- Motorola Radio Location
- Motorola Radio Push-to-Talk (PTT) Emergency Button Activation
- RapidSOS
- Vesta 911
- CommandCentral Aware



CAD interfaces (Interfaces included in DR)

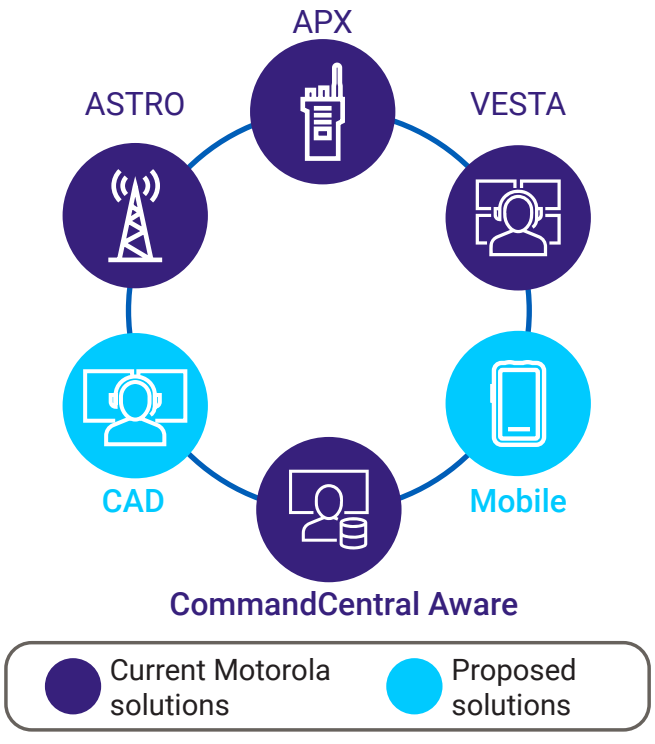
- ASAP to PSAP
- AXON Records Management System
- Axon Fleet 3 ALPR
- CAD-to-CAD with AMR CAD
- CAD-to-CAD Logis Solutions CAD
- CAD-to-CAD with Flex
- CI Technologies IAPro
- First Due
- First Watch
- VESTA e911 ANI ALI
- NFORS
- ImageTrend FRMS
- MD Ally
- Mindbase
- NICE Audio Logger
- Pulse Point
- Query (CommSys)
- SPIDR Tech
- USDD Station Alerting

Services

- Project Management
- Implementation
- Training
- Data Conversion of Legacy CAD Data (Up to five years)

Managed Services Environment

- High Availability Infrastructure
- Host in two geo-diverse data centers



A hybrid approach

In terms of deployment options, Motorola Solutions recommends a hybrid/bridge approach that takes advantage of both on-premises and cloud-based components. This approach ensures the City of Tucson can benefit from the capabilities of both environments. Motorola is offering a subscription model, providing flexible operation and avoiding large capital expenditures. Additionally, Motorola's managed services capability allows for customized support and ensures a highly available and supportable solution.

Functional and technical overview

PremierOne Computer-Aided Dispatch (CAD)

Motorola Solutions' robust multimedia and NG9-1-1-ready application allows the City to handle calls faster, allocate resources more efficiently, and coordinate seamlessly with other departments or agencies.

PremierOne CAD is highly configurable by each of the individual agencies, with an easy-to-use interface that streamlines the entry and real-time distribution of mission-critical information. A true location-based, GIS-data map aids resource management, enabling more efficient and coordinated responses.

Agencies are able to configure the system to replicate the same function key commands, as well as the same command line strings currently used in the legacy CAD system, greatly reducing the time for user training and system adoption.

Benefits of a PremierOne CAD include:

Uninterrupted Workflow for Efficient Operation - Address verification, alerts and situational awareness information occurs without a break in data entry and dispatchers can decide what data to view and when to view it – without pop-ups that can disrupt workflow.

Enhanced Responses with Robust GIS - PremierOne CAD with GIS will help your team accurately depict the location of callers, incidents and resources. A location-based solution with GIS developed using Esri ArcGIS, CAD provides robust mapping that allows for faster response.

Increased Interoperability and Collaboration - PremierOne CAD offers highly configurable databases that maximize shared data while still allowing separate workflows and agency security. Response teams benefit from enhanced information sharing and a unified operational view of incidents that ensure a well-orchestrated and coordinated response.

Improved Fire Recommendations - The CAD solution leverages the standard static "in station" resource list, while allowing the AVL application to replace any resource from the static station response by recommending closest-available units.

PremierOne Mobile

PremierOne Mobile is capable of on-demand access to critical multimedia information for safer, more informed decisions.

By incorporating a fully functional mobile office, Tucson will be able to go beyond just sending CAD data to an officer. First responders will have simplified, intuitive incident management and reporting capabilities that maximize the officer's presence in the field.

Agency-initiated updates such as screen changes and version updates can be sent wirelessly to the mobile unit without disruption to the mobile user or the need to physically touch the unit. As a value add and included as part of our Subscription model, PremierOne also supports alternative mobile devices (smartphones and handheld radios).

Integration with current technologies

Motorola believes that each piece of technology in this proposal is well-suited to your needs - and we hope that you will agree. But Motorola's strategy for helping communities like Tucson doesn't stop with individual pieces of technology.

The future of public safety demands products that work together, channeling streams of undifferentiated data into a steady supply of actionable information that protects residents and builds safer communities. In support of that goal, Motorola has developed a robust ecosystem of public safety solutions that combines voice, video, messaging, location and security services – to make the job of public safety easier, faster and more effective.

The technology in this proposal has been designed to work as part of the industry's most powerful end-to-end suite for mission critical operations. These products work together seamlessly, enhancing each other's individual capabilities, so that each solution we propose is even more than the sum of its parts. Here are some of the benefits that you could realize:





APX Two-Way Radios

View the locations of all APX radios on an Esri-based map and get real-time alerts with the coordinates of radio users, as well as the type of incident, helping dispatchers provide immediate support and improving officer and citizen safety.

- Improve awareness of officer's location: Monitor the location and state of first responders seamlessly through one situational awareness application.
- Provide map-based intelligence to responders in the field: Combine location mapping with additional voice, data and video intelligence for improved decision-making during critical moments and after the incident.
- Trigger critical event alerts based on radio status: Improve responder safety through real-time alerts based on device location, detail and operational status.

CommandCentral Aware

Unify teams within one view and one workflow for a safe and rapid response with CommandCentral Aware. Access CAD incident data from the situational map to achieve a complete operational view.

- Receive updated information in real time: View location, detail and status of CAD-provided units and enhance the map view to make decisions with added context.
- Offer closer remote visibility and support: View real-time location and detail of CAD incidents for greater situational awareness and collaboration.
- Streamline agency workflows: Apply rules triggered by CAD incidents to reduce visual clutter, remove unnecessary steps, and enhance focus of attention.

MCC7500(e) Dispatch Console

Emergency alerts appear on the CAD screen when the emergency button is pushed by the responder for fast and efficient status changes.

- Simplify the flow of critical information between the dispatch console and CAD to better manage intelligence for those who need it most.
- Instantly create and manage talk groups for an incident and dynamically add radio users in PremierOne CAD.
- Minimize training time with a console setup that is easily adoptable by new and veteran dispatchers alike.
- Make operations feel natural and increase efficiency through purpose-designed workflows, critical resource information displays and contextual right-click menus.

Axon RMS and Body Cameras

The integration between PremierOne and Axon products allows for seamless communication and data sharing between the two systems. This integration works by utilizing APIs and data connectors to establish a connection and facilitate the transfer of information.

The customer benefits of this integration are:

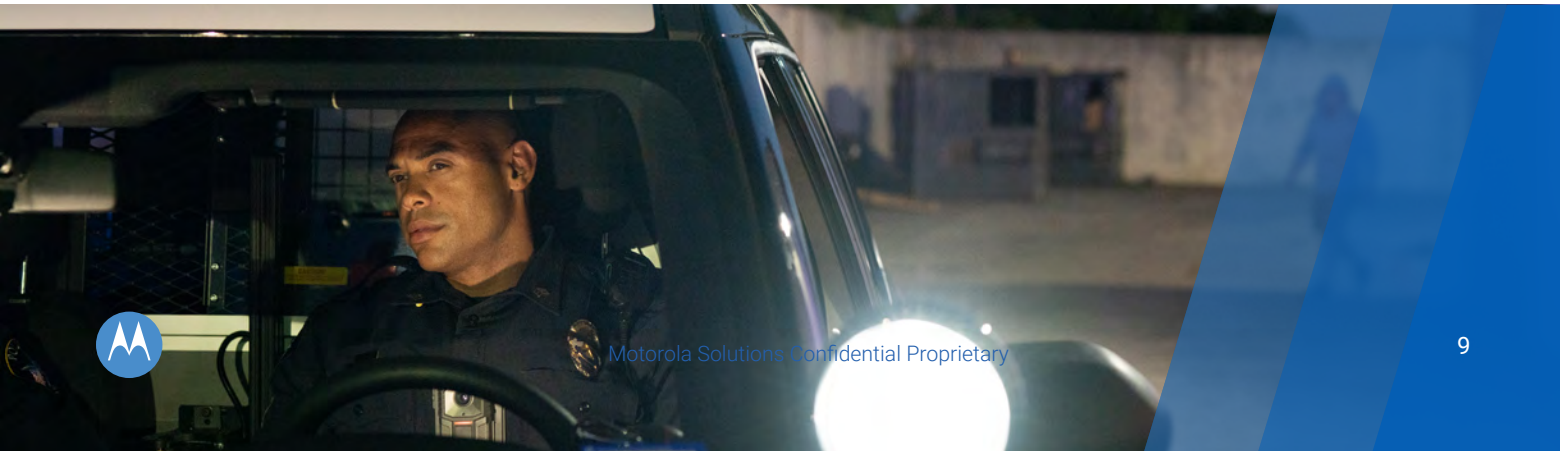
- Streamlined Workflows: The integration between PremierOne and Axon products enables a seamless flow of data, eliminating the need for manual data entry and reducing the chance of errors. This streamlines workflows and improves operational efficiency.
- Enhanced Data Accessibility: With the integration, data from PremierOne can be easily accessed and utilized within Axon products, such as body-worn cameras and evidence management systems. This allows for a more comprehensive and holistic view of incidents, improving decision-making and investigations.
- Improved Officer Safety: By integrating PremierOne CAD and Mobile with Axon products, first responders can receive real-time information and alerts directly on their devices. This enhances situational awareness and improves officer safety by providing critical information when and where it is needed.

Integration with emerging technologies

Motorola has a proven record of implementing public safety technology around the world, and we continue to lead the way in technology advancements. Our ongoing strategy to provide the right solutions for safer outcomes includes investing in research and development and pursuing strategic acquisitions. To that end, we take a human-centered design approach to product development: we start by understanding our customers in the context of their environments. Working alongside public safety personnel in all roles, we use immersive research to discover gaps and hidden complexities that we can help address with improved technology. Regular testing and feedback from administrators, personnel and first responders in the field guide every step of our process for technology development.

The real-world impact of our approach is visible in our improvements to tools and workflows, such as:

- “CommandCentral CAD
- Virtual Response Assistant VRA
- Smart Transcription
- Android Auto / Apple CarPlay
- Smart Incident
- CommandCentral Responder
- And More...



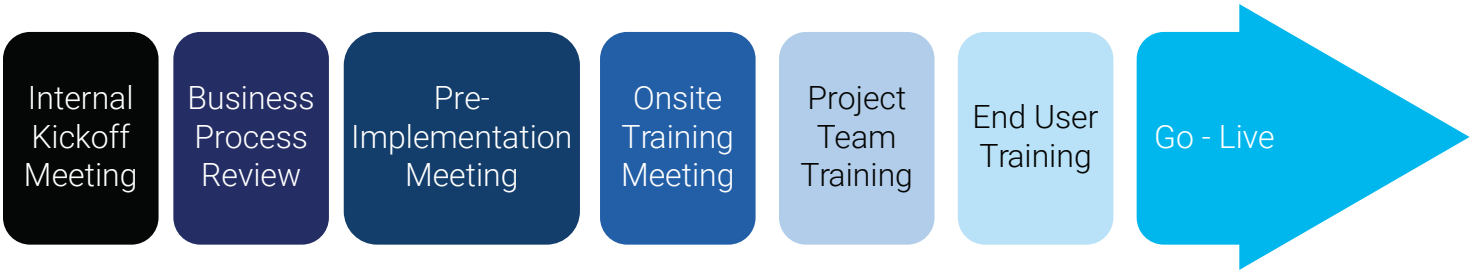
Implementation and support

Planning & implementation
Motorola has implemented public safety solutions in hundreds of locations throughout the U.S., supporting multi-discipline, multi-agency organizations; serving populations large and small, including multiple agencies across the country.

Motorola also has extensive local experience and in-depth technical understanding in the deployment of systems. This means Motorola is uniquely prepared to complete the technical objectives that Tucson needs to meet – on time, on budget and with minimal disruptions for the end user.

Business process review
To ensure the success of this project, Motorola will conduct an extensive Business Process Review (BPR) as part of our deployment plan. The BPR enables Motorola to have a clear understanding of Tucson's processes, so that we can tailor our provisioning efforts to closely match your way of working. The BPR also allows Motorola to suggest changes that will increase agency efficiency and achieve the most value from the solutions being deployed. For a more streamlined and efficient deployment, Motorola will facilitate all activities from deployment, integration and training to long-term support of the solution.

Project management
The designated project team will establish a project schedule that tracks tasks, milestones, start-end dates and other factors, based on a Work Breakdown Structure (WBS). This unique project schedule will guide the implementation through each phase, as shown in the diagram below.



Ongoing Training Support
During the implementation process, we provide an overview of the purchased modules and a full demonstration of their functionality. We also offer customized classroom instruction, based on the principle that the best training is hands-on practice. In addition, our team trains the agency's dedicated system application administrator, or SAA, in basic application administration, system fundamentals, maintenance operations, and code table setup.

Our training does not end with the implementation. Our customers have access to a fully online classroom education site that contains a software training and tutorial video library, module quizzes, glossaries, discussion forums, and links to other resources.

Warranty, maintenance and support
Downtime is not an option – your network must be available, resilient and responsive to support your operations, from everyday routines to crisis situations. Our mission-critical rigor for people, process and tools centralizes operations so you can stay focused on your mission and not the technology.

From hardware repair and everyday technical support to 24/7 network monitoring and management and cybersecurity, your technology ecosystem is assured for resiliency, availability and responsiveness, secure from threats and always current with technology advancements.

Motorola Solutions' technical personnel are available to provide remote support, diagnose and resolve system issues, and offer ongoing monitoring to minimize interruptions and improve the overall customer experience. Once implemented, we will continue to support the success of your new system with:

- **Comprehensive Post-Sale Support –** Including customized and pre-designed maintenance service plans based on your feedback and our expertise. Talbot County will receive a plan specifically designed for your support needs with built-in flexibility to meet future requirements.
- **U.S.-Based Customer Support –** With live, 24-hour customer support, seven days a week
- **Upgrades –** Performed to the system without hands-on user disruption due to the unique architecture.
- **Proactive Monitoring –** Is done by the Motorola support team to identify potential issues that are proactively addressed and resolved.
- **Migration Plan –** For legacy solution data to ensure it is available to users either via query or full data conversion to the new system.

Motorola is committed to the continued success of your new system. You will have access to Motorola's Customer Success Team and account managers. Our team will also regularly check in with you to ensure you are receiving the support that you need and are aware of available software upgrades to keep your system operating at peak performance.

In addition, our Subject Matter Experts have previous experience serving in public safety roles. They have used our products while serving their communities' emergency response needs. This first-hand experience, combined with their technical expertise, means they will be able to provide the knowledgeable support you need, when you need it for all deployed systems.

Thank you

Motorola appreciates this opportunity to present our PremierOne solution to Tucson. We believe you will find that PremierOne CAD will immediately improve your investigations and analysis with a system designed to work the way you do and that organizes your data for easy access, sharing and reporting. Motorola is prepared to support your service to the community today and well into the future.

In addition to CAD and Mobile software, our safety and security ecosystem of products offers options to support your entire operations from call to case closure, provided by a single, reliable vendor. We appreciate your consideration for this mission critical project and look forward to further discussions about how our solution can enhance your service to the community.



MOTOROLA SOLUTIONS

Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A.

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MOTOROLA SOLUTIONS

Section 2

Method of Approach

Computer Aided Dispatch Solutions and Related Services December 6, 2024

City of Tucson, AZ

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Motorola Solutions

Section 2

Method of Approach

METHOD OF APPROACH PART I

A. Functional and Technical Requirements

A. Describe how your solution will meet/exceed the following Functional and Technical Requirements:

a. System Requirements

b. Common Requirements

c. CAD Requirements

d. CAD GIS Requirements

e. Back end data availability

f. Remote Work Capability

Motorola Solutions Response

PremierOne CAD

Motorola Solutions has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management.

The user interface offers quick access to information via a location-based, Esri standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right click menus. The GPS-aided resource management tool displays the location and identity of GPS equipped vehicles or devices enabling a coordinated response while further supporting officer safety.

In PremierOne CAD, ARL can be used in recommendations to track the location of emergency vehicles to determine their present location when requiring units to respond to an incident. By adding ARL recommendations to PremierOne CAD, PremierOne CAD can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

PremierOne supports Direct GPS Connection location information is sent directly to PremierOne without the use of the PremierOne Mobile client application. Direct GPS Connection requires that device location be reported to PremierOne using Trimble ASCII Interface Protocol (TAIP) with a unique identifier over Uniform Datagram Protocol (UDP).

Users can create incidents from public telephone calls, from information received from an officer or from another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident.

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Once the user has completed the incident in an appropriate fashion, the user then can close the incident.

Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents and field unit statistics.

PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola Solutions' PremierOne Mobile and Records application. PremierOne CAD may also be integrated with other Motorola Solutions and third party systems.

PremierOne CAD Concepts

User Input

Users may operate PremierOne CAD either with or without a mouse. While all commands and actions within the application can be accessed with the mouse, users also may drive PremierOne CAD almost exclusively from the keyboard. A few PremierOne CAD functions, such as selecting units from a map, must be performed with a mouse.

Work and Status Monitors

Users perform the majority of actions within PremierOne CAD's work monitor. Status monitors present summary information about incidents or units. A user may have one or more status monitor windows available at the workstation.

Security and Roles

PremierOne CAD recognizes authorized users and provide access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges, which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the default of Customer created roles.

Units, Incidents, and Dispatching

A unit within PremierOne CAD represents the resources, which are dispatched or monitored by the communications center personnel. All units in the system are identified with a unit id, which is typically the radio call sign for the unit. Users can initiate incidents from the command line or from the incident initiation form. The system provides a user with four methods to begin the incident dispatching process. These four methods include:

- Dispatch incident function key
- Incident dispatch command
- Dispatch form
- Drag and drop feature within status monitors and map.

Incident Management

In addition to initiating and dispatching incidents, users can manage existing incidents through the various incident management features of PremierOne CAD:

- Updating existing incident information
- Associating incidents

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- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

Unit Management

Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- PremierOne CAD can alter a unit's capabilities based on the personnel assigned to that unit.

Federal, State, and Local Queries

PremierOne allows users to submit requests for information to external databases. These external queries can involve local agencies, as well as state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

Maps

PremierOne mapping utilizes products from Environmental Systems Research Institute (Esri) for geo-processing. The display of maps is an integrated component within PremierOne. The map may be configured to automatically display when the user signs on to the workstation. A number of commands and functions allow the user to manipulate the map and make updates in response to user actions. The map may be configured to display an icon at this location to assist the call taker in determining the location at which an emergency response is required. The system also attempts to find the nearest address/common place to the caller coordinates.

Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs.

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g. On premise, cloud based, or combination of the two

Motorola Solutions Response

Motorola is proposing an on premise solution.

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h. Test and or Development Environment

Motorola Solutions Response

PremierOne has a fully functional test/training environment (separate from the production environment). It supports all the system functionality in the production environment except interfaces, which are not typically configured in the test/training environment because of the unavailability, and sometimes the cost, associated with agencies providing test or simulated connections to and the availability of test environments within the third party systems. If the City requests an exact functional test environment complete with interfaces, that could be arranged if such connections and environments are made available.

---

i. LE Local, State, NCIC Inquiry

Motorola Solutions Response

Motorola Solutions has included the "Local/State Query Interface" to provide the ability to run State/NCIC Queries. The Interface allows PremierOne users to submit transactions to State and Federal systems, via the State Message Switch. Query requests made on PremierOne CAD or Mobile clients are routed to one of the PremierOne application servers. The PremierOne Query Service processes the request and determines which data source(s) can fulfill the request. This information is then passed to the PremierOne Common Services Interface (CSI) component, which translates the request to XML messages and passes it on to the CommSys ConnectCIC. ConnectCIC handles the State connection and translates the messages to the query strings required by the State. The State Message Switch forwards the request to the appropriate system. When a response is received, ConnectCIC parses and returns the response to CSI as an XML message. CSI parses the response and forwards it to PremierOne Messaging Service, which handles the routing of the query response to the requestor.

B. Mobile Data System (MDS) Functional Requirements

A. Describe how your solution will meet/exceed the following MDS Functional Requirements:

a. Mobile Data General Requirements

b. Mobile Data Automatic Vehicle Location (AVL)

c. Mobile Data Mapping / GIS

d. Mobile Data Messaging

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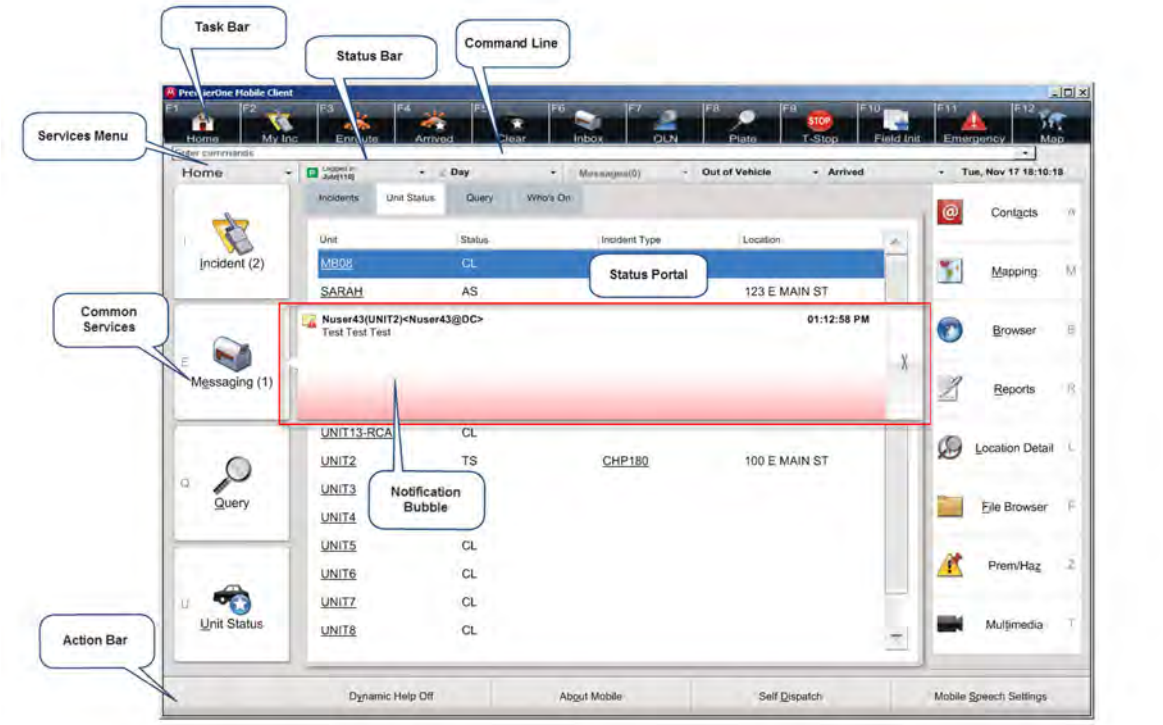
e. Mobile Data LE Local / State / NCIC Inquiry

Motorola Solutions Response

PremierOne Mobile is the built-in CAD client with a Graphical User Interface (GIU) and operations that are optimized for the field responder.

A key feature of PremierOne Mobile is the ability to configure the look and feel of the client application per agency or agency type. PremierOne offers a web-based system administrator portal, allowing the RCMP to configure items such as function keys, action bars, status codes, and status monitor displays. These display settings can be agency specific allowing each individual agency to tailor their mobile display to fit their needs.

The Mobile Client Window:



The mobile client has the following components:

Function Keys

The function keys are configurable by agency and are configured to include the most commonly used tasks, such as statuses, messaging, and creating incidents. The function key buttons are always at the top of the Mobile window. The display and function of each button is configurable per agency or agency type preference.



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- Home – Focuses PremierOne Mobile on the home screen
- My Inc – Displays the user's active incident
- Enroute – Sets the unit status to "enroute"
- Arrived – Sets the unit status to "arrived" or "on-scene"
- Clear – Sets the unit status to "available" or "clear"
- Inbox – Allows users to access messages
- OLN – Allows users to access the Operator's License Number search
- Plate – Allows users to access the query features and typically defaults to a vehicle by plate form
- T-Stop – Allows users to self-initiate themselves to a traffic stop and submit a plate query
- Field Init – Allows users to initiate on view incidents
- Loc Info – Provides information about a location premise or hazard history
- Emergency – Allows users to submit emergency notification
- Map – Displays the map including visibility to incidents and other units locations

Command Line

The command line entry field is displayed below the taskbar. The command line can be used to directly run queries, access Internet sites, and submit a limited set of CAD commands. The command line can be turned on or off through the web-based system administration portal provisioning tool.

Examples of Mobile command line options include:

- Open forms
- Obtain location details
- Reset Emergency Status
- Run queries
- Search for BOLOs
- Search the Internet/Intranet
- Send messages



Status Bar

The status bar displays below the command line. It contains a set of buttons that show status information for the Mobile client. The status bar can be configured per agency type or per agency. Some status button options include:

- The currently displayed PremierOne service
- The login ID and unit of the user
  - The day mode/night mode indicator, and drop-down allowing font size modifications
  - The number of unread messages

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- In Vehicle or Out-of-Vehicle status
- The unit status indicator and drop-down for status updates
- The current date and time



Night Mode

PremierOne Mobile is designed for use both during the day and at night. When in night mode, the color palette changes to reduce the brightness of the screen. The change between day and night modes is made within the status bar.



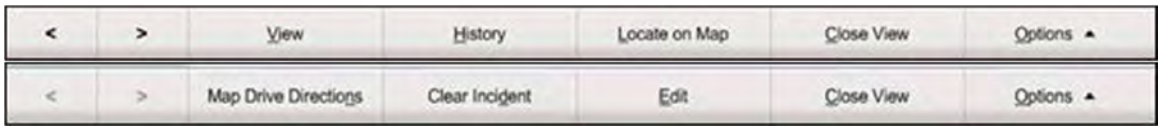
Information Portal

The information portal occupies the space between the status bar and the action bar. This area displays content that is specific to the task that is being performed.

Action Bar

The action bar displays at the bottom of the mobile screen. The action bar contains configurable buttons that can change function according to the commonly used actions of the current task.

Examples:



PremierOne Mobile also offers a full range of CAD functions from the Mobile client.

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These functions include:

1. Incident Management and Monitoring
   A. Incident Status Monitors
   B. Assigned Incident List
   C. Selecting and Assigning Incidents
   D. Incident Creation / Self Dispatch
   E. Traffic Stops
   F. Primary Unit designation
   G. Creating Incidents for Other Agencies and Units
   H. Update Incident Information/Location/Vehicles/Persons
   I. View Premise/Hazard Information
   J. View/Add Comments
   K. View Prior Incidents for locations, vehicle and persons
   L. View and Add Attachments including photos or videos.
   M. View Incident History
   N. Contractor Rotation
   O. Close Incidents
   P. Incident Stacking
   Q. Multimedia Support
2. Unit Management and Monitoring
   A. Unit Status Updates
   B. Unit Status Monitors
   C. Unit Search
   D. Unit History
   E. Send Emergency Statuses
3. Federal, Provincial and Local Queries
   A. Submit Queries via a form or Command Line
   B. Cascading Query Support - A cascading query can be configured to send automatic queries based on content from another query response. For example, while running a vehicle query, the owner of the vehicle in the response can be used to run the subsequent persons query to identify any wants or warrants associated with the owner.
   C. View Query Results viewing can be in formatted or unformatted views
   D. Automatic License Plate Recognition Integration
   E. Smart Copying – Query Responses to Incidents
   PremierOne Mobile allows users to import query response information to create or update vehicle and person records of an incident. After a person or vehicle is added to an incident, PremierOne provides any previous incident information it has on the person or vehicle; which can provide valuable information for the person they are dealing with, such as a history of violence or traffic violations.
   F. Hot Hits - A hot hit is an indication that a query response contains potential wanted person, stolen property, or officer safety alerts. Identification of hot hits depends on agency-configured rules. Hot hit query responses are displayed in red font, and an audible alert can also be provided, based on agency configurations.
4. Maps
   A. Map Layer selection
   B. Map Feature Attribute Display
   C. Map Tools

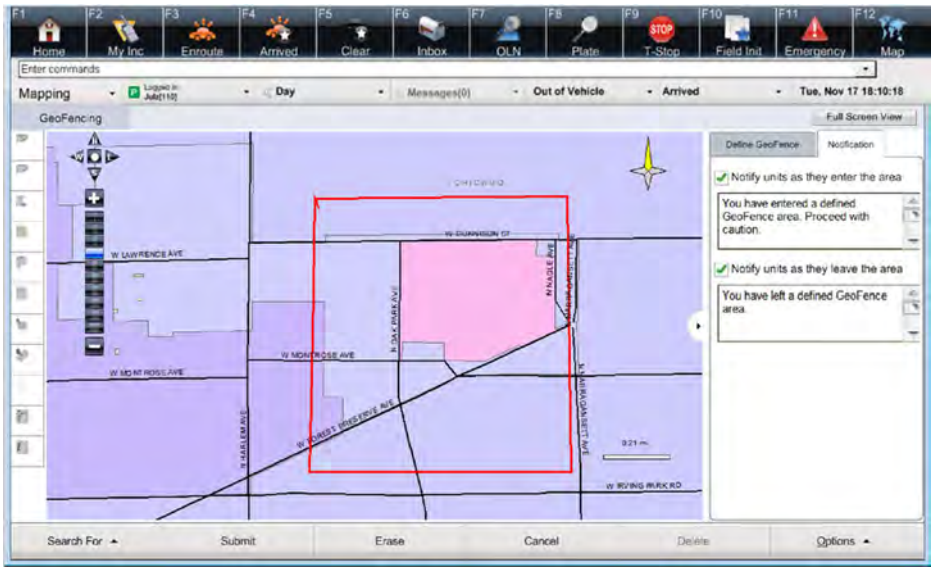
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i. Zoom In
ii. Zoom Out
iii. Pan
iv. Point/Select*
v. Erase
vi. Unit Tracking on/off
vii. Center Map
viii. Map Reset
ix. Searching capability for Addresses, Incidents, and Units or Resources
x. Point-to-Point Directions
xi. Current location to selected point or specified address directions
xii. Reverse directions
xiii. Road closures
xiv. Map Extend
xv. Map Orientation (North on top, Rotate to follow unit location of travel)
xvi. Geofencing

D. Maps in GPS Equipped Vehicles
   i. GPS Device Management
   ii. Driving Directions
   iii. Current Location of User
   iv. Current Location of other Units
   v. Geofencing

      The PremierOne Mobile geofencing capability allows a Mobile user to designate a temporary geographic boundary on the map. A user can draw a polygon or establish a radius from a point on the map. This geofenced area can be used for chat and messaging purposes. For example, in the event of an undercover investigation or surveillance of an area, an agency may need to prevent marked police vehicles from driving in the area. By using the geofencing feature, any time a unit nears the geofenced boundary, a message can be sent to notify the unit of the current activity and to request that the marked vehicle not cross into the geofenced area.

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vi. Incident Location Display

5. Messaging Service
   A. Mailbox and Folders
   B. Address Book
   C. Message Groups (Static and Dynamic)
   D. Send and Receive Messages
   E. Be on the Look Out (BOLO) Messages
      i. Scheduled
      ii. Active
      iii. Expired
      iv. Closed
   F. Messages with Attachments
   G. Replying/Forwarding/Holding a message
   H. Away Mode
   I. Editing Messages
   J. External Email systems
6. Offline Mode

   Offline Mode allows the entry, saving, and retrieval of data when connectivity between the Mobile client and the Mobile servers is unavailable. Offline mode typically occurs when over-the-air network connectivity is not available. Offline mode provides users with the functionality to continue to perform their essential duties effectively and efficiently.

   While in offline mode, the Mobile client operates with data that is local on the client at the time of connectivity loss. Communication to external services such as Query and Dispatch services, do not occur until connectivity to the Mobile Server is re-established.

   A. Offline Mode Authentication
   B. Offline Mode Pick Lists
   C. Offline Mode Edit Checks

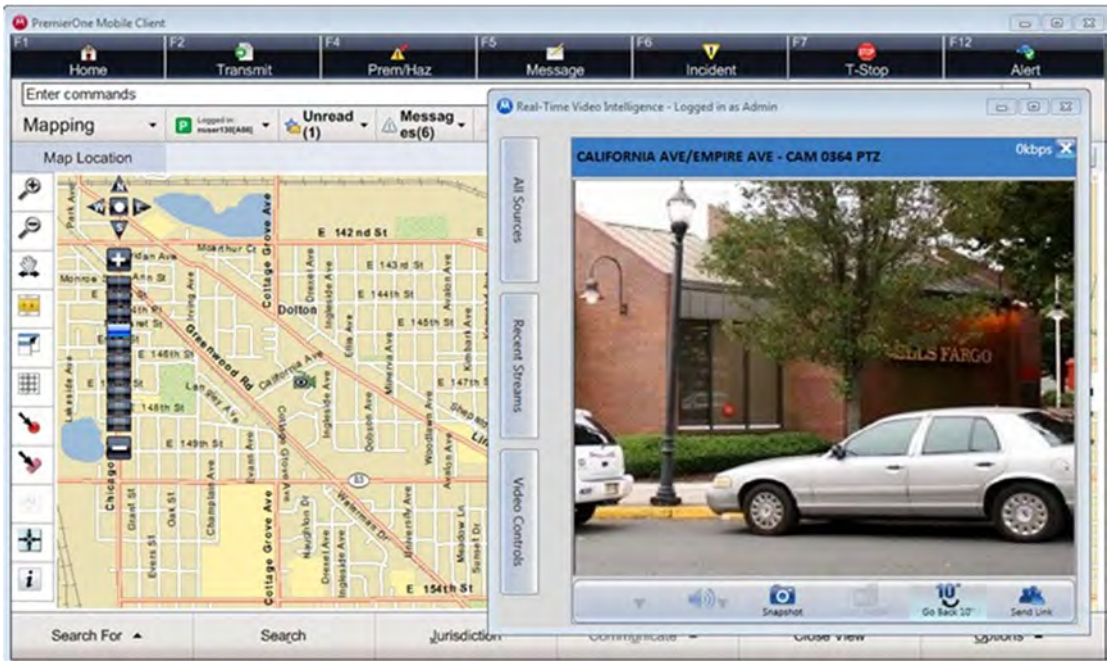
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D. Offline Mode Transaction Numbers
E. Offline Mode Incident Management
F. Offline Mode Incident Creation/View/Close
G. Offline Mode Unit Status Change

7. Print Capabilities
8. Text to Speech, Interfaces, and Peripherals
9. Synchronization
   A. PremierOne Mobile and PremierOne Handheld Synchronization
      PremierOne Mobile and PremierOne Handheld offer a distinct connected officer experience allowing similar information to be available to the officer when away from the vehicle. PremierOne Handheld is available on Android and iOS devices. When officers log in to both Mobile and PremierOne Handheld, incident updates, status changes, in-vehicle/out-of-vehicle resource tracking, and query search results are supported across the platforms.

      If a query is submitted while on scene using the handheld, the response can be used later on the Mobile when the officer writes a report. While PremierOne Handheld can be used on its own, it is a great tool to use together with PremierOne Mobile where the Mobile application allows the officer to get to the scene, and the Handheld allows the officer to be more efficient on location while working the incident.
10. CommandCentral Aware Integration
11. PremierOne provides an integrated CommandCentral Aware Player for accessing cameras. Users can now select fixed-location cameras from the Mobile map and launch the Aware Player application to view live video streams with pan, tilt, and zoom controls. Multiple live video streams can be opened at the same time in different viewers. Hovering the mouse over the camera icon displays information such as the device name, status, and time. Users can also use Messaging to send clips (segments of a live video stream), links (live camera streams), and snapshots (image captures) to other CAD and Mobile Users as attachments. Users can either open the Messaging window first, or Aware automatically opens the window when you select Snapshot, Send Link, or Send Clip in the Aware Player.

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C. Geographic Information System (GIS)

A. Please describe if you have a current integration with ESRI. If no integration exists, describe how/if you would work to establish an integration.

B. If other real time integration with other map providers is used, please describe what your solution utilizes.

C. Describe how GPS location is captured and to what degree of accuracy.

D. How are GIS layers ingested and added to your solution.

Motorola Solutions Response

PremierOne is a GIS-centric solution based primarily on ESRI mapping technologies, and uses the ArcGIS 10.6.1 platform. PremierOne is a GIS-centric solution based primarily on ESRI mapping technologies.

- The toolset used to transition the City's ESRI source data to the appropriate schema used inside PremierOne is installed as a toolbox within ArcGIS for Desktop.
- For drive directions and closest unit ETA, routing is calculated on redundant ArcGIS Servers using ESRI's Network Analyst extension.
- Map presentation uses ArcGIS Engine Runtime and/or ArcGIS Runtime SDK for .NET, depending on the configuration.
  - ArcMap and/or ArcGIS Pro are used for map configuration.
  - There are no schema or layer requirements for map presentation.
  - Map data resides locally in file geodatabases (.gdb) or map packages (.mmpk) or can come from published map services within the PremierOne environment.

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- After source data transition, location and response area validation occurs inside of PremierOne using proprietary multi-layered locators.
  - Both spatial and lookup data is stored in redundant Microsoft SQL Server databases.
  - Address points, street segments, and common places are evaluated.
  - Response areas are determined using point-in-polygon calculations.

PremierOne is considered a downstream system from the City's GIS data source (or sources). GIS data is updated in PremierOne based on the City's procedures and desired timings. GIS data is not edited directly within PremierOne. The process involves the following logical steps:

- Updates are performed in the source City system(s).
- PremierOne Data Import Tools, inside ArcGIS, are used to extract the required layers and data from the City's system to a staging geodatabase. This is typically a semi-automated process consisting of the execution of ArcGIS Models and/or Python scripts.
- Address validation data is updated to the server environment from the staging geodatabase. There is no system downtime or user interruption.
- Routing services are updated. There is no system downtime or user interruption. Map display services (if configured) are updated. There is no system downtime or user interruption.
- Map data used for visualization on the client workstations is pushed, if needed, using included packaging and deployment utilities.

Motorola Solutions can support linear referencing as long as the City’s source data supports them. The frequency of updates depends on the City’s GIS administrator and the workflow they choose to setup for updates.

PremierOne does not currently support dynamic or immediate mapping or GIS database updates completed directly from the CAD or mobile workstation.

PremierOne receives information from a vehicle-mounted GPS device using a logged-in PremierOne Mobile client session.

PremierOne Mobile obtains location information from a collocated GPS receiver. It supports either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

PremierOne also supports Direct GPS Connection where location information is sent directly to PremierOne without the use of the PremierOne Mobile client application. Direct GPS Connection requires that device location be reported to PremierOne using Trimble ASCII Interface Protocol (TAIP) with a unique identifier over Uniform Datagram Protocol (UDP).

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D. Interfaces and Integrations

A. Describe how you will address integrating with other essential City systems.

A. Please refer to the Scope of Work for a list of current integrations the City will be looking for.

Motorola Solutions Response

Motorola Solutions has extensive experience in working with third-party partners and other third-party vendors to facilitate system integration with external systems and products.

Motorola has proposed PremierOne CAD interfaces and integrations to City essential systems, as described in our Solutions Description, included as Exhibit 1 in our proposal.

E. Software/System Documentation

A. Provide detailed system and user documentation to City staff responsible for the operation and support of the system.

Motorola Solutions Response

Motorola is pleased to provide our Subscription model with this response. The PremierOne Subscription offer delivers a hybrid-connected suite that transforms your agency's operational capabilities through rapid cloud activation and feature provisioning. This approach accelerates your time to value, with Motorola's dedicated Customer Success team playing a pivotal role in ensuring effective feature adoption from the outset.

Structured around a predictable financial model, PremierOne Subscription offers a flexible budgeting option that minimizes initial capital expenditures, while the FTE-based pricing structure affords scalable user coverage through a comprehensive site license. Additionally, the offer provides a path to seamlessly transition in the future to Motorola's full RMS cloud offering if they so desire, ensuring the agency remains at the forefront of public safety technology, effortlessly and affordably.

PremierOne Subscription is a hybrid solution that encompasses a combination of on-premises software functionality and cloud-based features ("Hybrid Features") over the term of the subscription.

During the term of the subscription, the Customer receives continuous software maintenance, support, and upgrades, as well as new features and capabilities offered as part of the PremierOne Subscription base subscription offer. Motorola Solutions reserves the right to provide functionality via the on-premises equipment or through cloud-based services.

As part of the project completion, Motorola will provide and validate the receipt of electronic copies of the following documentation:

- User Guides
- System Administration Guides
- System Configuration Workbook

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- As-Built System Design Documentation (As-Built System documentation is also archived with the System Support Center along with the customer information and access procedures to facilitate efficient response and resolution of any reported system issues).

B. Provide software/system documentation as described in the Scope of Work.

Motorola Solutions Response

Motorola will provide electronic versions of application software documentation, including software reference manuals, system administration manuals, user guides, provisioning workbooks, and data dictionary documentation upon completion of contract signing or during project implementation.

The City is welcome to customize and print the Motorola-provided documentation for its internal use and desired storage.

Project-related documentation, such as project status meeting minutes and reports, project and training plans, change control requests, communication plans, etc., will be maintained and stored in an official repository.

F. System Availability

A. Please provide your guaranteed system availability and your plan to achieve this.

Motorola Solutions Response

PremierOne is architected to have no single point of failure and provide 99.999% uptime. Its software design is redundant, as database replication occurs across multiple servers. The system is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server and other vendors.

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to failover.

PremierOne’s active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of any possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and

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automatically shift over to the secondary service or component instance without impacting operations.

- The following depicts the fault tolerant components of the system:

Component
▪ Multiple F5 ADCs to provide load balanced network traffic to the application services ▪ PremierOne monitors active services and restarts them as necessary. ▪ In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set. ▪ SQL Server AlwaysOn provides redundancy and automatic failover. ▪ In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.
PremierOne System Manager monitoring: ▪ CAD application ▪ Application Delivery Controller cluster ▪ Database status ▪ Disk space ▪ Windows Performance Counters

B. Provide your proposed credit table should your system fall short of the guaranteed uptime.

Motorola Solutions Response

Motorola has included the Subscription Services support package as the support offering. Subscription Services include Remote Technical Support, Software Maintenance and Remote Upgrade, and Endpoint Security, as summarized in the SAMPLE PremierOne Subscription Support Offer (Exhibit 5).

G. Disaster Recovery

A. How will your company keep the system running should there be an outage?

B. Describe how you will address various outage scenarios.

C. How will your company implement backup procedures?

D. Describe your Disaster Recovery plan in-depth as referenced in the Scope of Work.

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Motorola Solutions Response

Motorola Solutions' offering includes a Secondary Disaster Recovery (DR) system for CAD. The Disaster Recovery systems include hardware and software for geographically distinct recovery data centers, the software required to replicate data between the primary and recovery data centers, and scripted processes to transfer operation between the data centers. This system provides continued availability of the system in the event the primary data center becomes unavailable.

Transitioning to the disaster recovery environment is a manual process started by the PremierOne System Administrator.

- The PremierOne Systems Administrator starts a site failover from the system management console. The failover script includes the steps necessary to activate the standby site for use as the active site.
- The PremierOne Systems Administrator will update the DNS service pointer records to reflect the IP address of the disaster recovery data center. Alternatively, a script can be run on the clients to update the host file to point to the disaster recovery data center architecture.
- The PremierOne database servers at the disaster recovery data center will be marked primary then process the client requests. This process may take up to 15 minutes.
- The PremierOne application servers at the optional disaster recovery data center will be marked active, then start accepting the client requests.
- A formal, step-by-step disaster recovery process and user guide are provided to the County with other system documentation during deployment.

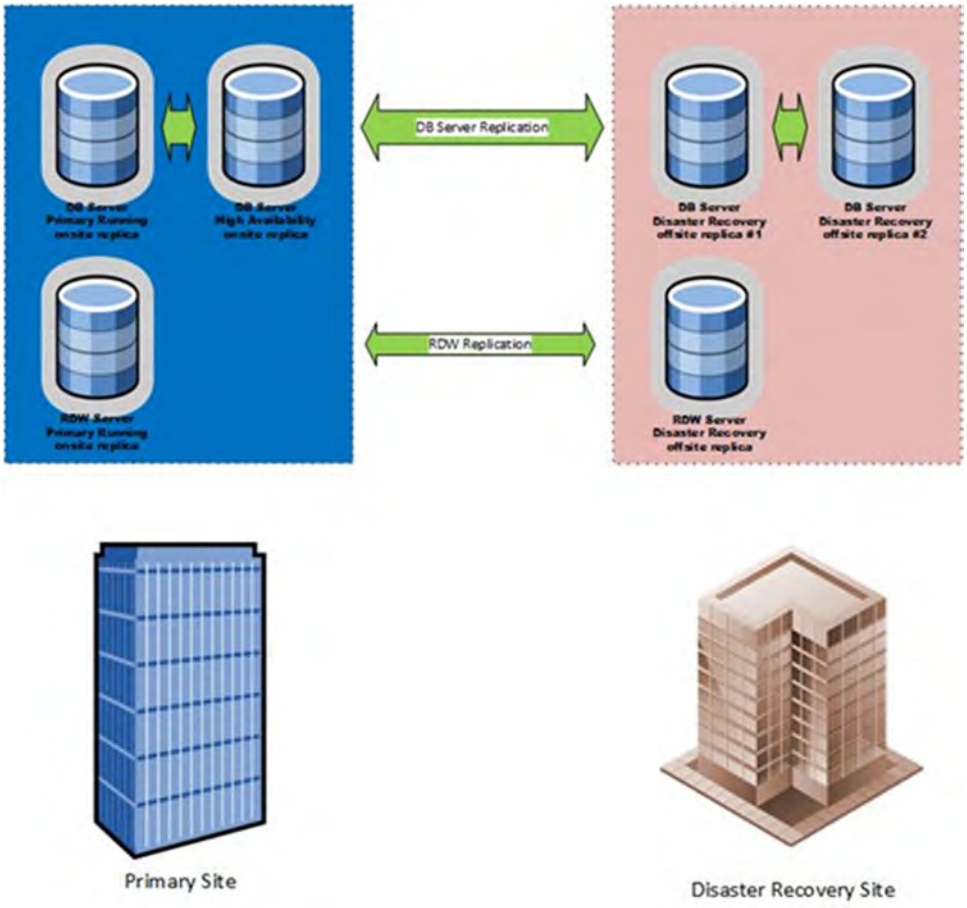
PremierOne CAD Disaster Recovery

CAD DR Implementation

During normal operation PremierOne clients connect to the system servers in the primary data center. CAD data, such as active incidents, are stored in a storage area network (SAN) collocated in the primary data center.

Data updated in the primary SAN array is asynchronously updated in the recovery data center's SAN. PremierOne Disaster Recovery utilizes Microsoft SQL Always On to facilitate data replication between the primary and recovery data centers. This technology allows the system's servers in the recovery data center to remain on thus reducing failover time. All changes replicate in real-time using asynchronous replication. Data in PremierOne databases are replicated from primary to secondary databases at the SQL database level using Always On Availability Groups (AAG). SQL Server instance disaster recovery is implemented with SQL Always On Failover Clusters.

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PremierOne CAD DR Replication

SQL Always On replication can be configured as Synchronous or Asynchronous. Synchronous replication is used between the two database servers on the primary side. This ensures no data loss in the event of a local failover from the primary CAD Server to the collocated High Availability CAD Server. (Please note that only one replication partner is supported for automatic failover.) Asynchronous replication is used between the primary and both secondary DR side database servers for performance and latency reasons.

Differences in Synchronous and Asynchronous replication are described in the following table:

Synchronous and Asynchronous Differences

Issue	Asynchronous	Synchronous
Data Loss	The asynchronous mode may or may not lose some committed transactions in the event of an unplanned failover to the secondary site. However, a rapidly restartable data image is ensured because the remote database is always in an I/O consistent state. Applying the most recent transaction logs allows recovery from the point of the outage.	Each I/O update operation waits until completion is confirmed at both the primary and mirrored sites. Any incomplete operation is rolled back at both locations. As a result, the remote copy is always an exact mirror image of the primary.

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Distance	The asynchronous mode can span virtually any distance because there is a higher tolerance in latency delay involved in confirming transactions at the remote site. Latencies of over 200 ms cannot be supported. Remote sites can be up to thousands of miles from the primary site, ensuring that the replicated copy of data is safely outside any likely disaster zone.	Synchronous replication is impacted by propagation latency. The time spent waiting for updates to travel to the remote site and confirmations to come back. Synchronous replication is only used for collocated PremierOne CAD servers.
Performance	The performance impact on the host is minimal.	The synchronous mode has significantly more performance impact than asynchronous mode because a write from the host must wait for an acknowledgement from the secondary storage system.
Recovery Point Objective (RPO)	High flexibility: unique capabilities afforded by journaling provide the ability to ride out network outages or temporary excessive bandwidth requirements.	RPO=0. Data is always current.

Failover changes the direction of the Always On replication, making the DR data center the source of the replication and the Primary data center the destination of the replication. The DR data center effectively becomes the Primary and the Primary effectively becomes the DR data center. Replication between sites is suspended if the original primary data center is not available.

The DR data center's ability to support interfaces will vary with the specific interfaces deployed. If an interface API is available via a network connection from the DR site, and the required licenses are in place, then the DR CAD may be manually connected to the interface. The DR scripts do not include interface-specific changes.

Failover from Primary to DR Site

The transition from the primary data center to the recovery data center is a manual process executed by a System Administrator. The process involves three steps:

Step 1 - Troubleshooting: The CAD System Administrator determines that there is a problem with the primary data center servers. The system's Systems Management software monitors the health of the primary data center. The system management console will raise alerts when an error condition occurs. The system administrator assesses the alerts and determines if transitioning to the recovery site is warranted. This determination may be based on SCOM alerts, CAD Client user reports, or monitoring the SQL Always On dashboard. The System Administrator then investigates the issue and determines if a failover to the DR site is warranted.

Step 2 - Site Failover: The failover from the primary data center to the DR site is a manual process performed by the System Administrator. Using a step-by-step disaster recovery process, the system administrator initiates the transition between the primary data center and the recovery data center using the PremierOne System Management console. DR scripts automate the transition process. The DR scripts may be initiated from either the primary or recovery data center.

Step 3 - Client Redirect: CAD clients access the PremierOne CAD application server by Host Name. The DNS configuration specifies whether the clients are directed to the primary application

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servers or the DR servers. During the manual failover process, the System Administrator must redirect the PremierOne CAD clients to the recovery data center by updating the DNS service pointer records to reflect the IP address of the recovery data center.
Failover from DR to Primary Site.

The failover process from the DR site to the primary site follows the same process described above. There are specific failover scripts for Primary to DR failover and DR to Primary failover.

Additional action may be required in the event the primary site has been down for an extended period. After a period of non-replication, there may be a significant difference between the DR database and the primary site database. This can tax the network connection between the sites. The alternative is taking the system offline, backing up the DR databases, and using the backups to reseed the primary site databases. The System Administrator can then restart replication between the sites and proceed with the failover to the primary site. The need for database reseeding is determined by the duration of the primary site outage and available disk space to queue data for replication.

The specific time is unique to each implementation and is a function of CAD activity, disk space, and network capacity. As a general rule, the database need not be reseeded during scheduled failovers and should be reseeded after a primary site outage that lasts longer than a few hours.

CAD DR User Experience

The system's CAD is not available during the DR failover process. Dispatch and Mobile clients will not have access to the CAD servers during the transition process and the client will be unresponsive. If a user attempts to log into the CAD system from a client, they will receive an error message indicating that the application server is not available.

CAD DR Performance

The DR system is distinct from the High Availability design. It provides geographic site redundancy that allows an agency to resume normal CAD operations after transitioning operations to a recovery data center. After the initial diagnostic and troubleshooting process, the transition process is manually initiated and requires approximately 30 (thirty) minutes to complete. After the failover is complete, the DNS must be updated to redirect CAD clients to the recovery data center.

Asynchronous replication is used to prevent performance impacts resulting from network latency between the primary and recovery data centers. As a result, the data at the recovery data center may lag behind the primary center's data by several seconds. The actual time depends on network latency and the activity on the CAD system. During a scheduled failover, the CAD system's services in the primary data center are stopped and the replication to the recovery data center is allowed completely. An unscheduled or instantaneous failure of the primary data center may result in a small amount of data loss. The actual data loss is a function of CAD activity and network connection speed.

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H. Service Level Agreement

A. Describe how your company will meet/exceed the expected minimum performance requirements for the System throughout the life of the Contract.

Motorola Solutions Response

Motorola is committed to helping people be their best in the moments that matter. Our Service Delivery Team is focused on the health, system performance, and reliability of the PremierOne Solution. The City will work with an account manager or service contract manager who will maintain regular communications with you and continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola products or support.

Your Support Plan may be amended occasionally to align with industry best practices and customer needs. Our goal is to build a service relationship you can trust.

Motorola's primary objective is to restore your PremierOne Solution to normal operations as quickly as possible and minimize the adverse impact of service events on our Customers and their mission. This serves our primary goal of maintaining quality of service and availability. The PremierOne Solution team of specialists are available to the City as an integrated part of the support and technical issue resolution process.

The Technical Support team is available via telephone 24/7 to receive and log requests to address issues with PremierOne systems. Remote Technical Support service is provided in accordance with PremierOne Priority Level Definitions and Response Times.

The table below highlights the definitions of the Priority Levels typically used between Customers and Motorola to determine how each request will be prioritized. These response times do not apply when an incident or outage has occurred due to interruptions of power, HVAC or other environmental-related issues, outages in relation to a force majeure event, or when an outage is considered customer-induced.

Priority Level	Incident Definition	Response Time
Critical - P1	An incident is deemed CRITICAL if one or multiple critical functions are unavailable or severely degraded such that the customers' core business functions and capabilities are no longer delivered or capable. The resulting critical impact on the customers' business is such that focus and resources must be applied to restoration or mitigation. Full system outage, systemic inability to process mission-critical commands (e.g., incident creation), extreme systemic slowness, or a majority of clients unable to connect to the system, etc.	Telephone conference within one (1) hour of initial voice notification

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High - P2	An incident is deemed HIGH if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however, overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions. Loss of a critical redundancy, subsystem, or critical interface (e.g., CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, and systemic recurring disruptive issues that frequently impact users.	Telephone conference within three (3) hours of initial voice notification during normal business hours
Medium - P3	An incident is deemed MEDIUM if business functions are available; however, there is a deviation from the expected or agreed-upon level of service or other service conditions not aligned with the other defined impact levels. Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g., interfaces installed on RDW), RDW or reporting problems, etc.	Telephone conference within eight (8) Hours of initial notification during normal business hours
Low - P4	A request is deemed LOW for minor requests. This level represents minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions, and product or service Update requests.	Telephone conference within two (2) Business Days of initial notification

In the event that the System fails to meet any requirement of the Contract after final acceptance and during the initial warranty period, Motorola shall resolve the problem and bring the System back into compliance with the performance and reliability requirements at no cost to the City.

During the warranty and maintenance periods, Motorola will respond to PremierOne software errors in accordance with the severity levels and response times described in the Essential Services Statement of Work included in Exhibit 7: PremierOne Maintenance and Support Agreement.

B. Define your guaranteed system availability and outline how you will achieve that percentage.

Motorola Solutions Response

The PremierOne CAD solution is designed to enable a goal of 99.999% availability when the Motorola -specified hardware is used; however, 99.999% availability is not guaranteed as factors beyond the software provided by Motorola (such as City-provided hardware, environmental conditions, power outages, customer provided backup power, customer facility issues, third party outages, etc.) may affect system performance and reliability.

PremierOne’s software design is redundant, as database replication occurs across multiple servers. The system is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server and other vendors.

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

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Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database, and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to failover.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of any possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

The following depicts the fault tolerant components of the system:

Component
▪ Multiple F5 ADCs to provide load balanced network traffic to the application services ▪ PremierOne monitors active services and restarts them as necessary. ▪ In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set. ▪ SQL Server AlwaysOn provides redundancy and automatic failover. ▪ In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.
PremierOne System Manager monitoring: ▪ CAD application ▪ Application Delivery Controller cluster ▪ Database status ▪ Disk space ▪ Windows Performance Counters

C. How will you achieve the response time requirements outlined in the Scope of Work?

Motorola Solutions Response

Average response time for PremierOne transactions is between .5 and 1.1 seconds. PremierOne CAD meets or exceeds this requirement with 99% of our transactions.

System performance is a key aspect of PremierOne CAD. Motorola Solutions conducts performance testing on each PremierOne CAD Standard Release to validate that the release meets Motorola Solutions' performance criteria.

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Motorola Solutions' performance lab tests use simulated system usage on typical system configurations. Motorola Solutions measures transaction performance and system loading measurements during the performance test. The observed transaction times are aggregated with the average and 99 percentile values compared against performance requirements to validate that the performance of that particular release is acceptable. It is important to note that every customer configuration, provisioning data, coverage areas, network, and operational dynamics is different; therefore, system-to-system variation in performance is expected. The performance of any given transaction is dependent upon the current system load, system environment, specific command parameters, customer workflows, usage patterns, and system data. The performance of any fielded system will vary from the lab results.

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2. METHOD OF APPROACH (PART 2)

I. Other Performance Requirements

1. How will your solution address the requirements outlined in this section?

A. All inquiry and file maintenance functions shall be performed without adversely affecting system performance and system operations.

B. System shall perform backups or other system administration tasks without impact on system operations.

C. Auditing

1. **Messaging between units**
2. **CJIS queries**
3. **All queries**
4. **Any changes to the system**
5. **Auditing of Geo-Location**
    1. **Location of vehicles**
    2. **Provide location accuracy of your solution**
    3. **Time variable for GPS**
    4. **Configurable GPS based on status**
6. **Audit size and time frame**
    1. **Auditing parameters should be able to be customized**
7. **Provide any additional auditing features**

Motorola Solutions Response

Inquiry and file maintenance functions have a negligible effect upon PremierOne CAD system performance or operations.

All queries and their responses are logged. Authorized users can configure monitoring of frequently submitted information on a per-query request type, triggering an alert and adding the submitted information to a frequency tracking watch list. Authorized users also can configure monitoring of specific information deemed sensitive across all queries, triggering an alert.

Multiple application servers support the PremierOne CAD application service layer and utilize load balancing to manage the load across the servers. This allows backups, system administration tasks and auditing to be performed without significant impact on system operations.

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The PremierOne CAD system administrator can monitor and maintain messages and purge individual messages or all messages that are in the store and forward mode. All transactions that purge a message are captured in the Transaction Log/Audit Trail.

The administrator can set “message size limit,” “attachment size limit,” “number of attachments,” and “expiration date” as configurable properties on the client devices and throughout the agency.

PremierOne CAD’s audit feature records all transactions associated with an incident. Viewing an incident’s audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history.

When an incident has been viewed by a CAD user, an audit record is written to the incident history.

Per CJIS security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file; change the audit log file and destroy the audit log file.

PremierOne receives information from a vehicle-mounted GPS device using a logged-in PremierOne Mobile client session. It supports either the Trimble ASCII Interface Protocol (TAIP) or the National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. PremierOne CAD uses vehicle location information to support location-dependent features, including Mapping, Track-It, Follow-It, and Recommendations.

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8. Explain how Dispatcher can see location of emergency vehicle and location of first responder

Motorola Solutions Response

In PremierOne CAD, AVL / ARL (Radio Resource Location), can be used in recommendations to track the location of emergency vehicles to determine their present location when requiring units to respond to an incident. By adding ARL recommendations to PremierOne CAD, can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

The PremierOne CAD integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

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9. System Expansion

Motorola Solutions Response

PremierOne CAD is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. The system can be expanded through the allocation of additional physical or logical resources as needs grow.

All aspects of the PremierOne CAD solution are scalable and flexible to support the City's future growth. On feature expansion, the PremierOne system can be upgraded or expanded to add new capabilities or features, such as additional interfaces, as the City's needs evolve.

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10. Provide information on how audits are accessed in either an application or database format.

Motorola Solutions Response

PremierOne CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only.

When an incident has been viewed by a CAD user, an audit record is written to the incident history.

J. System Design

A. Describe how your system can handle 100 active CAD users and 1000 active mobile devices.

Motorola Solutions Response

The System has been sized to support performance requirements with up to 250 CAD users, up to 1000 mobile users and up to 2 million calls for service per year.

System performance is a key aspect of PremierOne CAD. Motorola conducts performance testing on each PremierOne CAD Cumulative Update and Standard Release to validate that the release meets Motorola's performance criteria.

The configuration of the performance lab tests and actual results of testing can be provided after vendor selection.

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K. Network and Security Requirements

a. Define how you meet/exceed the Network Requirements as outlined in the Scope of Work.

Motorola Solutions Response

Network Reliability and Redundancy:

The PremierOne architecture enables high availability (99.999%) in our controlled environment of the PremierOne application software. The PremierOne approach to high availability involves increasing the reliability of the system by using redundant components that will keep the system functioning in case of an individual component failure. While the architectural design of PremierOne enables high availability, each individual system is reliant upon environment variables beyond Motorola Solutions control that impact system performance and availability.

Network latency plays a key role in the responsiveness of CAD client operations. The system is designed for optimal use in a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the system CAD servers and each CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

Bandwidth:

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database, and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to failover.

PremierOne CAD is a scalable multi-tier solution allowing customers to add host servers and increase storage as needed.

Connectivity:

PremierOne allows the use of secure VPN.

Quality of Service

Comply

Network Monitoring:

For networking and hardware monitoring, Prometheus is leveraged. Prometheus is a popular time-series database. Prometheus uses a polling model referred to as “scraping” where it actively collects metrics from various sources. For PremierOne, this includes, but is not limited to, host servers, SAN, smart power distribution units, switches, firewalls, operating system, and hypervisor. The deployed system will include a default retention of at least 10 days, however Motorola is able to provide long term storage of telemetry via its platform. Both SCOM and Prometheus can be

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integrated into existing network management systems that may already be in use, but is done as a customer responsibility with no additional support. System administrators should work with PremierOne deployment teams to evaluate the ability to integrate during system deployment. It is not recommended to have multiple agents monitoring operating systems, however access can be provided to SCOM and Prometheus to replicate this data to upstream network management tools.

b. Describe how you will meet/exceed the Security Requirements as outlined in the scope of work.

Motorola Solutions Response

Data Security:

PremierOne CAD system services are designed to use FIPS-certified technologies to protect data at rest and in transit. PremierOne services use FIPS-compliant Transport Layer Security (TLS) 1.2 protocol with AES 256-bit message encryption to establish secure communication with PremierOne Mobile Clients.

Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions' safeguarding of customer data, comprehensive third party audits of our development and support operations relevant to our CAD offerings have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification, ISO27001_27017_27018_27701 Certificates, and AICPA SOC2 Type 2 reporting.

Motorola Solutions understands our customers’ critical need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola Solutions designs its products and services to support compliance with the FBI’s Criminal Justice Information Services (CJIS) Security Policy and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist our customers through administering and coordinating CJIS compliant personnel credentialing, providing documentation assistance in connection with CJIS audits, and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

Access control or security in the PremierOne CAD application uses a role-based model. Roles are created and then, capabilities are added to those roles. Users are then assigned to the role(s) that fit their job function.

Authentication and Authorization:

PremierOne CAD does not directly support multi-factor authentication. Supporting multi-factor advanced authentication is dependent on the customer's mobile data network ability to provide these types of services for their clients.

PremierOne CAD can use the City’s Active Directory environment for authentication. Once the user account is built in the system provisioning, it can then use LDAP to query the City’s environment for the account authentication. The City can then enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

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Endpoint Security:

Motorola will provide detection and protection capabilities using endpoint detection and response (EDR) technology, coupled with 24/7 security operations center (SOC) monitoring. Cybersecurity analysts with experience working on mission-critical systems will monitor the City's system for signs of cybersecurity threats. Endpoint Security applies solely to the Subscription Software residing on the server.

Support for Endpoint Security is further described in the SAMPLE PremierOne Subscription Support Offer included in our Sample Terms and Conditions (Exhibit 6).

Network Security:

Motorola provides a fully encapsulated environment for our applications which includes a Firewall at the edge, in row encryption for CJI data, end-to-end FIPS compliant encryption for all application transports as well as a full stack hardening of all components with minimized administrative access, least privilege accounts for services as well as full CJIS compliant auditing.

Incident Response:

Motorola enterprise incident response procedures provide direction in the identification, investigation, and response to a potential data privacy event or breach to minimize the impact and support quick recovery. The primary aim of the procedures is to ensure we safeguard the personal data of individuals and minimize any harm to individuals and the customers we serve.

The incident procedure defines risk levels, describes roles and responsibilities, provides a step-by-step response guide and contact information for internal stakeholders as well as third party vendors that we have identified in advance that may be required to support our incident response.

Compliance:

Motorola Solutions is a leading company in the public safety space providing connectivity, security, and monitoring. Our customers include a host of local, state, and federal agencies. Besides Fortune 500 companies, particularly in the power and utility markets, Motorola's cybersecurity solutions and services align with the NIST framework - Identify, Detect, Protect, Respond, and Recover. We have a 24X7 security operations center (SOC) that provides an intuitive and comprehensive managed detection and response (MDR) across networks, endpoints, and applications alike. In addition to training, Motorola also provides cybersecurity advisory services that include risk and vulnerability assessment, compliance, disaster recovery, and business continuity planning (BCP).

Audit and Logging:

PremierOne CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only. When an incident has been viewed by a CAD user, an audit record is written to the incident history.

Per CJIS security policy, PremierOne supports the following audit requirements: access permission on a user account, create permission on a user account, write permission on a user account, delete permission on a user account, and change permission on a user account, as well as successful and unsuccessful actions to access the audit log file; change the audit log file and destroy the audit log file.

All queries and their responses are logged. Authorized users can configure monitoring of frequently submitted information on a per-query request type, triggering an alert and adding the submitted

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information to a frequency tracking watch list. Authorized users also can configure monitoring of specific information deemed sensitive across all queries, triggering an alert.

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c. Provide any examples of additional actions your company exceed those requirements listed for Network and Security requirements.

Motorola Solutions Response

Motorola Solutions understands our customers' critical need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola Solutions designs its products and services to support compliance with the FBI's Criminal Justice Information Services (CJIS) Security Policy and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist our customers through administering and coordinating CJIS-compliant personnel credentialling, providing documentation assistance in connection with CJIS audits, and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

Additionally, Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions' safeguarding of customer data, comprehensive third-party audits of primary Software Enterprise development and support operations have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification and AICPA SOC2 Type 2 reports are available..

ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds) and ISO/IEC 27701:2019 (privacy information management) are available. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2013 certifications for the development and support operations at satellite locations are available.

L. Proposal Network Requirements

1. Respondents must demonstrate their ability to meet the requirements outlined in this scope of work by providing detailed descriptions of their proposed network topology, failover mechanisms, disaster recovery plans, and how their solution will maintain high availability and secure remote access during disasters.

Motorola Solutions Response

Motorola Solutions' system requires TCP/IP protocol for connectivity. All servers and workstations will connect to the City's existing network. The City will provide access to facilities and a dedicated resource knowledgeable on the City's WAN/LAN. The City will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

Motorola Solutions' delivery model is reliant upon our ability to perform some tasks remotely, which requires secure, remote broadband access for remote deployment, monitoring and support of the system. City-provided high-speed internet access with a minimum bandwidth of 10 Mbps is required at the time of project kickoff and must remain available to Motorola Solutions throughout warranty and support periods to accommodate remote support of the system. In the event that dedicated

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links are required, a minimum of 7.5 Mbps upload and download access is required. It is the City's responsibility to ensure that the aforementioned capacity is available. In the event remote broadband access is not available to Motorola Solutions, preventing us from delivering the contracted service remotely, Motorola Solutions will provide service on-site at additional cost. The additional cost will be presented to the City via the change provision of the contract prior to the delivery of the on-site service.

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a. Provide searchable electronic copies of all information/documentation listed below.

Motorola Solutions Response

Electronic documentation will be provided for each software application. The City is welcome to customize and print the Motorola-provided documentation for its internal use and desired storage.

Motorola will provide electronic versions of application software documentation, including software reference manuals, system administration manuals, user guides, provisioning workbooks, and data dictionary documentation upon completion of contract signing or during project implementation.

Project-related documentation, such as project status meeting minutes and reports, project and training plans, change control requests, communication plans, etc., will be maintained and stored in an official repository.

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b. Be expected to maintain and update electronic copies of the documentation as changes are made to the system configuration and updates are made to the software.

Motorola Solutions Response

New updated documentation will be provided to support the application software releases.

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c. Provide, in a timely manner, system documents that describe all software in sufficient technical and functional detail to enable City personnel to maintain the system and resolve identified problems.

Motorola Solutions Response

Motorola will provide documentation during implementation and training and as a final deliverable.

- **User Manuals** - End user guides for CAD/Mobile will be provided before Motorola conducts Train the Trainer classes that address all the functions of the applications
- **Business Process Review (BPR) Workbook** – Captures business processes and provisioning decisions made during the BPR and provisioning process.
- **Data Dictionary** - Data dictionaries, table layouts, and relationships are addressed during the SSRS Report Builder training.
- **Interface Functional Descriptions (IFDs)** - The IFDs provided with the proposal will be reviewed during negotiations and finalized during project planning and the implementation of the interfaces.

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- **System Administrator Documentation** - Motorola will provide system administration training to designated County personnel. The System Administration Guide and related documentation is delivered during training.

M. Integration of Emerging Technologies

1. Provide any proposed emerging technologies for consideration.

Motorola Solutions Response

It is our mission to capture our customers' imagination with human-centered problem-solving and purpose-driven innovation. We are delivering practical innovations that accelerate the right technologies and shape brand-new frontiers for safeguarding the security, peace, and stability of our nations.

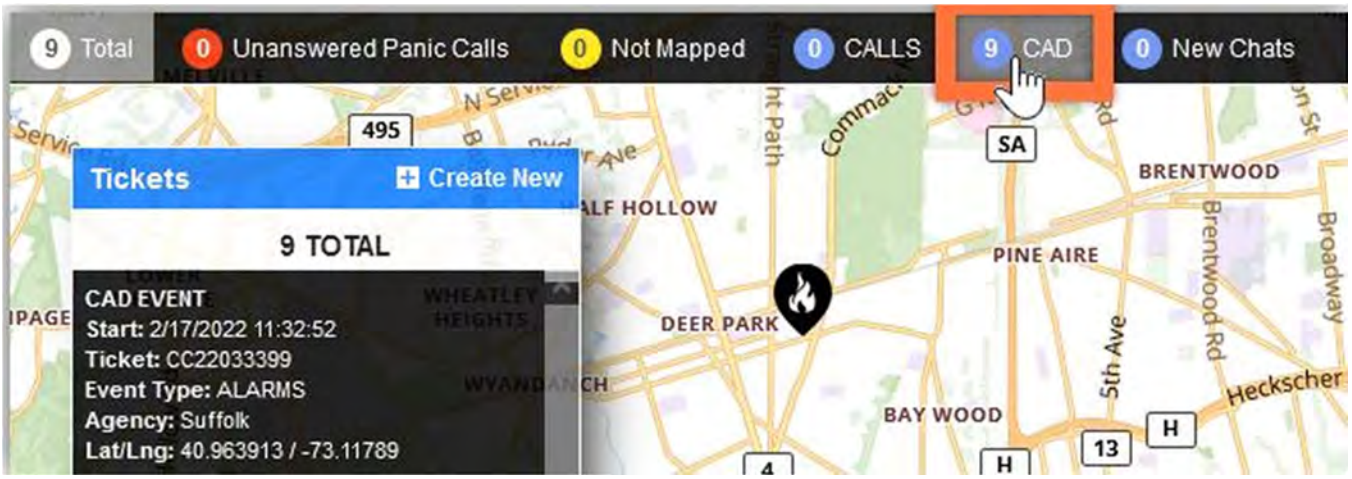
The innovations we are pushing forward today are nothing short of the industry-changing breakthroughs delivered by Motorola throughout our longstanding history of innovation. A deep commitment to research and development concentrated on secured, mission-critical communications allows us to recognize coming change and positions us at the leading edge of industry shifts and technology disruptions that will transform our customers' experiences.

CAD-to-CAD Technology: Enable inter-agency information sharing to expedite response times and improve coordination during emergencies.

Rave Link

Rave Link is a secure and interoperable cloud-based solution for public safety agencies to speed response times by sharing data, automating workflows, and more effectively collaborating across agencies with disparate CAD systems. This software solution provides relevant stakeholders with the information they need to respond more effectively and cohesively to critical incidents.

In moments of crisis, whether it be an active assailant or mass casualty there are many moving parts and often a deluge of incoming information. With an intuitive user interface that provides automated alerts, task assignments, and situational updates, Motorola's situational awareness solution allows you to give advance notice, allocate resources, and communicate better with the key leaders within the response ecosystem.



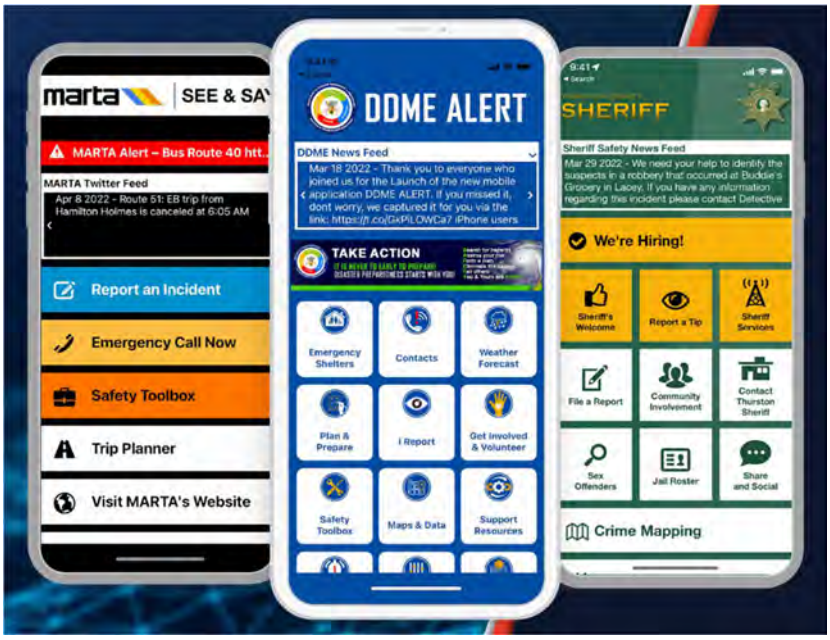
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Command Central Aware CAD Integrations

CommandCentral Aware integrates with CAD to provide CAD status and event monitor capabilities. The CAD status monitor allows users to see a listing of incidents (event type, location incidents, narrative, priority, status, geographic area, location of devices or units). The application consumes event driven data from multiple CAD systems allowing for real time assessment with other relevant data.

- Flex
- PremierOne
- EdgeFrontier
- New World
- Superion
- TriTech
- Tiburon
- Intergraph

RAVE AppArmor is a custom branded safety application that offers the most comprehensive solution for community communication and incident response. The platform provides the ability to send mass notifications and/or targeted messages to connect and inform your community or agency with critical information at critical times. With prebuilt templates, a mobile friendly interface and multilingual capabilities. Tucson will receive an entirely customizable and branded experience, filled with proactive and reactive safety features, getting you 50 to 100 times more downloads than other apps.



Remote Dispatching: Leverage technologies that allow dispatchers to operate from remote locations using secure connections, ensuring continuity of operations during emergencies such as pandemics

Command Central CAD (WebClient) is a light web-based CAD client that augments the PremierOne CAD on premise system, providing seamless bi-directional functionality between the CAD web user and the dispatcher in communications. CommandCentral CAD Web Client provides authorized access to CAD incident and unit information via a Chrome web browser. The client provides the benefits of a cloud-based deployment without a need to VPN into a network to access critical CAD data. CommandCentral CAD Web Client can be used with PremierOne CAD 4.6.12 and above. The application can be used on a single display or across multiple computer displays.

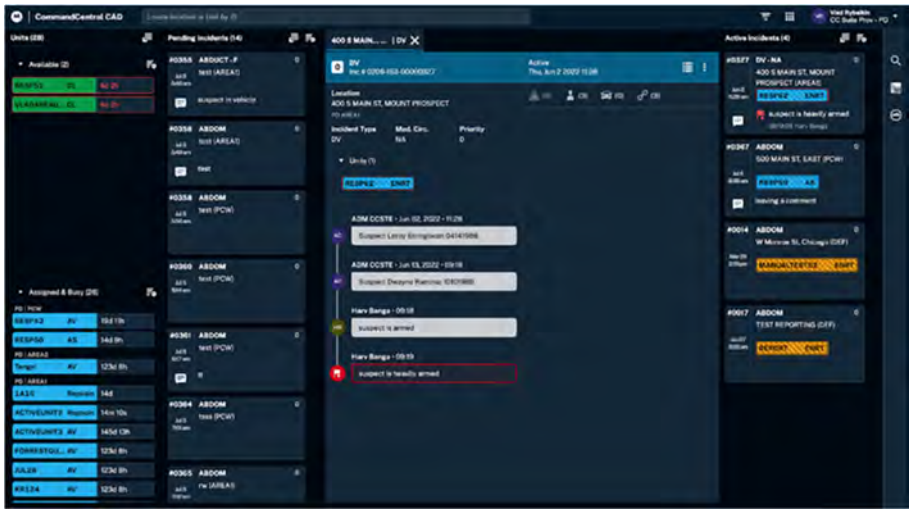
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The CommandCentral CAD Web Client is exclusively cloud-hosted by Motorola Solutions, utilizing Azure Government Cloud.

CAD Web Client provides basic incident search capabilities so that users can look up pending, active, and closed incidents by several parameters (CAD Incident ID, RMS Report ID, involved person's first, last name, and phone number, comments, address, and incident type). Users can also view incident history from within the Web Client UI to understand the chronology of events in a given CAD incident.

The customer will have access to the following functionality:

- Monitoring capabilities (incident and unit)
- CAD Map (incident display and display of assigned units) including map layers
- Incident search capabilities
- Basic agency-based incident and unit monitoring permissions to restrict unauthorized access
- Viewing printable incident details report from CAD incident details.
- Incident history
- Incident management capabilities
- Incident create (single/multi-discipline) with ESRI World Geocoder and customer GIS data (addresses, response boundaries)
  - Field initiated incident
  - Unit assignment
  - Add comment, persons, vehicles
  - Incident close and reopen
  - Request a Records/RMS Report Number
  - Display of associated incidents
  - Unit status update, place on/off duty



Single screen default view [Dispatch mode]

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Disaster Recovery with Command Central CAD

Motorola Solutions Inc. is developing CommandCentral CAD Disaster Recovery (CC CAD DR) to ensure continuity of dispatch services during outages of PremierOne CAD. CC CAD DR leverages CommandCentral cloud-based CAD platform and PremierOne CAD Web client. During the normal operations, the CAD Web Client connects to the PremierOne CAD backend as the source of operational data, which is available for viewing and editing in the CAD Web Client.

In the event of a PremierOne CAD outage, an intentional failover will activate CommandCentral CAD as a primary CAD system for the duration of the outage. While PremierOne CAD is down, CommandCentral CAD will maintain dispatch operations.

Upon restoration of PremierOne CAD, a failback will synchronize incident and unit operational data generated in CommandCentral CAD during the outage back to the PremierOne CAD database. This data merging ensures continuity of dispatch operations and reduces the need for manual and duplicate data entry.

Following a successful failback, normal operations resume with PremierOne CAD as the primary system.

CC CAD DR will empower agency administrators to perform failover and failback actions independently through the CommandCentral Admin user interface with an anticipated failover or failback time of under 15 minutes.

AI-Enhanced Operations: Implement AI tools for real-time transcription, automatic call distribution, and text translation to enhance dispatcher efficiency and accuracy

AI Advancing the Public Safety Mission

We believe in the power of artificial intelligence to augment human skills, intelligently automate workflows, and deliver comprehensive data-driven insights. Using proven mission-critical design principles, our AI solutions are grounded in science, human-centered design and inclusivity to assist public-safety decision-making. Whether it’s transcribing 9-1-1 calls, automating heavily manual report- writing, or processing the onslaught of video footage in an agency, AI has already proven to be an efficient partner to public safety processes.

Major technology themes guiding our work in applied AI to government and public safety workflows include:

- Going beyond camera-centric analytics. Object and activity-centric analytics aid in complex scenario processing
- Leveraging language understanding. Making user interactions more natural, additional relevance context from multiple sources
- Allowing AI to learn from human feedback. Improving accuracy, learning new object and activity concepts, learning what is relevant versus not
- Using AI to fuse multiple sensor modalities. Going beyond the limits of human perception

Virtual Response Assistant (VRA) offers PSAPs a simplified, streamlined service with different options to offload non-emergency calls based on existing workflows and staffing needs. VRA is a cloud solution, available in multiple languages and offered as a subscription service. It is available with Motorola Solutions VESTA 9-1-1 and VESTA NXT call handling software. VRA routes non-emergency calls to a standard 10-digit number for autonomous resolution of the call, providing oral and text-based self-service which eliminates the need for agent interaction.

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Non-emergency callers interact with an automated, AI bot-driven system that transfers the call within the agency, or to an external agency, for immediate handling of the issue. In addition, there is an option for callers to receive the information via SMS. Motorola provides 40 hours of engineering services to help tailor and refine your VRA configuration. Integration with VESTA 9-1-1 is the first step. As this service continues to expand, we plan to provide CAD integration capability.

Smart Transcription is a cloud-based service that takes the voice audio from a 9-1-1, non-emergency or administrative call and transcribes it into a searchable text transcript. With Smart Transcription, telecommunicators can verify caller information, and supervisors and administrators can monitor 9-1-1 calls in real-time and preserve call transcripts in long-term cloud storage, after the call ends, for post call analysis. Smart Transcription integrates with VESTA® 9-1-1, bringing together the tools and intelligence telecommunicators and supervisors need to better manage 9-1-1 calls, saving time, saving lives and making their jobs easier.

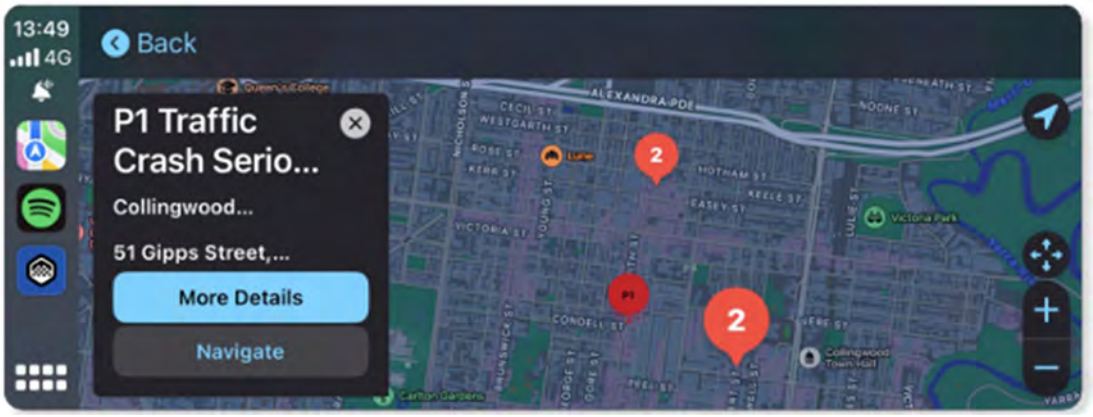
The Smart Transcription service now uses AI to write a real-time call summary. Should the content of the 9-1-1 call change, the call summary is edited and re-written on the fly. As Smart Transcription evolves, the call summary will be able to be sent to CAD.

With 92% of the non-English emergency calls in Spanish, Motorola recognized the need to integrate additional languages. Currently, we are in beta to add Mandarin, Cantonese, Hindi, and Vietnamese.

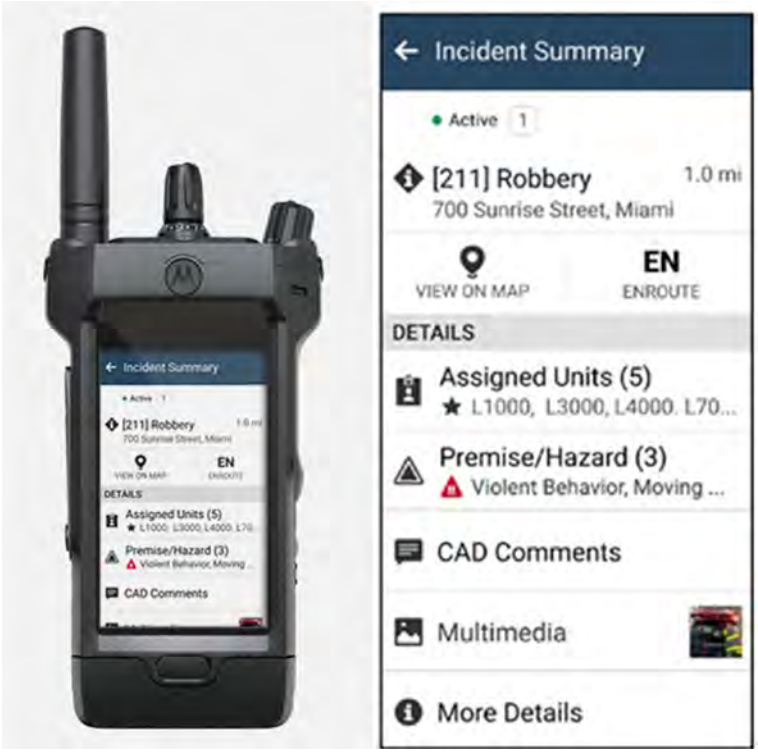
Real-time integrations via API to new emerging technologies

Incident Management for Android Auto/Apple CarPlay provides officers intuitive, in-dash access to critical information from their agency's existing computer-aided dispatch (CAD) system – no MDT required. It is fully compatible with voice control features, allowing officers to stay focused on the road and obtain vital details and updates of an incident before arriving on scene. Officers can easily view and interact with a list or map of incidents and other units in the area, see their assignments from dispatch, self-assign to open incidents, complete status updates and launch turn-by-turn navigation to get them on-scene quickly. When changes and updates to incidents occur, officers can stay informed by on-screen notifications that can also be read aloud. With Incident Management for Android Auto/Apple CarPlay , first responders can use their vehicle's native steering wheel controls to obtain more incident information or change status while driving, never taking their eyes off the road. The smart mobile technology helps officers remain situationally aware while improving safety and focus when responding to emergencies. Agencies that leverage Incident Management for Android Auto/Apple CarPlay in the native media unit of their police vehicles can avoid installing costly mobile data terminals. The cloud-based technology provides regular enhancements without the need for manual updates and hardware upgrades. In addition, the increased space in the vehicle minimizes the risk of injury to an officer if they're involved in an accident.

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SmartIncident is a CAD client that gives frontline responders a clear, consolidated view of assignments, unit status updates, map views and multimedia – right on their radio. Running on APX NEXT and N70 series P25 two-way radios, SmartIncident provides this critical information on the radio that responders already carry, reducing the burden of managing multiple devices. Reducing voice traffic between dispatchers and units in the field, SmartIncident frees up radio bandwidth for critical conversations between personnel during an unfolding incident. It also minimizes ambiguity in voice communications, reducing the risk of a misunderstanding or missed information.



MCC7500 Radio Console Integration with PremierOne CAD, allowing operators the ability to control the most commonly used radio console functions without having to change keyboards or system monitors. The two main features of the PremierOne CAD/ MCC7500 integration are the ability to control Radio Channel Groups and the Two-Tone alerting capabilities. The Radio Channel

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Group feature allows a radio console operator to quickly assemble a group of radio channels (Multi-Select)) prior to transmitting. System administrators provision radio channels and talk groups, as well as beeps, duration of the beeps, and delays for priority transmissions. Channel groups information will consist of the radio system ID, channel group name, type of channel group, a brief description, and the channels that will be included in the group.

The Two-tone Radio alerting is a method of sending tones out to a group of pagers, which can optionally be provisioned to be followed by a voice message from the dispatcher. This feature is known as Talk Extend. When it is used the tones are followed by an open microphone, and the dispatcher's voice is transmitted to all pagers/ radios in the talkgroup. The PremierOne CAD/ MCC7500 Radio Console integration will provide an easy-to-use interface for your agency's dispatch personnel, enabling more efficient dispatch operations.

Motorola Solutions Command Central Suite

Command Central Responder offers the agile field-focused capabilities your personnel need. Seamlessly integrated with CommandCentral CAD, Records, and Evidence, Responder provides secure mobile access to critical CAD data, supports person and vehicle searches from the application and enables field entry of incident report information. Your personnel can resolve more incidents, spend less time on routine documentation, and strengthen relationships with the community. Reporting designed for mobile use combines automation, image capture, virtual assistance and more for simple and seamless updates to your records system. Automatically create CommandCentral Records incidents and populate them with CAD data. Capture and add images, audio, and video to the incident record while still in the field. Run Person and Vehicle searches and query state and national databases directly from the app.

Command Central Aware Enhancements CommandCentral Aware allows you to see all of your resources and events on a single, highly configurable map. With 9-1-1 calls, CAD incidents, radio and vehicle locations, sensors, cameras and more altogether, you'll uncover new insights that inform better decisions. Unify access to all of your video sources by directly integrating with video management systems, as well as body, in-car and license plate recognition (LPR) and third party IP cameras. CommandCentral Aware reduces this burden with a workflow automation rules engine that can be configured for your specific needs. With attention focused, users can assign to an event and search or query external databases for critical information to support an effective response.

Protected Places add-on package enables your community partners to share emergency response information, giving your command center enhanced real-time visibility during unfolding incidents. Community partners create a profile to share critical details about their Protected Place, including emergency contacts, floor plans and security camera information. Access this information in real time from your command center. Partners themselves can connect IP cameras utilizing an edge appliance to livestream up to 30 cameras on a network. Partners can also receive detailed instructions for connecting an existing Avigilon Unity or Alta video management system (VMS), or explore Avigilon security cameras pre-configured to livestream. Community partners can manage and troubleshoot camera connections and choose which cameras (e.g., exterior only) to enable livestreaming.

Edge Appliance for CommandCentral Aware Securely accesses live video from your community partners. The edge appliance connects up to 30 IP cameras on a network to your public safety command center. The appliance is manufactured by Dell and arrives pre-configured with secure Motorola Solutions software. Supported cameras are immediately discoverable in your command center after installation. Stream up to eight video feeds at a time from one connected device into CommandCentral Aware. The edge appliance is encrypted and secure from end to end, from video

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storage to streaming. It is built using zero trust architecture that is designed to prevent data breaches and protects against potential bad actor threats on the network. The device will immediately stop transmitting upon detecting a breach and will be disabled for use.

Command Center Developer Program provides on-premises and cloud-native APIs for the developer community to optimize and enhance public safety and enterprise workflows. Basic membership in the program is available at no cost and includes access to the developer portal. Advanced membership encompasses additional developer relations benefits including enhanced technical services and go-to-market support.

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2. Define a timeline for when these technologies will be available for City use.

Motorola Solutions Response

All the listed technologies are currently available for the City to use; they are in constant development and receiving continuous enhancements and features.

N. Specific Network Topology and Failover Solutions

1. Describe if your solution has a hybrid model option.

Motorola Solutions Response

Motorola is proposing an on-premise solution with Cloud Features as part of our subscription offering.

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2. Provide your proposed failover and disaster recovery.

Motorola Solutions Response

Motorola Solutions' offering includes a Secondary Disaster Recovery (DR) System for system CAD. The Disaster Recovery systems include hardware and software for geographically distinct recovery data centers, the software required to replicate data between the primary and recovery data centers, and scripted processes to transfer operation between the data centers. This system provides continued availability of the system in the event the primary data center becomes unavailable.

The system CAD DR replication and failover processes utilize SQL Always On replication groups. The failover processes for these products utilize separate, application specific, scripts that are specifically suited to each application's server and database design.

Please refer to the PremierOne System Description, included as Exhibit 1, for additional technical details regarding PremierOne CAD's failover and disaster recovery solution.

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O. Data Migration and Vendor Responsibilities

1. Describe how you will provide comprehensive data migration support to ensure a seamless transition from the current CAD/MDS system to the new solution.

Motorola Solutions Response

Agencies often desire to preserve and utilize the data contained in legacy systems when migrating to new systems. There are two types of data that will be accessed or migrated, and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing CAD system. This would include data such as unit identifiers, incident types, and personnel information. These data types may either be imported into the PremierOne system or manually entered during the provisioning process. For those tables to which data can be imported, the common process is for the Motorola Solutions team to provide spreadsheets to the Customer personnel. Customer personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets, and import it into the PremierOne system using the built-in import functionality. Data that will be manually entered during the provisioning process is gathered by the Customer and recorded on provisioning worksheets.

The second type of data is historical data. This consists of transactional data, which is a record of events/incidents recorded in the existing CAD system.

Data migration will involve Motorola Solutions converting and extracting the agreed-upon data from the existing legacy CAD system and then importing to the new PremierOne CAD system. While Motorola Solutions is responsible for converting the specified data, it is critical that the Customer assigns a knowledgeable resource to this activity that will remain engaged throughout the migration process.

Data conversion routines will be executed and validated during two phases, which consist of one Bulk Load and one Delta Load.

The Delta Load consists of the data that is the delta between the end of the bulk load and the time of the Live Cut. The City must discontinue using its legacy system before this load takes place. This Delta Load will consist of no more than one (1) month of data.

The legacy databases must be stored in Customer-supplied Microsoft SQL Server databases (hardware and software) external to the system, and Motorola Solutions must be able to link directly to them from Microsoft SQL Server.

Motorola Solutions does not provide any data clean up or manipulation of the provided data and conducts a single, one-time, bulk load of legacy data. The City should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that have not been linked properly and resolve those issues prior to extracting the data to be converted.

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P. Customization Requirements

1. Describe how you will incorporate necessary system customizations into the initial contract.

Motorola Solutions Response

PremierOne CAD supports the ability to modify the tab order, and rename field label changes on screens. The tab order is defined as the travel of the cursor as the user presses the *Tab* key. These modifications are limited to the following screens:

- Login Screen.
- Incident Initiate (summary, vehicle, person).
- Incident Management (general, vehicle, person).
- Incident Dispatch.

Motorola will work with City to define the tab order and field labels to be renamed, and provide instructions for installation of the UI Modification Package.

Motorola will facilitate a single remote discovery session to document CAD UI modifications, enabling Motorola to create the UI Modification Package. The UI Modification will be completed prior to the commencement of Train-the-Trainer.

Additionally, the PremierOne CAD Graphical User Interface can be configured at the user level. Using the DC command users can set and save a personal display configuration which acts as a “follow me” setting, displaying as configured for your future CAD sessions. Users can also use the RPS (reset personal settings) identifier with the DC command to cancel the personal display configuration and return to the agency-level display configuration settings for the signed-in role.

PremierOne CAD provisioning provides the opportunity to tailor call screens per City requirements.

Q. Data Access and API Availability

1. Provide a plan for ensuring explicit and comprehensive access to generated data through an Application Programming Interface (API), will meet the requirements outlined in the Scope of Work.

Motorola Solutions Response

PremierOne does not currently support an API that allows custom development. However, many of the functionality requests listed above may be implemented with existing PremierOne features:

- PremierOne allows third-party systems to retrieve near real time information from PremierOne CAD RDW. PremierOne is set up to post transactional updates from CAD to the RDW database within 30 seconds. Standard SQL Views are available in PremierOne CAD RDW. A SQL account with read-only access to these views will be created for the third-party system. The third-party system can retrieve PremierOne data using a SQL connection.
- The PremierOne CAD status monitor feature is a highly configurable component that displays real-time incident and unit-related information. Users may configure and display one or more status monitor windows. The number of status monitor windows, their

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placement, the fields displayed within them, and the sorting and grouping of the status information can all be configured as required for a particular CAD role or user.

- Dispatcher can clone PremierOne CAD commands and then alias them on the command line for easier use. For example, assume the user wants a single command that always presents the next appropriate or closest ambulance. They can clone the ID Command, give it a name of AMB. In the defaults for the command, select View/Modify for the RL identifier (response list: count-capability), and then enter whatever the capability for an ambulance is, such as 1-ALS.

PremierOne does not currently support an API that allows a customer to develop interfaces at this time.

R. Compliance

1. Describe your tight security controls which enable your solution to meet all regulatory, compliance, and audit standards.

Motorola Solutions Response

At Motorola Solutions we believe compliance is a team effort. As our customers' partner in compliance, we are committed to employing privacy and security protocols that enable our customers to comply with the most stringent legal and regulatory requirements. In addition, we build on a strong foundation with an architecture designed and managed to meet a broad set of international compliance standards, as well as region-specific and industry-specific standards.

System services are designed to use FIPS certified technologies to protect data at rest and in transit. PremierOne services utilize FIPS compliant Transport Layer Security (TLS) 1.2 protocol with AES 256-bit message encryption to establish secure communication with PremierOne CAD and CAD Mobile Clients.

Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions safeguarding of customer data, comprehensive third party audits of primary Software Enterprise development and support operations have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification and AICPA SOC2 Type 2 reports will be available in early 2021. ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds) and ISO/IEC 27701:2019 (privacy information management) will be available in mid-2021. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2013 certifications for the development and support operations at satellite locations have been completed.

Motorola Solutions understands our customers' critical need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola Solutions designs its products and services to support compliance with the FBI's Criminal Justice Information Services (CJIS) Security Policy and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist our customers through administering and coordinating CJIS compliant personnel credentialing, providing documentation assistance in connection with CJIS audits and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

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S. Warranty

1. Will your solution come with any additional warranty beyond the minimum one (1) year warranty?

Motorola Solutions Response

Under the PremierOne CAD/Mobile Subscription offer, the PremierOne and CommandCentral software applications are warrantied for the contract term as long as the subscription is active.

Motorola agrees to pass through to the City any warranties provided by the manufacturers of products purchased through Motorola, such as the hardware warranty. We make no representations or warranties for third-party software or hardware. Motorola's Maintenance and Support Agreement has been included in Exhibit 6: Sample Terms and Conditions.

2. Describe the support the City will receive during the warranty period.

Motorola Solutions Response

Services include 24/7/365 customer support, system updates, software upgrades, and necessary services to maintain the systems and interfaces at optimal performance levels.

Motorola has included the Subscription Services support package as the support offering. Subscription Services include Remote Technical Support, Software Maintenance and Remote Upgrade, and Endpoint Security, as summarized in the PremierOne Subscription Support Offer included in our Sample Terms and Conditions (Exhibit 6).

T. Implementation

1. Please provide a method of approach and plan for how your company can implement this system.

a. Note the requirements for the implementation plan in the Scope of Work

Motorola Solutions Response

Motorola has global experience implementing complex projects for public safety customers and uses an integrated approach to project management to deliver projects on time and on budget while meeting the quality expectations of the stakeholders. Our project management methodology is based on the principles of the Project Management Institute's Project Management Body of Knowledge (PMBOK) and Motorola Solutions' extensive experience in project implementation. It includes processes to guide initiating, planning, executing, controlling, and closing projects. Our proven implementation strategy consists of an integrated set of activities that begin with designing the solution for the City to Go Live/cutover to the new systems to the ongoing post-implementation support services during the warranty and maintenance periods.

Motorola Solutions provides project resources focused on deploying and supporting public safety systems. Our personnel have deployed solutions in hundreds of agencies and have developed the

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system integration expertise and methodologies necessary to deploy mission-critical systems for public safety agencies.

A Motorola team, made up of specialized personnel, will be assigned to the project under the direction of the Motorola Project Manager. Team members will be multidisciplinary and may fill more than one role. As necessary, team members will be engaged in different phases of the project.

Motorola’s project management approach has been developed and refined based on lessons learned in executing hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that support the design, production, and testing required to deliver a high quality, feature-rich system.

The project will be implemented according to a Project Management Plan that will be reviewed and updated during the planning phase. The Plan defines the project scope, schedule, and quality expectations and provides a comprehensive strategy for managing the project. This document, combined with the Statement of Work and Project Schedule, comprises the documents that govern the project's implementation.

Motorola initiates the project with a kickoff meeting where members of the project teams for Motorola and City are introduced. After the kickoff, we will conduct planning sessions to provide additional detailed information about GIS data, connectivity requirements, and interface functionality. It is expected that the City will engage subject matter experts from each department to participate in these activities.

They are followed by Business Process Reviews (BPRs) with City SMEs to understand current business processes. This allows us to develop provisioning recommendations and identify areas where the new system can improve processes (business process re-engineering).

The information required to provision the system in accordance with those business processes is gathered from City team members. Motorola will enter the information and demonstrate the functionality to validate that the City's functional requirements are met.

Testing will be conducted in accordance with a mutually agreed-upon acceptance test plan that addresses the City’s functional and operational requirements. The City’s trainers receive training. Motorola can assist City trainers with developing an end-user training curriculum and shadow one training class per department if requested.

Motorola will confirm the functionality required of interfaces between PremierOne CAD and external and City third-party systems and document them in Interface Control Documents (ICDs). We perform development as required, then install, configure, and test them in accordance with the ICDs.

A Go-Live plan is developed and executed to facilitate the transition to the new system. Following go-live, a team of resources will be available on-site to support dispatch and mobile operations and lend support to city users.

These tasks are more completely described in response to Exhibit 2 (Statement of Work).

Motorola Solutions employs intelligent project management processes and tools such as Microsoft Project for schedule development and control, management schedule and budget, and systematic Risk Management to assist the project team in accurately forecasting and effectively managing

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project activities. Other project management tools include official project repositories and communication management tools such as teleconferencing mechanisms.

The following diagram illustrates the overall project implementation process.

Project Scope



Installation	Planning	Design	Implementation	Closing
▪ PM to PM Initiation ▪ Planning ▪ Kickoff Meeting ▪ Activation of Customer Success	▪ Project Charter/SOW ▪ Project Plan & Master Schedule ▪ Risk Management ▪ Communication Plan ▪ Training Plan	▪ GIS ▪ Functional Req. Review ▪ Interface Req. Review ▪ Detailed Design Review ▪ Business Process Review ▪ Pre-Provisioning/Data Gathering ▪ Hardware/Software	▪ System Planning ▪ Hardware Standup ▪ Interface Development ▪ Interface Connecting / Testing ▪ System Validation ▪ Train-the-Trainer & Admin Training ▪ Live Cut	▪ Reliability Period ▪ Commencement of Warranty Period ▪ Transition to Customer Support ▪ Post-Live Cut Checkpoint

Ability to push to multiple agencies

PremierOne can operate in various Public Safety Answering Points (PSAPs): Single Agency, Multi-Agency/Single Jurisdictional, and Multi-Agency/Multi-Jurisdictional. In addition, any number of PSAPs can share a single CAD system. This configuration is known as a distributed PSAP environment. Any agency within a multi-agency PSAP facility can operate autonomously from all other agencies within the PSAP while using the same CAD system as everyone else.

Implementation costs

Our subscription pricing includes all costs associated with deploying/implementing the software, hardware, and services. However, changes to scope, such as adding interfaces, could incur additional costs.

Timeline

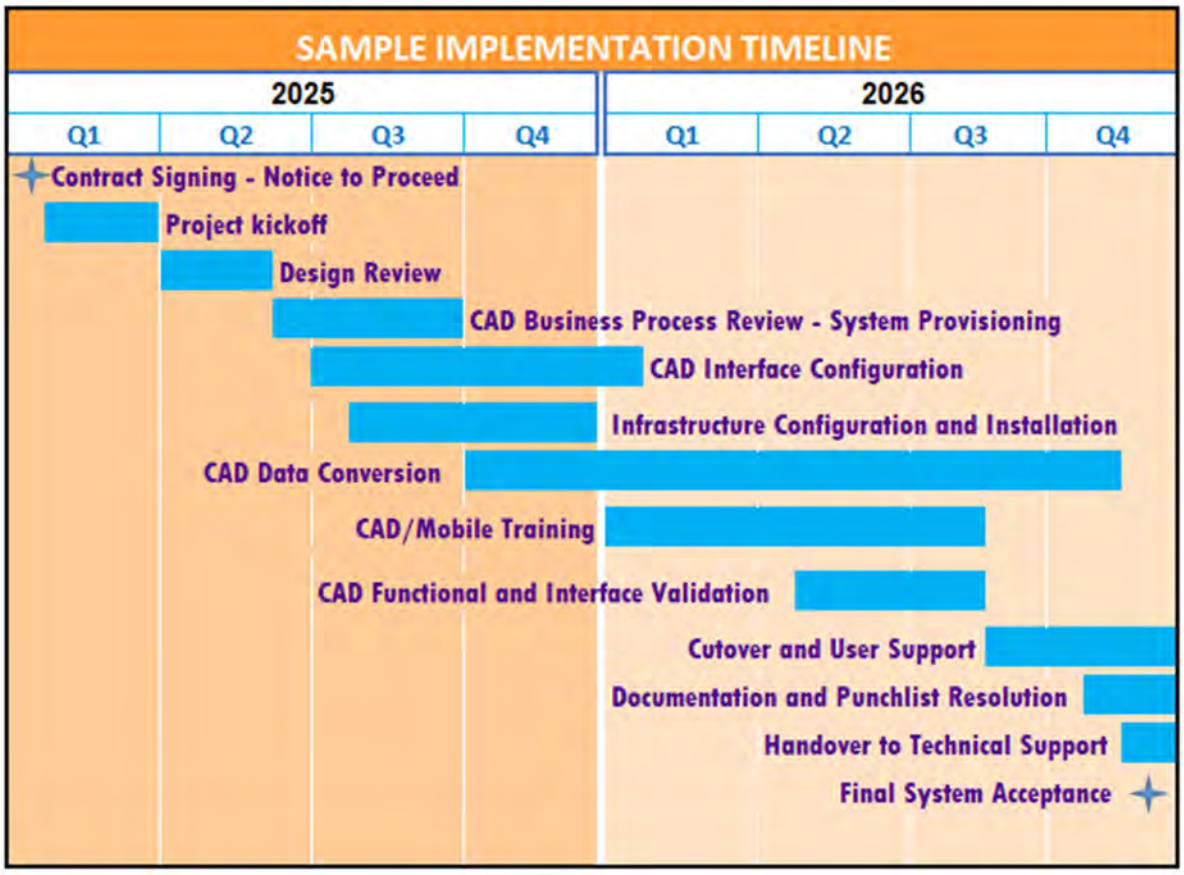
A typical implementation for agencies similar in size to your forces could take 18 to 24 months. The project schedule would depend upon factors such as resource availability for project implementation and training, blackout dates, data conversion, and the number and complexity of interfaces to be implemented.

Motorola also has extensive experience and an in-depth technical understanding of system deployments both within the United States and internationally. This means Motorola is uniquely prepared to complete the technical objectives that you need to meet—on time, on budget, and with minimal disruptions for the end user.

The project team will establish a mutually agreed-upon project schedule based on a work breakdown structure (WBS) that tracks tasks, milestones, start-end dates, and other factors.

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A sample implementation timeline has been provided below:



Payment milestones

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable addenda.

Payment for the Year 1 Subscription will be in accordance with the following milestones:

1. 20% of the Year 1 Subscription due upon Contract Execution (due upon effective date);
2. 20% of the Year 1 Subscription due upon Completion of Kickoff
3. 45% of the Year 1 Subscription due upon Installation of Hardware; and
4. 15% of the Year 1 Subscription due upon Successful Cutover

100% of the Hardware Contract Price will be invoiced upon shipment (as shipped).

Motorola reserves the right to make partial shipments of equipment and to request payment upon shipment of such equipment. In addition, Motorola reserves the right to invoice for installations or civil work completed on a site-by-site basis, when applicable.

For Lifecycle Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

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Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Maintenance and Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

Motorola’s proposal is conditioned upon the ability of Motorola to complete the project at the prices set forth herein. Due to significant market volatility and material price fluctuations in raw materials, Motorola reserves the right to review all material pricing prior to placing any order for materials or equipment required in order to verify price validity. In the event of a cost increase in material, equipment, or energy occurring during performance of the project through no fault of Motorola, the contract price, time of completion and/or contract requirements shall be equitably adjusted by Change Order in accordance with the procedures of the contract documents. The freight rates are estimated. Motorola reserves the right to apply a fuel surcharge to the quoted freight rates on all shipments based on the cost of diesel at the time of shipment.

City Resources

The project's success depends on the early assignment of key City resources. In many cases, the City will provide project roles corresponding to Motorola’s. These resources must be empowered to make provisioning decisions based on the City’s operational and administration needs. The City project team should be engaged from project initiation through the live cut of the system. The continued involvement in the project and use of the system will convey the required knowledge to maintain the system after the project is completed.

The following resources should make up our core project team at a minimum:

Project Manager (PM)

The PM will be the City's primary contact for the project's duration. In coordination with Motorola's PM, the PM will provide oversight for the project, including communication, scheduling, monitoring, etc.

IT Subject Matter Experts (SME)

IT SMEs must provide information about the LAN, WNA, wireless networks, servers, and client infrastructure. They must also be familiar with connectivity to internal, external, and third-party systems to which the Motorola system will interface.

CAD Subject Matter Experts (SME)

CAD SMEs or super users are the core group of users involved in the overall project, which includes training, the provisioning process, and decision-making for global provisioning choices. SMEs should be experienced users in the working areas they represent (dispatch, patrol, etc.), possess a working knowledge of day-to-day operations, have an understanding of agency protocols as well as agency field use procedures, and have the ability to gather the data needed from the legacy system. SMEs should be empowered to make decisions related to provisioning elements, workflows, and screen layouts.

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System Administrator(s)

Systems Administrators (SA) manage the technical efforts and ongoing tasks and activities for their system. SAs should be familiar with:

- Windows Administration
- SQL Server
- SQL Server Reporting Services (SSRS)
- System Center Operations Manager (SCOM)

Application Administrator(s)

Application Administrators manage the City-owned provisioning maintenance and City code tables required to enable and maintain system operations.

GIS Administrator(s)

The GIS Administrator is responsible for developing and maintaining all the GIS data used in the PremierOne CAD system. The GIS Administrator must have a working knowledge of Esri software, including ArcDesktop and ArcPro.

Training Representative/Manager

Training representatives will be the Motorola Application Specialist's point of contact when policy and procedural questions arise. They will act as course facilitators and are the City's training monitors. In addition to the Motorola-provided documentation, they will be responsible for developing agency-specific training material.

Data Migration

Agencies often desire to preserve and utilize the data contained in legacy systems when migrating to new systems. Two data types will be accessed or migrated, and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing CAD system. This would include unit identifiers, incident types, and personnel information. These data types may be imported into the PremierOne system or manually entered during provisioning. The common process for the tables to which data can be imported is for the Motorola Solutions team to provide spreadsheets to the Customer personnel. The customer personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets and import it into the PremierOne system using the built-in import functionality. The Customer will gather data that will be manually entered during the provisioning process and recorded on provisioning worksheets.

The second type of data is historical data. This consists of transactional data, which is a record of events/incidences recorded in the existing CAD system.

Data migration will involve Motorola Solutions converting and extracting the agreed-upon data from the existing legacy CAD system and then importing it into the new PremierOne CAD system. While Motorola Solutions is responsible for converting the specified data, it is critical that the Customer assigns a knowledgeable resource to this activity who will remain engaged throughout the migration process.

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Data conversion routines will be executed and validated during two phases, which consist of two validation test loads and one delta load.

- **Validation Test Loads**: The first Validation Test Load contains up to one (1) month of representative data, and the second load will contain up to six (6) months of representative data.
- **Bulk Load:** The Bulk Load consists of the data that is the delta between the end of the bulk load and the time of the Live Cut. The City must discontinue using its legacy system before this load takes place. This Delta Load will consist of no more than one (1) month of data.

The legacy databases must be stored in Customer-supplied Microsoft SQL Server databases (hardware and software) external to the system. Motorola Solutions must be able to link directly to them from Microsoft SQL Server.

Motorola Solutions does not provide any data cleanup or manipulation of the provided data and conducts a single, one-time, bulk load of legacy data. The Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that have not been linked properly and resolve those issues before extracting the data to be converted.

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b. Please provide any additional information you believe is necessary to include in the implementation plan.

Motorola Solutions Response

The following documentation has been provided with our response to further support our project methodology and project management plan.

- Statement of Work
- Sample Project Management Plan
- Sample MSA

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3. Method of Approach (Part 3)

U. National Cooperative Items

In regards to the Axia National Cooperative, please respond to the following items:

Detail the Computer Aided Dispatch (CAD) and related solutions, products and services that your company offers.

Motorola Solutions Response

Motorola is proposing a PremierOne CAD system to build on your current infrastructure including:

Software Subscriptions (SITE LICENSE)

- PremierOne CAD
- PremierOne Mobile (Windows/Android/iOS)

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- ActiveEye Managed Detection and Response
- Disaster Recovery
- SmartIncident (one Year for 1,600 APX Next Devices)

Additional Features (SITE LICENSE) (Included with the Subscriptions)

- PremierOne CAD
  - CAD Web Client
  - CommandCentral Responder CAD
  - Assist Map
  - Rave Alert
  - Rave Collaborate
  - Rave Link

Integrations (All Integrations are included in DR)

- Motorola Radio MCC 7500
- Motorola Radio Location
- Motorola Radio Push-to-Talk (PTT) Emergency Button Activation
- RapidSOS
- Vesta 911
- CommandCenter Aware

Motorola's proposal is limited to state and local government & public-funded agencies and is subject to the enclosed responses, including any exceptions and clarifications to the City of Tucson's Request for Proposal for Computer Aided Dispatch Solutions and Related Services - RFP NO. 240225, published on October 15, 2024, and to the terms and conditions of the enclosed Master Customer Agreement ("MCA"), its Exhibits and applicable Addenda or, in the alternative, a negotiated version thereof.

Pricing will be negotiated as part of any subsequent agreement in accordance with the pricing model outlined in Motorola's response to Section C.6. Pricing. The City of Tucson RFP NO. 240225 will be subject to additional discounting that will not apply to the cooperative agreement, as outlined in the clause 4.7 of the proposed MCA as part of Motorola's response (Exhibit 6).

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1. ***Detail any value-added services and programs, including but not limited to:***
   - **a.** ***Small business partnership programs, such as local fulfillment and/or service partners***
   - **b.** ***Training & Education***
   - **c.** ***Consulting services***
   - **d.** ***Installation and implementation services***
   - **e.** ***Maintenance services***
   - **f.** ***Customer support services***
   - **g.** ***Rebate/incentive programs***

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Motorola Solutions Response

Motorola is proposing services that include:

- Project Management
- Implementation Services
- Training
- Data Conversion of Legacy CAD Data (Up to five years)

Although not included in this offer, Motorola can provide Optional value-added services such as those that are listed below that can be considered during contract negotiations to further enhance our partnership.

- On-site and/or remote system administration
- On-site and/or remote GIS administration or consultation
- Custom report writing
- Special event support

---

2. ***Describe your pricing model.***

Motorola Solutions Response

Motorola's pricing model is based upon a firm discount off the list price for a limited scope of products and services that would be valid for the term of the agreement. The exact scope of that price-list is currently presented to the scope in RFP NO. 240225 but Motorola would be open to expanded scope subject to additional terms and conditions (if applicable) to be negotiated when awarded the contract

The PremierOne subscription delivers a hybrid-connected system that transforms a public safety agency's operational capabilities through rapid cloud activation and feature provisioning. This approach accelerates the time to value, with Motorola's dedicated Customer Success team playing a pivotal role in ensuring effective feature adoption from the outset.

Structured around a predictable financial model, PremierOne offers a flexible budgeting option via this subscription model that minimizes initial capital expenditures, while the FTE-based pricing structure affords scalable user coverage through a comprehensive site license.

Additionally, the offer provides a path to seamlessly transition in the future to Motorola's full CAD cloud system if they so desire, ensuring the agency remains at the forefront of public safety technology, effortlessly and affordably.

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3. ***Describe how and how often the pricing documents are updated. Detail items and/or categories that may be updated more often than others.***

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Motorola Solutions Response

The pricing structure of the agreement is a firm discount of the then-current list pricing for products or services purchased. Motorola reserves the right to propose new discount levels that would be agreed upon by mutual agreement between the parties.

---

4. ***Detail how market conditions impact pricing and propose how you plan to account for such changes. Can pricing adjustments be audited and tracked with an index or other calculation?***

Motorola Solutions Response

Changes in market conditions will be reflected in list pricing of equipment and/or services purchased at the time of purchase. While market conditions may not necessarily warrant changes in discount levels per the agreement, if proposed, those changes will be mutually agreed upon in writing by both parties. Out-years of maintenance and services will be subject to inflation changes per section 4.2 of the MSMLA as part of Motorola's response.

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5. ***Describe any regional and/or individual custom pricing lists that may be available to participating agencies of the Axia Cooperative purchasing program. Detail how this kind of program can be extended to one or more participating public agencies, the number of items that can be made available through such a program, how and how often the list is updated, limitations based on the type and size of the participating agency, etc.***

Motorola Solutions Response

The attached Exhibit C "Pricelist" as part of Motorola's response will be the only pricelist applicable to the firm discount structure of the agreement for the duration of the term. Motorola is open to negotiate the scope of the pricelist once awarded the contract.

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6. ***Describe if and how volume discounts may be applied for certain orders.***

Motorola Solutions Response

Motorola's proposed firm discount model does not account for large volume additional discounting, however, the current structure does not limit Motorola's ability to provide additional discounting beyond what is mutually agreed upon in the price-list that would be part of the agreement.

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7. ***Who are your national/corporate points of contact for sales, marketing, contract administration and monthly sales reporting?***

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Motorola Solutions Response

Emily Dean – Senior Account Manager Software Sales

M. 469-887-0569

E. emily.dean@motorolasolutions.com

Mike Colvin – Senior Account Executive

O. 520-631-5394

M. 520-631-5394

E. mike.colvin@motorolasolutions.com

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8. ***Demonstrate your company's ability to meet the evolving needs of public sector customers of varying sizes and locations.***

Motorola Solutions Response

We have been deploying PremierOne systems in local and state agencies, including multi-jurisdictional and multi-discipline agencies, for over 20 years. We continue to build on our experience and customer input to refine our technology offering, as well as our implementation approach, training, and support services – all with an eye on meeting our customer's needs and supporting the critical and demanding work of public safety personnel.

The PremierOne Product Management teams continuously evaluate the industry, competition, and customer needs to determine the development direction of our products. We take an agile approach to development, which means we don't project a long-range development list; rather, we target quarterly software releases that incorporate enhanced or new features and functionality.

Near-time enhancements to Mobile include enhancing mapping functionality, utilizing web maps, incorporating mapping components from outside resources to include traffic and weather, etc. We are also working to enhance the integration between other Motorola products and Mobile Android/iOS functionality via 10-21 integration.

The Product Management teams use product roadmap software to capture ideas, develop the ideas into features, and then prioritize them for development for inclusion in quarterly and annual software releases.

Customers are provided access to the product roadmap software. Product Management is notified of new ideas and reviews them quarterly. The features that are included in releases are determined based on the product strategy and those which add the most value to the products.

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9. ***Demonstrate your commitment to leverage the Axia Cooperative purchasing program to make the resulting contract available to public agencies across the country. Include details about your firm's ability to:***
    a. ***Market the agreement to public agencies nationally***

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Motorola Solutions

b. ***Educate your firm's sales staff about the cooperative purchasing program***
c. ***Connect with customer decision makers***
d. ***Partner with the Axia Cooperative team for business development***
e. ***Track sales and report back to Axia Cooperative***

Motorola Solutions Response

Motorola participates in multiple cooperative agreements with reporting requirements to both the lead agency and state departments per the reporting details of said agreements. These reports are done on a quarterly basis with any applicable associated fee remitted in a timely manner.

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10. Describe your available invoicing processes.

Motorola Solutions Response

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution.

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11. Describe your customer issue resolution process and customer service escalation procedures.

Motorola Solutions Response

Motorola applies industry standards in supporting and escalating technical support issues for its contracted customers to provide the support needed to maintain mission-critical systems.

The technical support team is available via telephone 24/7 to receive and log requests to address with issues. Remote Technical Support service is provided in accordance with PremierOne Priority Level Definitions and Response Times as further described in the Sample PremierOne Subscription Support Offer included in this response. Priority levels and response times are categorized from Critical (P1) to Low (P4).

Our goal is to ensure our customers receive the best possible support from Motorola. If you feel that your support needs are not being met as a direct Motorola customer, we provide an escalation process for your request to the next Motorola department or manager.

The table below identifies your contacts should you experience an unresolved issue.

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Escalation Plan			
	Level 1	**Level 2**	**Level 3**
Support Center	Support Center Managers: Mark Richins – Western mark.richins@motorolasolutions.com Ashley Beek – Central ashley.beek@motorolasolutions.com Todd Conklin – North East todd.conklin@motorolasolutions.com Marcelo Cravinhos – South East marcelo.cravinhos@motorolasolutions.com	Tim Heddlesten Senior Manager, Technical Support tim.heddlesten@motorolasolutions.com	Tim Leach Head of Software Enterprise Centralized Managed and Support Operations tim.leach@motorolasolutions.com
On-Site Support Technicians	Field Support Managers: Tyler McCullough Matthew Laviolette, SheyeAnne Bailey P1FieldOpsMgrs@motorolasolutions.com	Cathy Kurnas Senior Manager, Field Operations Mobile: (206) 427.8230 cathy.kurnas@motorolasolutions.com	Kelsey Proctor Head of Software Enterprise Centralized Managed and Support Operations kelsey.proctor@motorolasolutions.com

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MOTOROLA SOLUTIONS

Section 3

Qualifications & Experience

Computer Aided Dispatch Solutions and Related Services | December 6, 2024

City of Tucson, AZ

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Motorola Solutions

Section 1

Qualifications & Experience

A. Provide a brief history and description of your firm.

Motorola Solutions Response

Company Profile and Experience

Motorola Solutions (Motorola) has been an innovator in communication technology since our founding as the Galvin Manufacturing Corporation in 1928. We pioneered the walkie-talkie and the police car radio, and for decades we've deployed our industry-leading Land Mobile Radio (LMR) networks, with over 13,000 systems implemented worldwide.

Motorola Solutions, Inc. at a Glance:

Chairman and CEO: Greg Brown

Headquarters: 500 W. Monroe Street, Chicago, Illinois 60661

Founded in 1928: Over nine decades of experience in communications technology

Global Presence: 20,000 employees in 60 countries/100,000+ Customers in over 100 countries/13,000 Networks across the globe

Intellectual Property Portfolio: Thousands of patents focused on mission-critical and wireless technologies

Ongoing Commitment to Innovation: $858 million invested in R&D in 2023

In 2011, we made a pivotal decision to spin off our consumer electronics division and bring our focus on safety and security to the forefront of all that we do. As Motorola Solutions, our singular mission is developing cutting-edge technology to empower customers to solve for safer – safer communities, safer schools and businesses, safer events. To this end, we concentrate our efforts and resources on developing a robust ecosystem of public safety applications and services. Nearly half of Motorola's revenue now comes from command center software solutions, video, recurring services and cybersecurity offerings.

Our vision for a safety and security ecosystem grew from our work in the field. To help our customers continually adapt and improve their operations, especially in the context of changing technology and an influx of text and video data, we saw a need to provide connected technologies that support coordinated responses. We are fully invested in offering solutions across LMR, video, command central software and cybersecurity that work together to ease workflows and facilitate faster, more accurate sharing of information. Our ecosystem of products and services aims to make the job of public safety easier, more effective, and more engaged with the community.

Motorola has a proven record of implementing public safety technology around the world, and we continue to lead the way in technology advancements. Our ongoing strategy to provide the right solutions for safer outcomes includes investing in research and development and pursuing strategic acquisitions:

- **Research & Development**

  With a 2023 research and development budget of $858 million, we have the industry's largest investment in R&D, with a focus on improving incident detection, streamlining operations and enhancing interoperability. We continually seek to leverage technologies such as high-resolution cameras, A.I.-powered video analytics, and improved radio and communications technology to help our customers meet the challenges of the ever-changing landscape of public safety.

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Motorola Solutions

To that end, we take a human-centered design approach to product development: we start by understanding our customers in the context of their environments. Working alongside public safety personnel in all roles, we use immersive research to discover gaps and hidden complexities that we can help address with improved technology. Regular testing and feedback from administrators, personnel and first responders in the field guide every step of our process for technology development.

The real-world impact of our approach is visible in our improvements to tools and workflows, such as:

- **Radios with features that are easy to use** in the most demanding conditions, whether purposefully designed emergency buttons or voice activation.
- **Dispatch solutions that ease workflows**, such as using real-time, searchable voice audio transcription.
- **Cameras that are made specifically for their locations**, such as a cabin camera locked into place, with a protective cover that withstands tough treatment and a microphone that captures backseat sounds.

- **Strategic Acquisitions**

  Bringing state-of-the-art technology into Motorola's portfolio helps us provide our customers with the right innovations for their unique needs and requirements. Since 2015, Motorola has invested more than $6 billion in targeted acquisitions. We spend significant time learning about a firm's offerings and leadership team to ensure that the product matches our goals for integrated technology.



COMMAND CENTER

Command Center solutions, including Computer-Aided Dispatch (CAD), call handling, Records Management systems, mapping capacities, advanced analytics, field reporting and real-time communication, are critical elements of an effective public safety ecosystem. Over the past 25 years, Motorola has developed powerful command center offerings that enhance the efficiency and effectiveness of emergency response operations, streamline workflows and lead to improved incident management.

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We have expanded our offerings by acquiring leading organizations in command center solutions, including Spillman Technologies (2016), VESTA Solutions (2018) and Rave Mobile Solutions (2023). And based on years of customer-focused research, we have designed our own CommandCentral suite, which includes a comprehensive set of tools for real-time information gathering, data analysis and communication. Our cloud-based CommandCentral platform unifies public safety data and streamlines workflows through emergency call handling, CAD, mobile, records, evidence, analytics and offender management, enabling personnel and first responders to make faster, more informed decisions.

Our broad portfolio allows us to partner closely with customers to provide packages that speak directly to their needs and that maximize flexibility and scalability, whether in cloud, on-premises or hybrid platforms. Over half of all 911 centers in the US use Motorola command central software solutions, ranging from tailored CAD, records and call handling solutions to mobile app alerting and community engagement, to real-time crime centers and 24/7 security monitoring.

Our ongoing investment in command center technology reflects our belief that seamless communication from initial call to case closure results in the best possible outcomes, no matter the circumstances.

FINANCIAL STABILITY

Motorola is a Fortune 500 company with year-on-year sales increases, robust product backlogs, and strong outlook for future performance. Our secure financial position allows us to:

Offer solutions built for our customers
Motorola's financial stability means we can scale and adapt solutions so that they directly respond to your circumstances of size, geography, budget, and evolving needs.

Build long-term partnerships
You can count on us to be around to finish the work we've started. That's important to us. Building long-term partnerships to enhance safety, no matter the challenges or the technological advances, drives our work every day.

Prepare for the future
Our financial security also allows us to invest in research and development at a level that new and smaller competitors can't sustain, and to secure acquisitions in areas where our customers have expressed a need for better solutions.

B. Provide a summarization of your experience in performing work similar to that outlined in this solicitation.

Motorola Solutions Response

With over 95 years of experience serving the needs of public safety agencies, Motorola is the world's leader in mission-critical communications, technology, and analytical solutions.

In the last ten years, Motorola has delivered over 150 systems serving more than 1,500 agencies across North America. We have a proven record of success in designing and implementing large, complex systems locally in the Arizona region.

Motorola uses an integrated approach to project management to deliver projects on time and on budget while meeting the quality expectations of the stakeholders. Our project management

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Motorola Solutions

methodology is based on the principles of the Project Management Institute's Project Management Body of Knowledge (PMBOK) and Motorola Solutions' extensive experience in project implementation. It includes processes to guide initiating, planning, executing, controlling, and closing projects. Our proven implementation strategy consists of an integrated set of activities that begin with designing the solution for the City through the ongoing post-implementation support services during the warranty and maintenance periods.

Motorola Solutions provides project resources focused on deploying and supporting public safety systems. Our personnel have deployed solutions in hundreds of agencies and have developed the system integration expertise and methodologies necessary to deploy mission-critical systems for public safety agencies.

A Motorola team, made up of specialized personnel, will be assigned to the project under the direction of the Motorola Project Manager. Team members will be multidisciplinary and may fill more than one role. As necessary, team members will be engaged in different phases of the project.

Motorola's project management approach has been developed and refined based on lessons learned in executing hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that support the design, production, and testing required to deliver a high quality, feature-rich system.

The project will be implemented in accordance with a Project Management Plan that will be reviewed and updated during the planning phase of the project. The Project Management Plan defines the project scope, schedule, and quality expectations and provides a comprehensive strategy for managing the project. This document, combined with the Statement of Work and Project Schedule, comprises the documents that govern the implementation of the project.

Motorola initiates the project with a kickoff meeting, during which members of the project teams for Motorola and the City are introduced. After the kickoff, we will conduct planning sessions to provide additional detailed information about GIS data, connectivity requirements, and interface functionality. The city is expected to engage subject matter experts from each department to participate in these activities.

They are followed by Business Process Reviews (BPRs) with City SMEs to understand current business processes. This allows us to develop provisioning recommendations and identify areas where the new system can improve processes (business process re-engineering).

The information required to provision the system in accordance with those business processes is gathered from City team members. Motorola will enter the information and demonstrate the functionality to validate that City's functional requirements are met.

Testing will be conducted under a mutually agreed-upon acceptance test plan that addresses the City's functional and operational requirements. The City's trainers receive training. Motorola can assist City trainers with developing an end-user training curriculum and shadow one end-user training class per department if requested.

Motorola will confirm the functionality required of interfaces between PremierOne CAD and external and City third-party systems and document them in Interface Control Documents (ICDs). We perform development as required, then install, configure, and test them per the ICDs.

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A Go-Live plan is developed and executed to facilitate the transition to the new system. Following go-live, a team of resources will be available on-site to support dispatch and mobile operations and lend support to users at the Cal OES.

These tasks are more completely described in response to Appendix XX (Statement of Work).

Motorola Solutions employs intelligent project management processes and tools such as Microsoft Project for schedule development and control, management schedule and budget, and systematic Risk Management to assist the project team in accurately forecasting and effectively managing project activities. Other project management tools include official project repositories and communication management tools such as teleconferencing mechanisms.

The following diagram illustrates the anticipated overall project implementation process.

Project Scope



Installation	Planning	Design	Implementation	Closing
▪ PM to PM Initiation ▪ Planning ▪ Kickoff Meeting ▪ Activation of Customer Success	▪ Project Charter/SOW ▪ Project Plan & Master Schedule ▪ Risk Management ▪ Communication Plan ▪ Training Plan	▪ GIS ▪ Functional Req. Review ▪ Interface Req. Review ▪ Detailed Design Review ▪ Business Process Review ▪ Pre-Provisioning/Data Gathering ▪ Hardware/Software	▪ System Planning ▪ Hardware Standup ▪ Interface Development ▪ Interface Connecting / Testing ▪ System Validation ▪ Train-the-Trainer & Admin Training ▪ Live Cut	▪ Reliability Period ▪ Commencement of Warranty Period ▪ Transition to Customer Support ▪ Post-Live Cut Checkpoint

C. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred.

Motorola Solutions Response

North Texas Emergency Communications Center (NTECC)	
Address	1649 W Frankford Rd #150, Carrollton, TX 75007
Agency Contact Name	Director Terry Goswick
Phone Number	469-289-3200
Email Address	terry.goswick@ntecc.org
Atlanta Fire & Rescue	
Address	226 Peachtree Street, SW, Atlanta, GA 30303

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North Texas Emergency Communications Center (NTECC)	
Agency Contact Name	Chief Roderick Smith
Phone Number	404-546-7130
Email Address	rmsmith@atalantaga.gov

Collier County 911 Communications	
Address	8075 Lely Cultural Pkwy, Suite 429, Naples, FL 34113
Agency Contact Name	Director Bob Finney
Phone Number	239-252-3366
Email Address	bob.finney@colliersheriff.org

D. Provide a brief overview of business operations, with an emphasis on experience providing Computer Aided Dispatch Systems, and related services (e.g. design, implementation, maintenance, integration, training), experienced personnel deployment, and personnel training.

Motorola Solutions Response

Motorola has global experience implementing complex projects for public safety customers and uses an integrated approach to project management to deliver projects on time and on budget while meeting the quality expectations of the stakeholders.

For over twenty years, we have been deploying PremierOne systems in local and state agencies, including multi-jurisdictional and multi-discipline agencies. We continue to build on our experience to refine our implementation approach, training, and support services—all with an eye on meeting our customers' needs and supporting the critical and demanding work of public safety personnel.

Our project management methodology is based on the principles of the Project Management Institute's Project Management Body of Knowledge (PMBOK) and Motorola Solutions' extensive experience in project implementation. It includes processes to guide initiating, planning, executing, controlling, and closing projects. Our proven implementation strategy consists of an integrated set of activities that begin with designing the solution for the City to go-live/cutover to the new systems to the ongoing post-implementation support services during the warranty and maintenance periods.

Our 'culture of quality' involves standardizing business practices, investing in quality tools, and providing quality training to our management, field personnel, and customers. Motorola Solutions provides project resources focused on deploying and supporting public safety systems. Our personnel have deployed solutions in hundreds of agencies and have developed the system integration expertise and methodologies necessary to deploy mission-critical systems for public safety agencies.

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E. Date established;

Motorola Solutions Response

Motorola was founded in 1928.

F. Ownership (public, partnership, subsidiary, etc.);

Motorola Solutions Response

Motorola Solutions, Inc. is a publicly traded company incorporated in 2011 in the State of Delaware.

G. Location in which the Offeror is incorporated;

Motorola Solutions Response

Motorola Solutions, Inc. was incorporated in 2011 in the State of Delaware.

H. Office location(s) responsible for performance of proposed tasks;

Motorola Solutions Response

Motorola Solutions' Phoenix office is located at 3332 E Broadway Rd, Phoenix, AZ 85040

I. Offeror shall provide the number, size and location of their distribution facilities, warehouses and service facilities as applicable.

Motorola Solutions Response

Motorola's PremierOne, CommandCentral, Vesta, Flex, and ASTRO products support public safety professionals in a majority of Arizona's PSAPs. Our demonstrated success is the result of a team of Sales, Support, and Leadership all located in Arizona, or within the Southwestern United States.

The PremierOne system will be initially staged at our Elgin, IL facility for assembly and preliminary software loading. Deployment teams are strategically positioned within the region to facilitate on-site efforts throughout the deployment phase. During the support phase initial assistance is provided through our established Software offices in Phoenix, AZ, Salt Lake City, UT and Westminster, CO.

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J. Offeror's organizational chart relevant to this project, specifically identifying the key point of contact for all questions related to the submitted offer;

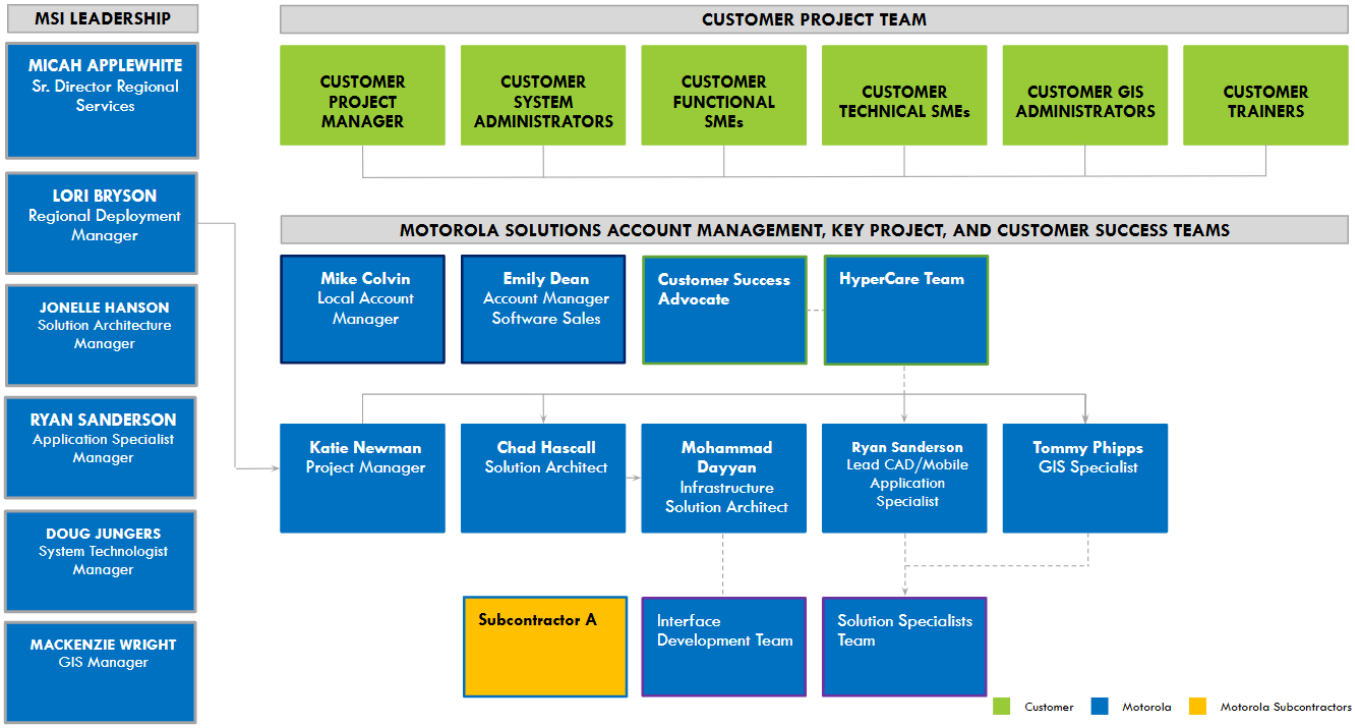
Motorola Solutions Response

Your local Senior Account Managers, Mike Colvin and Emily Dean, would be key contact points during the RFP process.

Other Senior Leadership members local to Arizona include the following:

- Travis Boettcher, CVP, Software & Deployment
- Carrie Hemmen, Sr. VP & Director Software Sales
- Robin Bradshaw Ginther, Sr. Manager Software Sales
- Walter Whatley, Sr. Manager State/Local Sales
- Jimmy Trivedi, Territory Vice President

Please refer to the organizational chart provided below, which identifies the key project resources that may be assigned to implementing your project. The assignment of resources would depend on their availability at the time of assignment.



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K. Full disclosure of any potential conflict of interest (e.g. serving as a reseller of computer hardware, software or business relationships between the Offeror and any City employee who functions or has responsibilities in the review or approval of the undertaking or carrying out of the project);

Motorola Solutions Response

Motorola Solutions has no existing or potential conflict of interest to the best of its knowledge.

L. Offeror may provide copies of any professional or industry certifications that represent the services detailed in this RFP.

Motorola Solutions Response

Motorola Solutions has implemented the necessary requirements for CJIS compliance. At Motorola Solutions we believe compliance is a team effort. As our customers' partner in compliance, we are committed to employing privacy and security protocols that enable our customers to comply with the most stringent legal and regulatory requirements. In addition, we build on a strong foundation with an architecture (both Azure and on premise) designed and managed to meet a broad set of international compliance standards, as well as region-specific and industry-specific standards.

System services are designed to use FIPS certified technologies to protect data at rest and in transit. PremierOne services utilize FIPS compliant Transport Layer Security (TLS) 1.2 protocol with AES 256-bit message encryption to establish secure communication with PremierOne CAD and Mobile Clients.

Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions safeguarding of customer data, comprehensive third party audits of primary Software Enterprise development and support operations have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification and AICPA SOC2 Type 2 reports are available. ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds) and ISO/IEC 27701:2019 (privacy information management) have been completed. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2013 certifications for the development and support operations at satellite locations have been completed.

Motorola Solutions understands our customers' critical need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola Solutions designs its products and services to support compliance with the FBI's Criminal Justice Information Services (CJIS) Security Policy and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist our customers' through administering and coordinating CJIS compliant personnel credentialing, providing documentation assistance in connection with CJIS audits and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

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M. References from past projects.

Motorola Solutions Response

Please see Motorola's response to C. References above.

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MOTOROLA SOLUTIONS

Section 4

PRICING

Computer Aided Dispatch Solutions and Related Services December 6, 2024

City of Tucson, AZ

Table of Contents

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Section 1

SECTION 4: PRICE

Pricing has been uploaded to the website per requirements.

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MOTOROLA SOLUTIONS

Section 5

Required Forms

Computer Aided Dispatch Solutions and Related Services December 6, 2024

City of Tucson, AZ

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Offer and Acceptance Form

Attachment E: Axia Cooperative Solicitation Form

City of Tucson Business License

Attachment F: Functionality Matrix

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Section 1

Required Forms

Offer and Acceptance Form (Uploaded to website)

Attachment E: Axia Cooperative Solicitation Form (Uploaded to website)

City of Tucson Business License (Included on following page)

Attachment F: Functionality Matrix (Excel file uploaded to website)

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CITY OF TUCSON

City of Tucson

Business License

Business Name and Mailing Address:

MOTOROLA SOLUTIONS INC
ATTN: TAX DEPT
500 W MONROE ST FL 44
CHICAGO, IL 60661

License Number: T0057760
Issue Date: January 22, 2024
Expiration Date: December 31, 2024

Owner:
MOTOROLA SOLUTIONS INC

Doing Business As:
MOTOROLA SOLUTIONS INC

This license/permit is **non-transferable** and must be posted in a conspicuous place at the business location.

THE ISSUANCE OF THIS LICENSE / PERMIT SHALL NOT BE CONSTRUED AS PERMISSION TO OPERATE IN VIOLATION OF ANY LAW OR REGULATION.

City of Tucson, Arizona
LICENSE SECTION
Effective: January 01, 2024
Expiration Date: December 31, 2024

CITY OF TUCSON

Non-Transferable

T0057760

MUST BE DISPLAYED IN A CONSPICUOUS PLACE

Business License

For the payment of the license fee, the person or firm below is hereby licensed to conduct business in the City of Tucson. Tax accruing to the City of Tucson shall be paid under provisions of Ch. 19, Tucson City Code. This license is subject to revocation for violation of Ch. 7 or Ch. 19 of the Tucson City Code.

Issued To: MOTOROLA SOLUTIONS INC

Located At: 500 W MONROE ST CHICAGO, IL 60661

Please refer to license number in all correspondence.

BY: _____
CFO/Assistant City Manager

MOTOROLA SOLUTIONS

Section 6

Additional Exhibits

Computer Aided Dispatch Solutions and Related Services | December 6, 2024

City of Tucson, AZ

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Exhibit 2: Statement of Work

Exhibit 3: Training Plan

Exhibit 4: Sample Project Management Plan

Exhibit 5: Subscription Support Offer

Exhibit 6: Sample Terms and Conditions

Exhibit 7: Exceptions & Clarifications to RFP Requirements

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Exhibit 1

Solution Description

Computer Aided Dispatch Solutions and Related Services December 6,2024

City of Tucson, AZ

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Exhibit 1

Exhibit 1: Solution Description

1.1 Introduction

The PremierOne Subscription offer delivers a hybrid-connected suite that transforms your agency's operational capabilities through rapid cloud activation and feature provisioning. This approach accelerates your time to value, with Motorola's dedicated Customer Success team playing a pivotal role in ensuring effective feature adoption from the outset.

1.1.1 PremierOne Subscription Offer Description

PremierOne Subscription is a hybrid solution that encompasses a combination of on-premises software functionality and cloud-based features ("Hybrid Features") over the term of the subscription.

During the term of the subscription, the Customer receives continuous software maintenance, support, and upgrades, as well as new features & capabilities offered as part of the PremierOne Subscription base subscription offer. Motorola Solutions reserves the right to provide functionality via the on-premises equipment or through cloud-based services.

New Product(s) offering features and benefits beyond the contracted Solution will be presented to the Customer for consideration. Such offerings may incur additional costs, and will be communicated as add-ons subscriptions (amendments) to the original subscription agreement.

The Customer, upon mutual agreement with Motorola, may elect to transition to Motorola's full cloud CAD system suite. Upon such transition, the scope of this subscription will be limited to the functionality contained in the base offer of the Cloud Suite, and, to the extent available at the time of transition, equivalent features to Customers on-premise system. Any professional services for provisioning, configuration, and training users on the cloud suite will be available for purchase separately from this subscription.

1.1.2 PremierOne Subscription Hybrid Features

Included in the PremierOne subscription base offer, the Customer will have access to various hybrid features and cloud-based functionality. Subscription customers are authorized to use any CAD | Mobile hybrid feature that has a comparable on-prem equivalent, such as the CAD Web Client or Multi-Agency Search. As mentioned previously, new cloud-based features and benefits beyond the contracted solution will be available for purchase separately as an add-on to the base subscription. Examples of these add-on subscriptions include the CC CAD Disaster Recovery for PremierOne and the CC Responder Field Reporting Forms.

It is understood that throughout the duration of this agreement, Motorola Solutions may innovate and introduce additional CAD | Mobile cloud-based functionalities. Subscribers are hereby granted the authority to access and utilize any hybrid feature within the CAD | Mobile suite that aligns with their on-premises authorizations at time of hybrid feature release. Motorola solutions may introduce additional cloud-based functionalities which enhance the value and capabilities beyond the scope of the original contracted solution. These new features, should they emerge during the active contract

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period, may not be automatically included in the base subscription, but rather will be made available for current subscribers to acquire as an optional, supplementary purchase.

Motorola Solutions explicitly maintains the right, at its sole discretion, to (a) extend such features and functionalities to on-premises systems or through cloud services, and (b) unveil novel features or advancements as part of a Major Release.

While several hybrid features will be available from the outset of the Customer's (see list below), additional cloud-based features and improvements will be made available throughout the term of the subscription.

- PremierOne CAD Hybrid Features
  - CAD Web Client
  - CommandCentral Responder CAD
  - Assist Map
  - Rave Alert
  - Rave Collaborate
  - Rave Link
- Subscription Support Services
- Endpoint Security

1.2 System Overview

Motorola Solutions is pleased to present the following system for the City of Tucson, AZ (hereinafter referred to as the "Customer"). Our system is based on our interpretation of the requirements presented in your Request for Proposal and responses to questions you provided on 11/15/24 derived from our discussions with you.

Motorola Solutions' offering consists of server hardware, server networking hardware, system software, PremierOne application and client software, interfaces and services (as stated in the Statement of Work).

1.2.1 Participating Agencies

The designated agencies participating in the system are:

- City of Tucson Police Department
- City of Tucson Fire Department
- City of Tucson EMS Agencies

1.2.2 Basis for System Sizing

Motorola Solutions uses Call for Service (CFS) and client quantities as the parameters to establish the tiers of infrastructure sizing. Based on the counts provided by the Customer, the system has been sized as follows:

- Up to 2,000,000 CAD Calls for Service per year

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- Up to 250 PremierOne CAD clients
- Up to 2000 PremierOne Mobile clients

For optimal system performance, the following counts and recommendations for data retention should not be exceeded. Five (5) years of PremierOne CAD data retention (2 years of live online data and 3 years of archived data).

1.2.3 Application Software and System Components

This System is comprised of the following component and Subsystem elements:

1.2.3.1 CAD Subsystem

- PremierOne CAD
- PremierOne Mobile
- Automatic Resource Location (ARL) via:
  - PremierOne Mobile with Mobile Mapping
- APX NEXT / N70Smart Incident
- PremierOne Disaster Recovery

1.2.3.2 System Components

- Endpoint Security for PremierOne
- System Interfaces as described in **Section-1.15**

The following represents a logical illustration of the system components.

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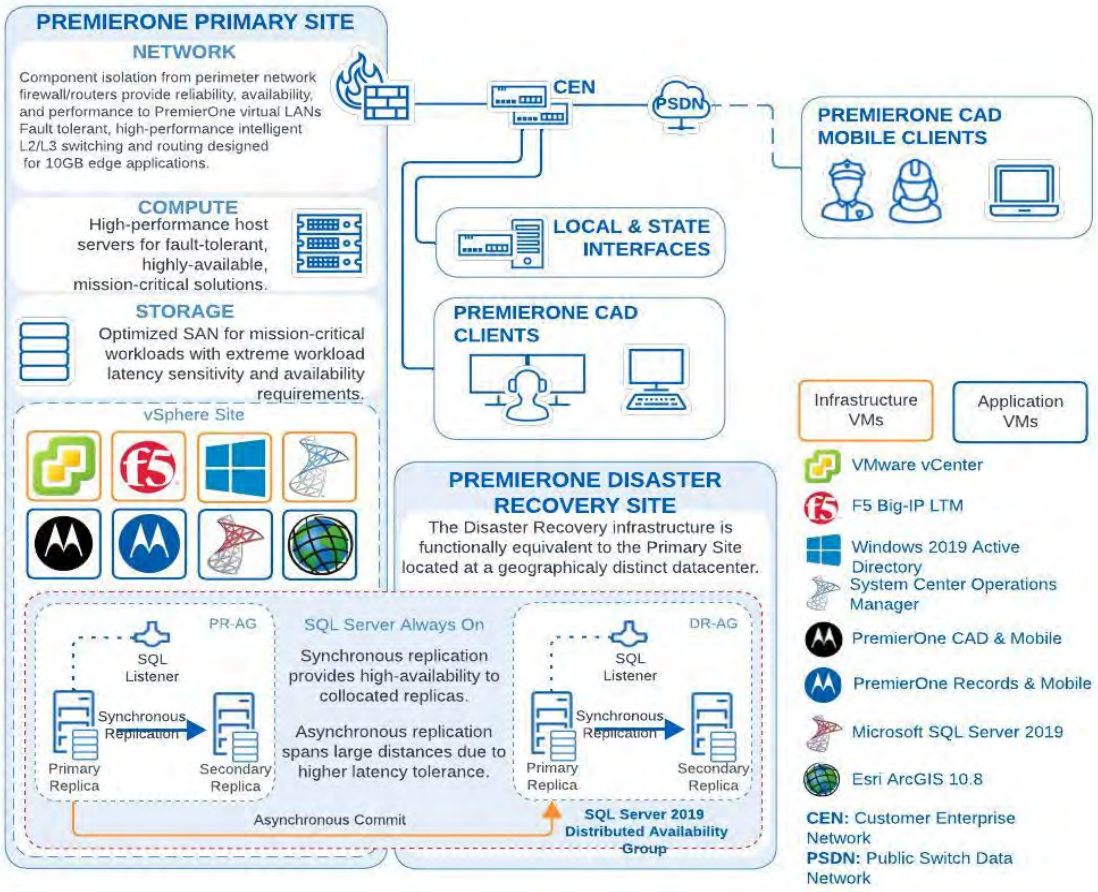


Figure 1-1: Representative System Diagram

1.2.4 System Application Client Software Licensing

Structured around a predictable financial model, PremierOne Subscription offers a flexible budgeting option that minimizes initial capital expenditures, while the FTE-based pricing structure affords scalable user coverage through a comprehensive site license. The suite also facilitates intelligent automation to enhance efficiency and enables access to both real-time and historical agency-controlled cross-jurisdictional information. Additionally, the offer provides a path to seamlessly transition in the future to Motorola's full CAD cloud suite if they so desire, ensuring the agency remains at the forefront of public safety technology, effortlessly and affordably.

The following table summarizes the number of PremierOne client application software licenses for all agencies listed in Participating Agencies.

Table 1-1: System Licensing

System Client Licenses	Type
PremierOne CAD Dispatch Client	Site License*
PremierOne Mobile (Windows)	Site License*

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System Client Licenses	Type
PremierOne Mobile (iOS or Android)	Site License*
APX NEXT / N70Smart Incident	1,600 APX Next devices (1 Year)

A site license means that as the need arises, the Customer can deploy additional client licenses as needed for the named agencies in this document. This eliminates the need for the Customer to procure additional licenses and pay maintenance as the need for additional licensing arises. The maximum of licenses (total number of CAD workstations and mobile client licenses installed at all agencies) cannot exceed the Basis for System Sizing and Performance as described in this document.

1.2.5 CommandCentral Connector

CommandCentral Connector Facilitates communication between PremierOne CAD and Motorola's growing ecosystem of SaaS products. Services running in CommandCentral Connector synchronize data and events between PremierOne and CommandCentral. The Services relay information about Incidents, Unit Status, and Locations from PremierOne CAD to CommandCentral and monitor for Hybrid Client events shared with PremierOne CAD, such as status changes and incident comments.

CommandCentral Connector is deployed on a set of virtual machines within the existing PremierOne hardware stack. It consists of a set of containerized services that share application-specific information between PremierOne and CommandCentral. Three (3) Virtual Machines (VMs) are installed in a Production High Availability (HA) environment. One (1) VM is installed in a non-production environment. Platform updates are required to accommodate the network design to support the new VMs. PremierOne Disaster Recovery (DR) operation is supported. CommandCentral Connector-specific steps were added to the normal failover procedure.

1.2.6 System Integrations

The table below lists the integrations included in our system.

Table 1-2: System Integrations

Integration Name	DR Y/N?
Astro MCC7500 Console	N
Astro Radio Location	Y
Astro Radio PTT	Y
RapidSOS	N
CAD to CAD with PCSD (Motorola Flex)	Y
CommandCentral Aware	Y

1.2.7 System Interfaces

The table below lists the interfaces included in our system. A description of each interface listed in the table below has been provided in **Section 1.15**. Any requests for change to the Interface

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Description following contract is subject to review and consideration through the change control mechanism of the contract.

Table 1-3: System Interfaces

Interface Name	Interface Description	DR Y/N?
Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Points (PSAP)	The ASAP Interface with to PremierOne CAD uses CommSys ConnectCIC to connect with the state message switch. All messages from the state are routed to the Interface service which separates the ASAP messages from the other state query messages, and routes the ASAP messages to special components which process them. When the message requires that an incident be created or updated, the Interface uses the PremierOne CAD-to-CAD components to perform the necessary actions on the incident IFD: ASAP to PSAP – Alarm Bidirectional Interface	Y
Axon Records - records management system	The AXON - Calls for Service (CFS) Data Feed Outbound Interface ("Interface") allows CAD to provide CFS data to the AXON application system. The intent of the interface will be to relate call for service data with video files containing body worn camera footage created by officers involved with an incident. IFD: AXON – Calls for service (CFS) Data Feed Outbound Interface	Y
Axon Fleet 3 - automated license plate reader	The Axon Fleet 3 - Incident Creation Inbound Interface ("Interface") will alert dispatchers in PremierOne CAD of an Axon Fleet 3 "Hot Hit" from an Axon Fleet 3 mobile automatic license plate reader (ALPR). IFD : Axon Fleet 3 ALPR Incident Creation Inbound Interface	Y
Axon FUSUS - real-time intelligence system	The FUSUS Data View Interface ("Data View Interface") provides FUSUS with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: FUSUS Data View Interface	Y
CAD to CAD interface with AMR's CAD	The Logis Solutions - CAD-To-CAD CFS Interface ("Interface") allows PremierOne CAD to deliver call for service requests, incident details, and unit status information to Logis Solutions. This Interface creates new call for service (CFS) messages when triggered to send from PremierOne CAD to Logis Solutions. The functionality of this Interface also allows Logis Solutions users to receive electronic dispatches and indicate their current status on a unit status change back to PremierOne CAD. IFD: Logis Solutions - CAD-To-CAD CFS Interface	Y

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Interface Name	Interface Description	DR Y/N?
CI Technologies IAPro - internal investigations records management system	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. IFD: Call for Service (CFS) Data Feed Interface	Y
First Due	The First Due - CFS Fire Outbound Data Feed Interface ("Interface") allows PremierOne CAD to provide PremierOne Calls for Service (CFS) data to the First Due system. IFD: First Due - CFS Fire Outbound Data Feed	Y
First Watch	The Call For Service Data View Interface ("Data View Interface") provides a 3rd party vendor with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: Call For Service Data View Interface	Y
Full Vesta 911 fully spill all Automatic number identification (ANI) and automatic location identifier (ALI)	The e911 Automatic Number Identification (ANI) and Automatic Location Identification (ALI) and Telecommunications Device for the Deaf (TDD) Incident Creation Inbound Interface ("Interface") accepts ANI ALI and TDD data from the phone vendor and passes it to an incident in PremierOne CAD. FID: e911 ANI ALI and TDD Inbound Interface	Y
International Public Safety Data Institute - NFORS	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. IFD: Call for Service (CFS) Data Feed Interface	Y
ImageTrend	The Call For Service Data View Interface ("Data View Interface") provides a 3rd party vendor with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: Call For Service Data View Interface	Y

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Interface Name	Interface Description	DR Y/N?
MD Ally	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Fire and ePCR Data Feed Interface ("Interface") allows PremierOne CAD to provide CFS data to the third party records system. IFD: Calls for Service (CFS) Fire and ePCR Data Feed Interface	Y
Mindbase	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. IFD: Call for Service (CFS) Data Feed Interface	Y
Nice Audio Logger feed	The Call For Service Data View Interface ("Data View Interface") provides a 3rd party vendor with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: Call For Service Data View Interface	Y
Pulse point feed	This PulsePoint - Notification Outbound Interface ("Interface") will send notification data from PremierOne CAD to a 3rd party REST webservice. IFD: Notification Outbound Interface	Y
RAVE Alert	The PanicButton (RAVE) - Incident Creation Inbound Interface ("Interface") enables mobile app users to silently alert a PremierOne CAD Dispatcher to the presence of emergency event at their current location. IFD: PanicButton (RAVE) - Incident Creation Inbound Interface	Y
SPIDR Tech	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. IFD: Calls for Service (CFS) Data Feed Interface	Y

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Interface Name	Interface Description	DR Y/N?
USDD Station Alerting	The Phoenix G2 (HoneyWell) - Fire Station Alerting Interface ("Interface") will be built upon the PremierOne CAD Alerting Service. This Interface generates messages when units are dispatched, moved-up, or the unit status changes. Once an alert is triggered, the Interface will transform the PremierOne CAD alerting message to the structure as defined by the target third-party system (see list of Supported Interface Data Elements) and then sends them via a TCP/IP connection to the Communications Gateway from Honeywell. IFD: Phoenix G2 (HoneyWell) - Fire Station Alerting Interface	Y
PremierOne CAD Axon Fleet 3 - ALPR	The Axon Fleet 3 - Incident Creation Inbound Interface ("Interface") will alert dispatchers in PremierOne CAD of an Axon Fleet 3 "Hot Hit" from an Axon Fleet 3 mobile automatic license plate reader (ALPR). The Interface will periodically poll and retrieve the data available from the Axon Fleet 3 IFD: Axon Fleet 3 - Incident Creation Inbound Interface	Y
PremierOne CAD-to-CAD Interface to Flex CAD	The Enhanced CAD2CAD product is designed as a seamless two-way interface between Flex and Premier One CAD. This interface includes transmission of the following data: CAD Incident Unit Status Unit Location IFD: Enhanced CAD2CAD (ECAD2CAD) Interface	Y
International Public Safety Data Institute - NFORS	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. MTH\$Gepp\$jsv\$Nivzmgi\$GJW-\$Hexe\$Jiih\$Mxivjegi	Y

1.2.7.1 Excluded Interfaces (RFP)

The following interfaces identified in the RFP are not included in the system. Motorola Solutions acknowledged the request for the interfaces, but does not have the requisite information to provide a specification at this time. Motorola Solutions welcomes the opportunity to engage in discussions with you to determine the interface requirements, feasibility, and the level of effort to develop and implement the interface.

Table 1-4: Excluded Interfaces

INTERFACE
What 3 Words
Corti

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INTERFACE
Rapid Deploy
Teg, Inc. TraCS, or equivalent - mobile citation software

1.3 Application Descriptions

The following sections provide brief descriptions of PremierOne CAD and PremierOne Mobile, applications and other system applications. The PremierOne equipment contains Commercial Off-the-Shelf (COTS) products, therefore software development is not provided.

1.3.1 PremierOne CAD

Motorola Solutions has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information, and resource management.

The user interface offers quick access to information via a location-based, Esri-standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right-click menus. The GPS-aided resource management tool displays the location and identity of GPS-equipped vehicles or devices enabling a coordinated response while further supporting officer safety.

In PremierOne CAD, Automatic Resource Location (ARL) can be used to track the location of emergency vehicles when requiring units to respond to an incident. By adding ARL, PremierOne CAD can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

PremierOne supports Direct GPS Connection where location information is sent directly to PremierOne without the use of the PremierOne Mobile client application. Direct GPS Connection requires that device location is reported to PremierOne using Trimble ASCII Interface Protocol (TAIP) with a unique identifier over User Datagram Protocol (UDP).

Users can create incidents from public telephone calls, from information received from an officer or another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident.

Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents, and field unit statistics.

PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola Solutions' PremierOne Mobile and Records applications. PremierOne CAD may also be integrated with other Motorola Solutions and third party systems.

Users that can benefit from accessing PremierOne CAD and Mobile include but are not limited to Dispatchers, PSAP Supervisors, Patrol Officers, and Call Takers.

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1.3.1.1 PremierOne CAD Concepts

User Input

Users may operate PremierOne CAD either with or without a mouse. While all commands and actions within the application can be accessed with the mouse, users also may drive PremierOne CAD almost exclusively from the keyboard. A few PremierOne CAD functions, such as selecting units from a map, must be performed with a mouse.

Work and Status Monitors

Users perform the majority of actions within PremierOne CAD's work monitor. Status monitors present summary information about incidents or units. A user may have one or more status monitor windows available at the workstation.

Security and Roles

PremierOne CAD recognizes authorized users and provides access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges, which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the default of Customer-created roles.

Units, Incidents, and Dispatching

A unit within PremierOne CAD represents the resources, which are dispatched or monitored by the communications center personnel. All units in the system are identified with a unit id, which is typically the radio call sign for the unit. Users can initiate incidents from the command line or from the incident initiation form. The system provides a user with four methods to begin the incident dispatching process. These four methods include:

- Dispatch incident function key
- Incident dispatch command
- Dispatch form
- Drag and drop feature within status monitors and map

Incident Management

In addition to initiating and dispatching incidents, users can manage existing incidents through the various incident management features of PremierOne CAD:

- Updating existing incident information
- Associating incidents
- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

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Unit Management

Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- Alter a unit's capabilities based on the personnel assigned to that unit

Federal, State, and Local Queries

PremierOne allows users to submit requests for information to external databases. These external queries can involve local agencies, as well as state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

Maps

PremierOne mapping utilizes products from Environmental Systems Research Institute (Esri) for geo-processing. The display of maps is an integrated component within PremierOne. The map may be configured to automatically display when the user signs on to the workstation. A number of commands and functions allow the user to manipulate the map and make updates in response to user actions. The map may be configured to display an icon at this location to assist the call taker in determining the location at which an emergency response is required. The system also attempts to find the nearest address/common place to the caller coordinates.

Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs.

1.3.2 PremierOne CAD Hybrid Features

1.3.2.1 CommandCentral CAD Web Client

The CAD Web Client is a light web-based CAD client that augments the PremierOne CAD on premise system, providing seamless bi-directional functionality between the CAD web user and the dispatcher in communications.

The product is useful for the following user groups:

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- Dispatch supervisors
- First Responders
- Command Staff in need of real-time CAD monitoring
- Desk Officers
- Non-emergency call takers

CommandCentral CAD Web Client provides authorized access to CAD incident and unit information via a Chrome web browser. The client provides the benefits of a cloud-based deployment without a need to VPN into a network to access critical CAD data. CommandCentral CAD Web Client can be used with PremierOne CAD 4.6.12 and above. The application can be used on a single display or across multiple computer displays.

CAD Web Client also provides the capability to create single-agency / single-discipline CAD incidents with address validation against Esri World Geocoder as well as agency-owned GIS data. The application also provides the ability to assign Report numbers (single and multiple against owning and responding agencies). Users can also update CAD incidents (involved persons, vehicles, comments). The CommandCentral CAD Web Client is exclusively cloud-hosted by Motorola Solutions, utilizing Azure Government Cloud.

CAD Web Client provides basic incident search capabilities so that users can look up pending, active, and closed incidents by several parameters (CAD Incident ID, RMS Report ID, involved person's first, last name, and phone number, comments, address, and incident type). Users can also view incident history from within the Web Client UI to understand the chronology of events in a given CAD incident.

The customer will have access to the following functionality:

- Monitoring capabilities (incident and unit)
- CAD Map (incident display and display of assigned units) including map layers
- Incident search capabilities
- Basic agency-based incident and unit monitoring permissions to restrict unauthorized access
- Viewing printable incident details report from CAD incident details.
- Incident history
- Incident management capabilities
    - Incident create (single/multi-discipline) with ESRI World Geocoder and customer GIS data (addresses, response boundaries)
    - Field initiated incident
    - Unit assignment
    - Add comment, persons, vehicles
    - Incident close and reopen
    - Request a Records/RMS Report Number
    - Display of associated incidents
- Unit status update, place on/off duty

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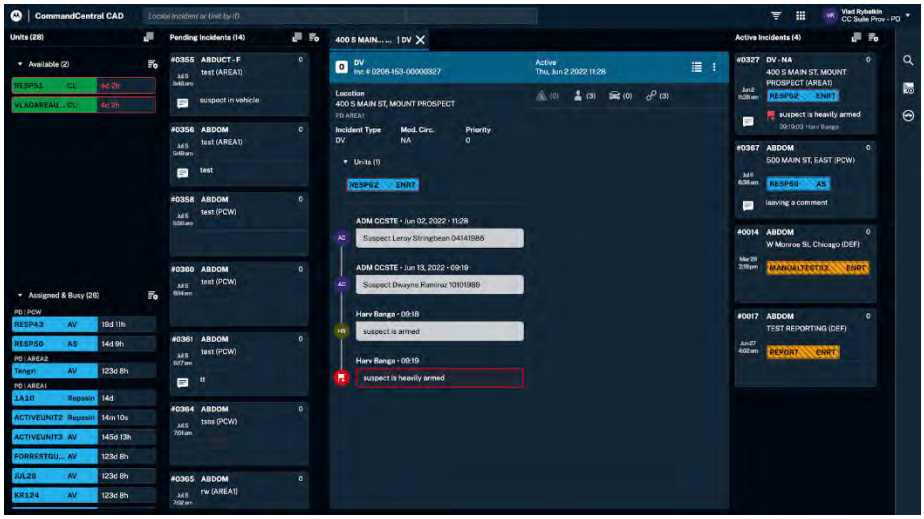


Figure 1-2: Single screen default view [Dispatch mode]

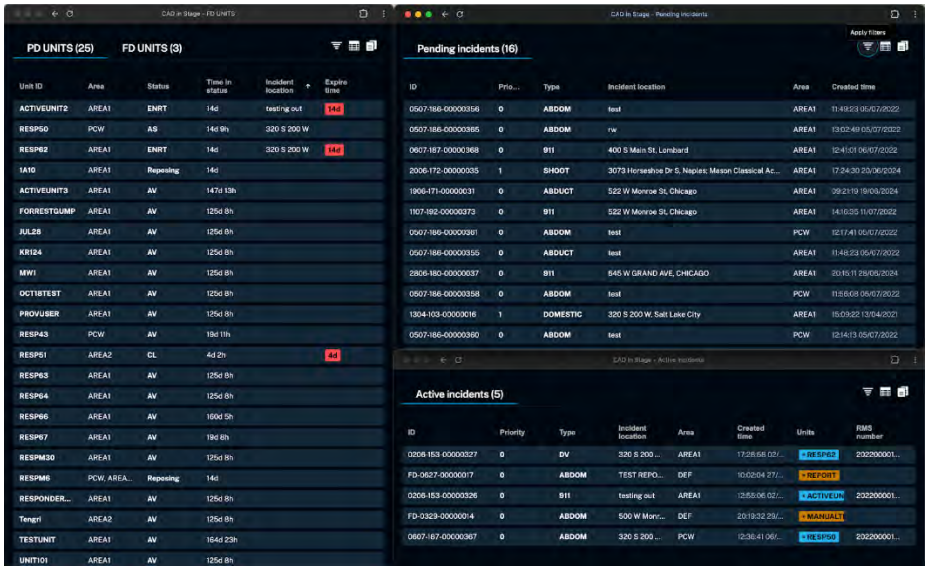


Figure 1-3: CAD Web Client Extracted Status Monitors [single page view]

1.3.2.2 CommandCentral Responder CAD

CommandCentral Responder extends the power of an agency's PremierOne or CommandCentral computer-aided dispatch (CAD) system directly to the field, putting critical incident details in the hands of officers—exactly when they need them.

Available for iOS and Android, this intuitive companion app seamlessly integrates with existing Motorola Solutions technologies, enabling officers to update their unit status, monitor incidents and responding units, add CAD comments, capture information, complete workflows and stay connected to the dispatcher while in the field.

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This means faster response times, improved communication, increased situational awareness, and enhanced officer safety. CommandCentral Responder breaks down the barriers between Dispatch and the field, enabling officers to access critical information anywhere, anytime. No longer tethered to vehicles or clogging the radio airwaves, officers can stay informed, react swiftly, and make more informed decisions, leading to a safer and more connected situation for everyone.

CC Responder CAD supports the following Mobile Operating Systems:

- iOS 15 and after
- Android 10 and after

CommandCentral Responder is a cloud-based application that enables law enforcement officers to access PremierOne CAD to view or update incident and status information using mobile devices.

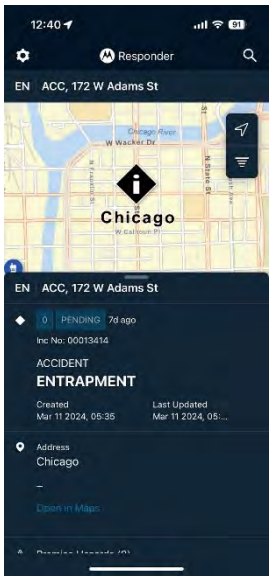


Figure 1-4: Sample CommandCentral Responder Incident Details Screen

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1.3.2.3 CAD FUNCTIONALITY

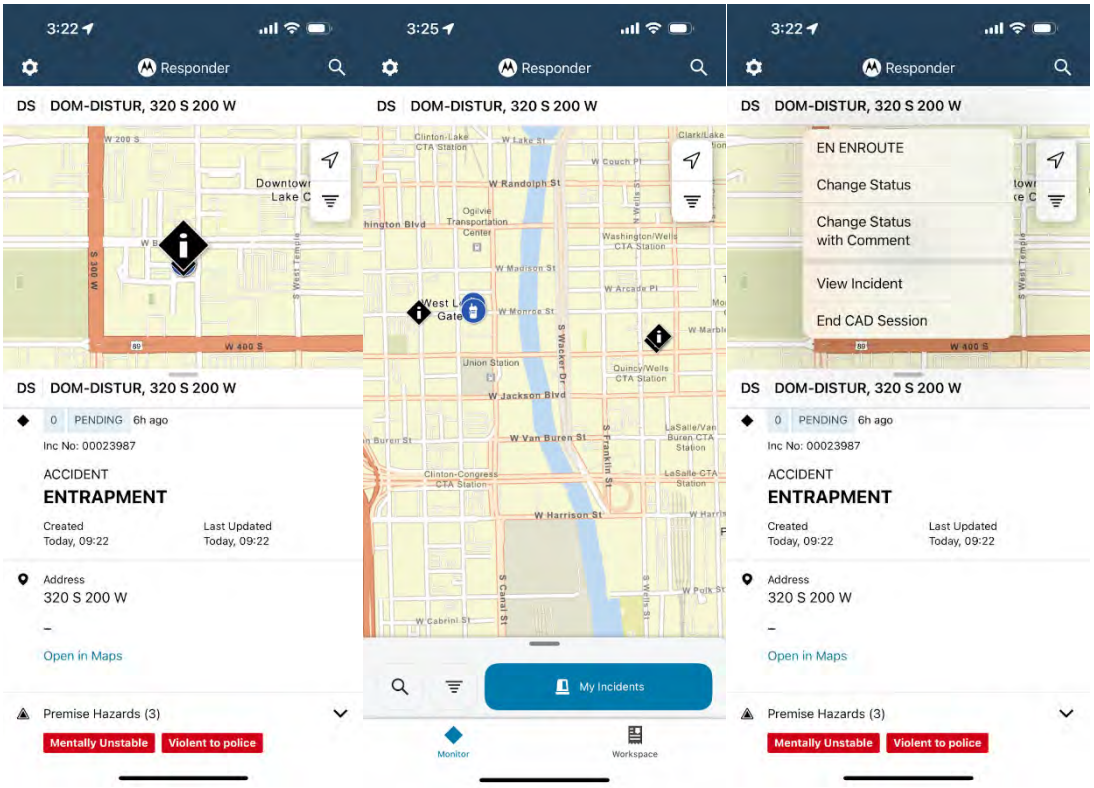


Figure 1-5: Incident Details CAD Map (Units & Incidents) Change Status

CommandCentral Responder CAD provides First Responders and other authorized personnel with the following functionality:

- Monitoring capabilities (incident and unit)
- CAD Map (incident display and location of assigned units)
- Incident & Unit search capabilities
- Unit status update
- Address verification and reverse geocoding
- Premise hazards
- Ettpi$SevTpe}†
- Editing and Update capabilities
  - Incident creation
  - Self-Assignment of Incidents
  - Send and Receive CAD comments
  - Unit status change
  - Incident close with disposition

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Configuration

During the deployment process, Motorola Solutions will configure CommandCentral Responder with your agency's required fields as defined by CC CAD or P1 CAD tables, including the incident status, unit status, incident type, and various other CAD options.

Responder CAD with CarPlay®

CommandCentral Responder on Apple CarPlay®–an integration that brings relevant mobile dispatch features to your patrol car's hands-free infotainment system.

Apple CarPlay® provides officers with intuitive, in-dash access to critical information from their agency's PremierOne CAD or CommandCentral CAD system. It is compatible with voice control features, allowing officers to stay focused on the road and obtain vital details and updates of an incident before arriving on scene. Officers can also use voice-to-text to dictate critical CAD comments to update details for all responding units while keeping both hands on the wheel.

Officers can easily view and interact with a list or map of incidents and other units in the area, see their assignments from Dispatch, self-assign to open incidents, complete status updates, and launch turn-by-turn navigation to get on scene quickly. When incidents change or are updated, officers can stay informed by on-screen notifications that can also be read aloud through Apple CarPlay®.

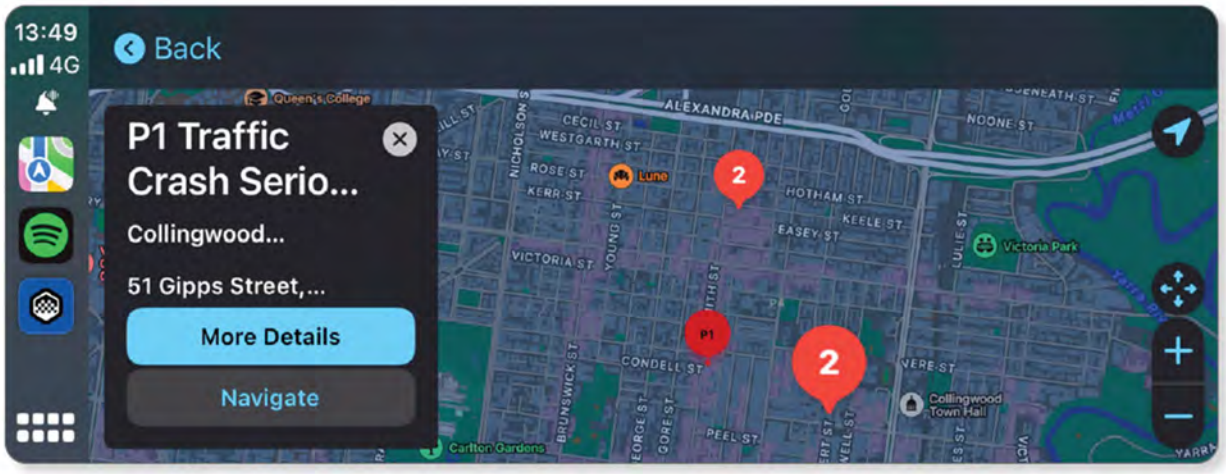


Figure 1-6: Missing Name

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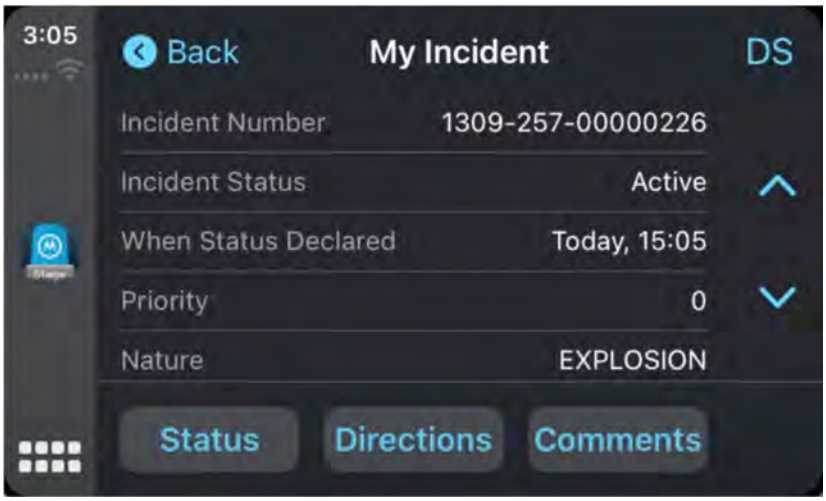


Figure 1-7: Missing Name

Authentication and Data Security

CommandCentral Responder data is transmitted to and from mobile devices through an HTTPS connection with FIPS 140-2 Transport Layer Security (TLS) v1.2 encryption to protect from unauthorized access. To access the system, a user must present multiple authentication factors to CommandCentral Identity Management. All user requests and other user data are protected by Azure Government services.

Assist Map

Assist Map offers a unified mapping interface, powered by ESRI, to display resource and event locations and alerts. Users can view all location-based data on the map display. The Assist Map also includes the following:

- Custom Map Layers - Add your custom map layers from ArcGIS, Mapbox, or GeoServer.
- Data Layer Panel – Show or hide data and custom map layers to refine the map view.
- Event Detail Display – View details associated with each event on the map.
- Incident Recreation – Replay a time lapse of mapped events over a set period of time for up to 90 days. This history can be exported and viewed in Google Earth or ESRI ArcGIS Pro.
- Traffic and Weather - Overlay real-time traffic data and a weather radar map layer.
- Building Floor Plans - Enhance your map view with the addition of static indoor floor plans.
- Collaborative Drawing Tools - Draw and save polygons, polylines, and points onto the map to support planning for pre-planned events and provide tactical awareness during a real-time incident response. Annotations are visible by all users as a data layer.
- Zones of Interest - Create geofences that geographically filter information in a defined area.
- Directed Patrol Alerts - Specify geographic areas, set alerts, and define rules for resources to enter and remain in for a user-determined period of time.
- Unit Management - From CommandCentral Admin, affiliate various resources into a single unit that can be named and intelligently tracked based on data from all affiliated resources.

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1.3.3 Rave Alert

Solutions' Rave Alert is a reliable, easy-to-use solution for sending mass notifications or targeted messages to your organization. This cloud-based, customizable platform supports both emergency communications and everyday operational messages for defined audience

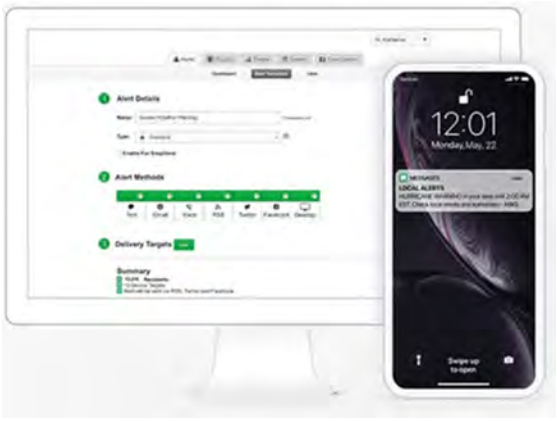


Figure 1-8: Motorola

1.3.3.1 Strong Engagement with your Population

Easily defined parameters for message groups make it easy to stay connected to your target audiences – whether with important everyday alerts or critical information in the case of an emergency. Rave Alert has a simple opt-in feature for temporary or long-term membership, helping to ensure that people get the alerts they need. Multilingual capabilities let people receive messages in a language they understand.

1.3.3.2 Quick and Reliable Messaging

Whether for a planned event or an unforeseen emergency, Rave Alert offers your administrators an intuitive interface and customizable templates that guarantee immediate and accurate messaging to the appropriate users. Instant notifications via all channels – text, voice, and email – helps to expand your reach for mass notifications.

1.3.3.3 Enhanced Internal Coordination

Using an intuitive database that administrators can easily manage and update, Rave Alert helps to bolster the coordination of groups by location, department, or other criteria that you choose. Administrators can customize their interface, provide updates to internal users, and receive immediate reports on alert success and delivery rates.

Thousands of federal, state, and local agencies, as well as schools, hospitals, and businesses rely on Rave Alert to notify the people in their communities. Supported by public safety grade infrastructure, Rave Alert is a solution that you can count on to provide critical information.

1.3.4 Rave Collaborate

1.3.4.1 Streamlining Event Management for 9-1-1 Agencies

Motorola Solutions' Rave Collaborate is a comprehensive event management platform engineered to optimize communication, coordination, and decision-making within 9-1-1 agencies, particularly during high-pressure incidents and emergencies. This powerful solution equips teams with real-time situational awareness, streamlined task management, and automated record-keeping – enabling a more effective, unified, and accountable response.

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1.3.4.2 Transforming Paper-Based Processes for Enhanced Efficiency:

Rave Collaborate helps 9-1-1 agencies move beyond inefficient paper-based processes by providing a centralized, digital platform for managing critical tasks and workflows. This eliminates the need for manual tracking, reduces the risk of errors, and frees up valuable time for dispatchers and responders to focus on core responsibilities. With real-time updates and automated reminders, Rave Collaborate ensures that tasks are completed efficiently and accurately, even during high-stress situations.

1.3.4.3 Enhancing Team Coordination and Response Effectiveness:

Rave Collaborate provides a centralized hub where 9-1-1 personnel can seamlessly communicate, share critical information, and maintain a clear understanding of roles and responsibilities. From a single dashboard, users can view assigned tasks, monitor team progress, and make real-time adjustments to response strategies as situations evolve. This enhanced coordination minimizes duplication of efforts, reduces response times, and ensures a more cohesive approach to incident management.

1.3.4.4 Elevating Situational Awareness for Informed Decision-Making:

In fast-moving situations, real-time information is critical. Rave Collaborate provides a continuous stream of updates, including task status, notes from personnel in the field, and relevant event-specific resources. This shared visibility allows 9-1-1 leadership and response teams to maintain a comprehensive understanding of the situation as it develops, enabling more informed, agile, and strategic decision-making.

1.3.4.5 Extending Collaboration Beyond the 9-1-1 Center:

Rave Collaborate facilitates seamless communication and coordination not only within the 9-1-1 agency but also with external stakeholders who play a vital role in emergency response. By granting controlled access to Public Information Officers (PIOs), schools, emergency management teams, and other relevant parties, agencies can:

- Share critical information in real-time: Ensuring everyone has access to the most up-to-date situational awareness.
- Coordinate multi-agency response efforts: Streamlining communication and decision-making across organizations.
- Disseminate consistent messaging: Avoiding confusion and maintaining stakeholder trust during emergencies.

1.3.4.6 Accelerating Response Times in Critical Moments:

When emergencies occur, every second counts. Rave Collaborate empowers 9-1-1 agencies to respond swiftly and decisively with:

- Automated Communication of Key Information: Designed for the early minutes of response, this user-friendly tool reinforces policies and procedures while delivering critical information in real-time.

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- Dynamic Task Management: View and interact with critical tasks within an intuitive online dashboard to assign clear ownership of roles, provide real-time updates, and react instantly during an active event.

This streamlined approach to task management during those crucial first moments of an incident helps to minimize response times and enhance overall operational efficiency.

1.3.4.7 Ensuring Accountability Through Automated Record-Keeping:

Rave Collaborate automatically documents all actions taken during an incident or event, creating a comprehensive timeline of events. This automatic record-keeping feature, providing an Extensive Recording of Responses and Actions, simplifies:

- Post-Incident Reporting:** Provides accurate and detailed information for documentation purposes.
- Performance Analysis:** Enables agencies to review response strategies, identify areas for improvement, and implement best practices.

This commitment to accountability helps 9-1-1 agencies optimize future responses and demonstrate compliance with established protocols.

1.3.5 Rave Link

1.3.5.1 Elevating Situational Awareness for Enhanced 9-1-1 Response

Motorola Solutions' Rave Link is a secure, interoperable, and intelligent situational awareness solution engineered to empower 9-1-1 agencies and their partner stakeholders with real-time insights and actions, enabling faster, smarter, and more coordinated responses to critical incidents. By seamlessly sharing data, automating critical workflows, and breaking down communication silos across jurisdictions and CAD systems, Rave Link equips dispatchers, first responders, and emergency personnel with the information they need to make faster, more informed decisions when it matters most.

1.3.5.2 Conquering Information Overload During Critical Events:

In high-pressure emergency situations, the volume of incoming data can be overwhelming and managing events and communication outside of the CAD is nearly impossible. Rave Link cuts through the noise, providing:

- Automated Alerts: Send instant notifications about critical events based on pre-defined criteria.
- Proximity Alerts: Automatically notify relevant personnel based on their proximity to critical incidents, enabling rapid response and resource allocation.
- Task Assignments: Ensure clear accountability and efficient delegation of responsibilities through automated workflows.
- Situational Updates: Stay informed of evolving circumstances with real-time updates from the field.

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- Cross-Agency Visibility: Seamlessly share CAD data with neighboring agencies and external stakeholders based on your configurable data sharing rules.

1.3.5.3 Benefits That Transform Emergency Response:

- Reduced Human Error: Minimize mistakes with automated task assignments, reminders, and checklists, while streamlining communication to reduce call transfers and potential miscommunications.
- Fast and Reliable Notifications: Deliver critical information instantly through SMS, voice calls, emails, or mobile applications based on customizable rules and leveraging CAD incident data.
- Specialized Workflow Support: Configure customized workflows for mental health crises, domestic violence calls, and other unique incident types to ensure consistent and appropriate responses.

1.3.5.4 Compatibility requirements:

Link works natively with PremierOne and can support any other third party CAD that is able to provide CAD data in the form of a Flat File or replicated Database. Requires Motorola's C3 connector.

Motorola Facilities

In an emergency, knowing the layout of a building, potential hazards, and key access points can be critical for effective response and responder safety. Motorola Facilities, a powerful module of the Rave 911 Suite, empowers PSAPs and public safety agencies with this vital facility information, transforming emergency response and enhancing collaboration between first responders and facility personnel.

- **Improves the speed and efficiency** of emergency response by providing critical information and enhancing collaboration between first responders and facility personnel.
- **Enhances responder safety** with access codes, hazard locations, and floor plans.
- **Reduces the cost and overhead** of maintaining accurate facility information by enabling online "crowd sourcing" with public safety oversight and controls.
- **Facilitates inter-agency collaboration** between public safety and business and facility managers who work off the same data set and emergency preparedness plans.
- **Up to date and accurate data** seamlessly available to responders, 911, fire inspectors, and other key personnel.

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Figure 1-9: Motorola Facilities Screenshot

Facility Profile: Equipping Responders with Critical Facility Intelligence

Motorola Facilities empowers 9-1-1 agencies and first responders to:

- Improve Response Speed & Efficiency: Provide dispatchers and responders with immediate access to critical facility information, enabling faster decision-making and more efficient deployment of resources.
- Enhance Responder Safety: Equip first responders with the knowledge to navigate unfamiliar buildings, identify potential hazards, and access critical areas quickly and safely.
- Streamline Collaboration: Foster seamless communication and coordination between 9-1-1, first responders, and facility personnel, ensuring everyone is working from the same accurate information.

Simplifying Data Management & Ensuring Accuracy

Motorola Facilities simplifies the process of managing and maintaining vital facility information:

- Crowd-Sourced Data: Empowers facility managers to enter and maintain their own data online, ensuring accuracy and ownership.
- Public Safety Oversight: Provides public safety agencies with controls to review, verify, approve, and access facility data, maintaining data integrity and security.
- Automated Reminders: Sends regular prompts to facility managers, ensuring information is kept up-to-date and relevant.

Seamless Integration for Maximum Impact

- Integrated with Rave 911 Suite: Motorola Facilities works seamlessly with other modules in the Rave 911 Suite, providing a comprehensive emergency response ecosystem.
- Accessible Beyond 9-1-1: Authorized personnel, such as fire inspectors, patrol officers, and dispatchers, can query facility data outside of an active 9-1-1 call, enhancing preparedness and situational awareness.

Motorola Facilities: Empowering Preparedness for Any Scenario

From fires and medical emergencies to active shooter incidents and natural disasters, Motorola Facilities provides 9-1-1 agencies and first responders with the critical facility intelligence they need to respond effectively and safely in any situation.

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1.3.6 PremierOne Mobile with Mobile Mapping

PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while enroute to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

Table 1-5: PremierOne Mobile Mapping Capabilities

PremierOne Mobile - Available Clients:	Windows (Included)	Android (Included)	iOS (Included)
Operating System	Windows 10+	Android 10-12	iOS 13 - 16
Cloud Enabled	●	●	●
Silent Dispatch	●	●	●
Incident & Unit Management	●	●	●
Real-Time Status Monitors	7	5	5
Field Initiation for Traffic Stops & Other Incidents	●	●	●
Database Querying	●	●	●
Unit Location Tracking	●	●	●
Premise & Hazard Details with Images	●	●	●
Geofencing with Entry & Exit Alerts	●	●	●
4G/5G & LTE Network Capability	●	●	●
CJIS Security Support with FIPS 140-2 Encryption & Auditing	●	●	●
Barcode Scan	●	●	●
Voice Entry for Comments		●	●
Actionable URL in Comments	●	●	●
Messaging	●	●	
BOLOS	●	●	
Advanced Mapping, BOLOs, Premise & Hazards	●		
Advanced Configurations	●		

The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

1.3.7 PremierOne Reporting Services

1.3.7.1 SQL Server Reporting Services (SSRS)

SQL Server Reporting Services (SSRS) provides a set of on-premises tools and services that create, deploy, and manage paginated reports. Paginated reports are ideal for fixed-layout documents optimized for printing, such as PDF and Word files. The SSRS solution flexibly delivers

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the right information to the right users. Users can consume the reports in a web browser on their computer or mobile device, or via email.

1.3.7.2 SSRS Reports and Services

A standard reports library is included in the product; these reports will be loaded to the Customer system(s), and be used during the Reporting Workshops. The Workshops will provide the attendees with the knowledge on how to create custom reports against the PremierOne databases utilizing Microsoft's SSRS software.

1.3.7.3 Intelligent Data Discovery Services (IDD)

IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features, which will allow for the connection, extraction, and display of data from CAD in the tailored standard IDD and customized dashboards. IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data.

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the system(s) and delivered to the site, IDD is limited to data existing in the system datasets. A map view of the data, such as location of Incidents, may be produced as part of the report output without interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server and DHStore Analysis. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.3.7.4 CAD IDD Dashboards and Services

- Three (3) Tailored Standard Dashboards
  - Roll Call Briefing Dashboard
  - Intelligent Resource Deployment Dashboard
  - COMPSTAT Dashboard
- View Only CAD IDD bundle
  - Unit Status
  - Unit History
  - Map
  - Incident Search
  - Drill-through to Incident Details and Officer Activity Reports
- Three (3) days of PremierOne CAD Intelligent Data Discovery (IDD) Workshop, after completion of requirements.
- Two (2) Customer Defined Dashboards (defined and scoped during the IDD Workshop and limited to data existing in the system CAD dataset, built as a remote effort by Motorola).

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1.3.8 ASTRO 25 Radio Integrations

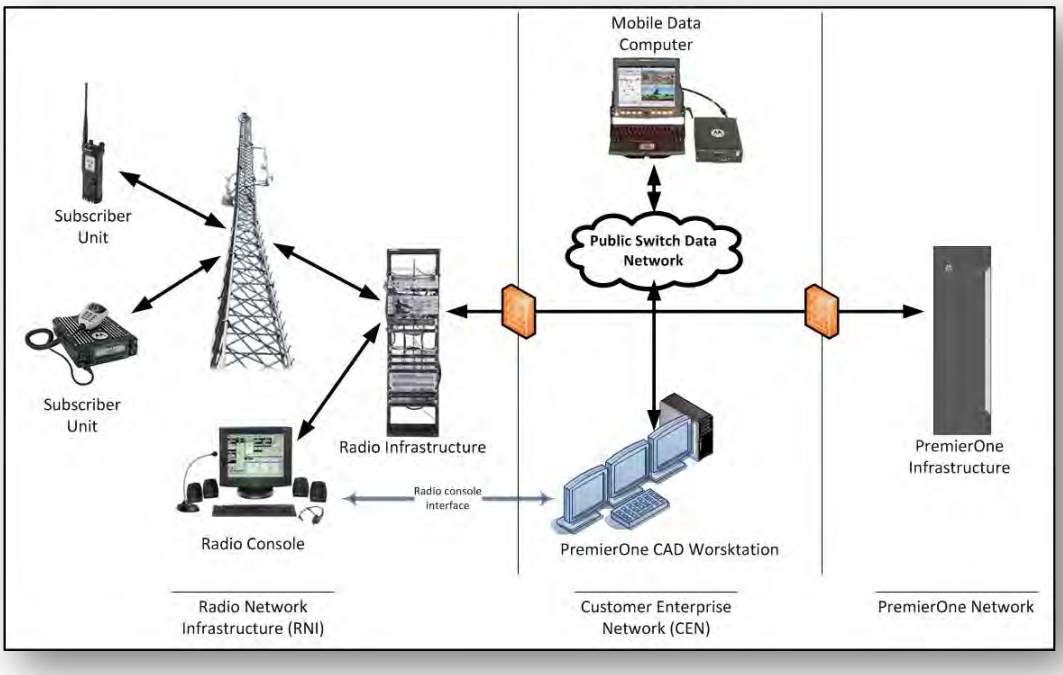


Figure 1-10: Radio Integration Diagram

1.3.8.1 MCC 7500 Console Integration

The MCC 7500 console integration enables the Channel Grouping feature from CAD.

The Channel Grouping feature is available when system CAD is integrated to the MCC 7500 Radio Console. From a window within the CAD client, the user can use predefined groups or create and maintain their own groups. Groups can be activated as multi-selects on the radio console at the discretion of the user. When the group is utilized, the CAD client will show the status and will allow the user to transmit on all the selected talkgroups. The user can make a priority transmission or may request the use of the talkgroups by alerting the other users with an audible notification. CAD can also be provisioned to automatically load a particular channel group based on the geographical location of an incident.

1.3.8.2 AXS Console Integration

The CommandCentral AXS console integration enables the Channel Grouping feature from CAD.

The Channel Grouping feature is available when system CAD is integrated to the AXS Radio Console. From a window within the CAD client, the user can use predefined groups or create and maintain their own groups. Groups can be activated as multi-selects on the radio console at the discretion of the user. When the group is utilized, the CAD client will show the status and will allow the user to transmit on all the selected talkgroups. The user can make a priority transmission or may request the use of the talkgroups by alerting the other users with an audible notification. CAD

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can also be provisioned to automatically load a particular channel group based on the geographical location of an incident.

1.3.8.3 ASTRO 25 APX Subscriber Push-to-Talk (PTT) and Emergency Button Activation Monitor

An emergency situation can be triggered either by the Radio Emergency button or the Emergency icon on the PremierOne Mobile client.

A radio PTT status monitor window displays an identification of the source of a configurable number of the most recent radio transmission. The information shown to identify the radio varies depending on how the radio has been identified within the system. If the radio has been associated with a unit, a vehicle, or a person, the system identifies that unit, vehicle, or person as the source of the transmission. If an association has not been made, the system displays the ID of the radio.

Any radio that is in emergency status will be displayed in a distinctly different manner in the CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show the unit is in emergency status.

Radio Channels that are to be monitored by CAD and have their status displayed on the PTT Status monitor must be selected by the CAD User using the CT command. This allows for a dispatcher to select only those channels that need to be monitored and may be associated with a dispatcher's coverage area.

Once the channels are selected, enabling the PTT Status Monitor will ensure that all radio traffic on that channel is monitored and displayed.

1.3.8.4 RadioServices: Radio Proxy server

The system's element providing the main radio infrastructure interface is the RadioServices server. This stand-alone Server provides proxy functions from the Radio Infrastructure to the CAD system. RadioServices can support ASTRO 25 Integrated Voice and Data (IV&D) Conventional as well as Trunking systems. There are three supported interface protocols from the ASTRO systems: CADI, ATIA, and eCADI.

The RadioServices Server provides four types of data from the Radio system to the CAD system. These include specific radio-initiated events as follows:

- Non-PTT Events (such as affiliation and disaffiliation)
- PTT Events
- Emergency status
- Unit Status Change

1.3.9 APX NEXT / N70Smart Incident

SmartIncident is an APX NEXT/N70 CAD client Application Service that gives frontline responders a clear, consolidated view of assignments, unit status updates, map views and multimedia right on their radio

SmartIncident Application Services consist of the following:

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- CAD client Application Service running on APX NEXT/N70 devices.
- Integration with the existing portfolio of APX NEXT/N70 Application Services and Command Central.
- Supported CAD systems: Motorola Solutions PremierOne CAD.
- Supported cloud environments: North America US Government.
- Requires SmartMapping and SmartLocate App Services.

1.3.9.1 Key Features

Unit Management

- Multi-device unit support
- On-device self-assignment to a Unit ID
- On-device Unit status updates
- See other units' status

Incident Management

- See assigned incidents
  - Includes active and stacked incidents
  - Receive dispatches – notifications
- See key incident information
  - Other assigned units
  - CAD comments
  - Premises/Hazards
  - Multimedia attachments

Mapping

- See Units, personnel and devices on the map
- Show current incident on the map
- Show current and stacked incidents in the List view
- See other units' emergency status on the device, CC Aware and the CAD system

1.3.10 User Experience

The following images depict common SmartIncident action screens:

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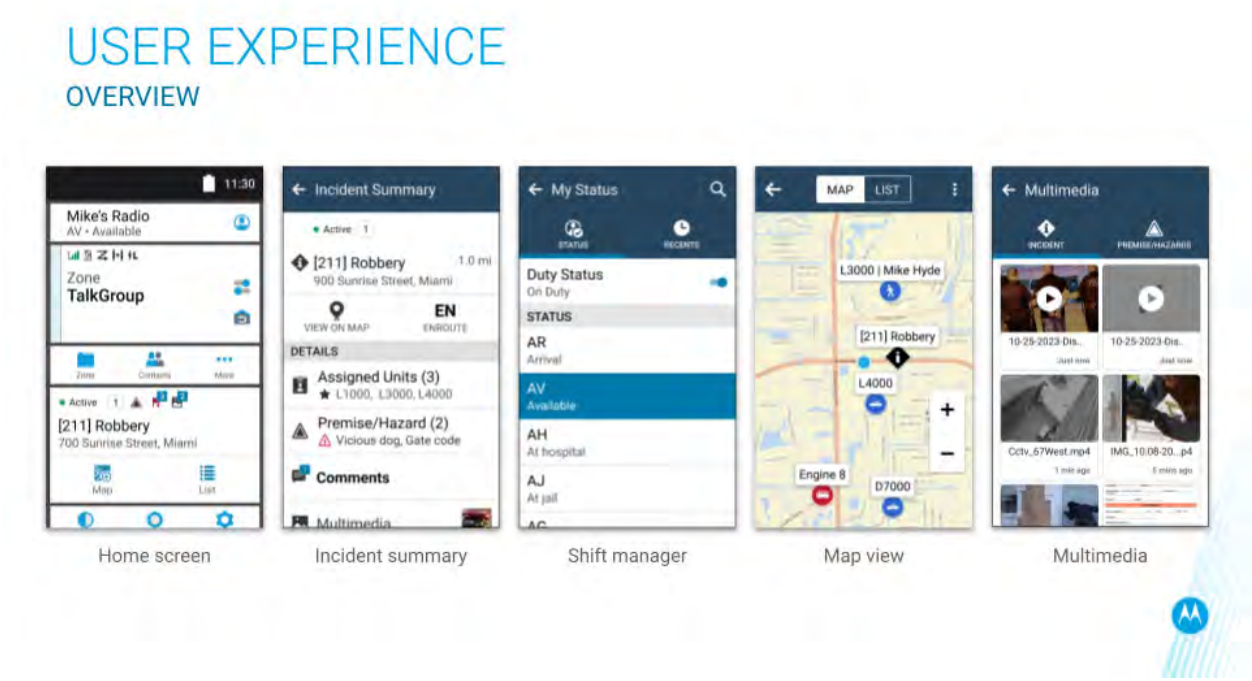


Figure 1-11: SmartIncident Action Screens

1.4 PremierOne Disaster Recovery (DR)

Motorola Solutions' offering includes a Secondary Disaster Recovery (DR) System for system CAD. The Disaster Recovery systems include hardware and software for geographically distinct recovery data centers, the software required to replicate data between the primary and recovery data centers, and scripted processes to transfer operation between the data centers. This system provides continued availability of the system in the event the primary data center becomes unavailable.

The system CAD DR replication and failover processes utilize SQL Always On replication groups. The failover processes for these products utilize separate, application specific, scripts that are specifically suited to each application's server and database design.

1.4.1 PremierOne CAD Disaster Recovery

During normal operation PremierOne clients connect to the system servers in the primary data center. CAD data, such as active incidents, are stored in a storage area network (SAN) collocated in the primary data center.

Data updated in the primary SAN array is asynchronously updated in the recovery data center's SAN. PremierOne Disaster Recovery utilizes Microsoft SQL Always On to facilitate data replication between the primary and recovery data centers. This technology allows the system's servers in the recovery data center to remain on thus reducing failover time. All changes replicate in real time using asynchronous replication. Data in PremierOne databases are replicated from primary to

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secondary databases at the SQL database level using Always On Availability Groups (AAG). SQL Server instance disaster recovery is implemented with SQL Always On Failover Clusters.

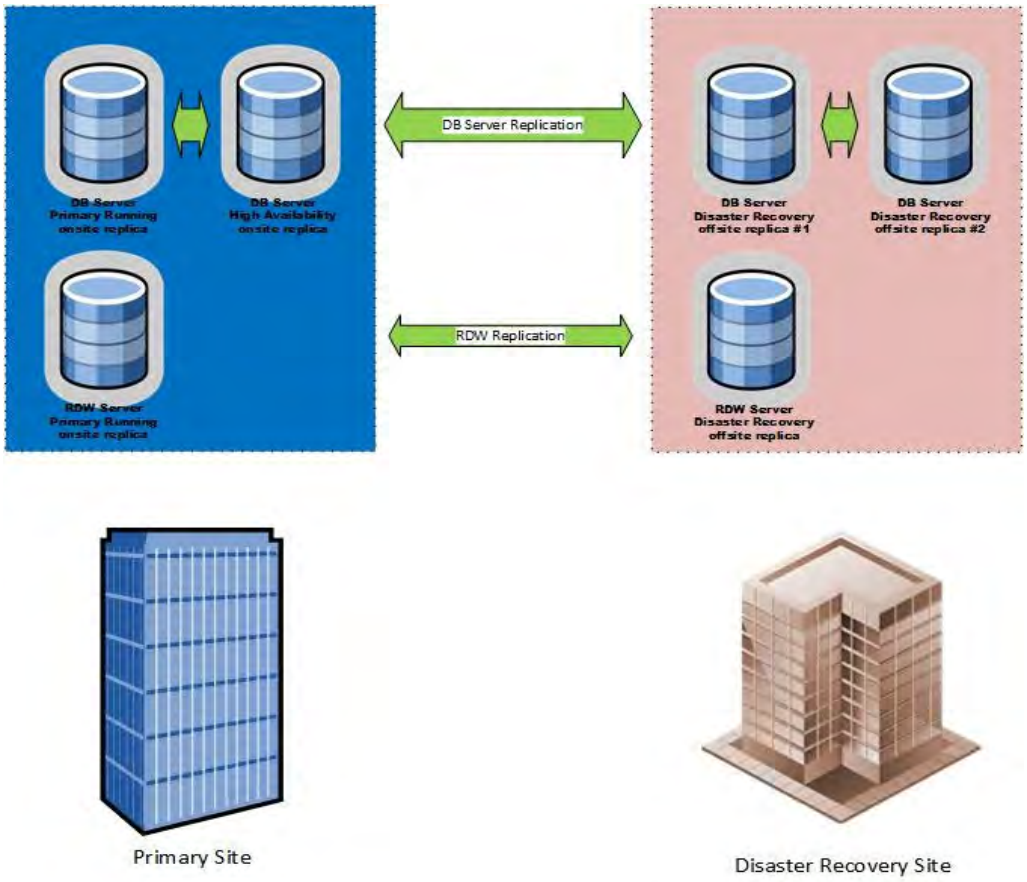


Figure 1-12: PremierOne CAD DR Replication

SQL Always On replication can be configured as Synchronous or Asynchronous. Synchronous replication is used between the two database servers on the primary side. This ensures no data loss in the event of a local failover from the primary CAD Server to the collocated High Availability CAD Server. (Please note that only one replication partner is supported for automatic failover.) Asynchronous replication is used between the primary and both secondary DR side database servers for performance and latency reasons.

Differences in Synchronous and Asynchronous replication are described in the following table:

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Table 1-6: Synchronous and Asynchronous Differences

Issue	Asynchronous	Synchronous
Data Loss	Asynchronous mode may or may not lose some committed transactions in the event of an unplanned failover to the secondary site. However, a rapidly restartable data image is ensured because the remote database is always in an I/O consistent state. Appling the most recent transaction logs allows recovery from the point of the outage.	Each I/O update operation waits until completion is confirmed at both the primary and mirrored sites. Any incomplete operation is rolled back at both locations. As a result, the remote copy is always an exact mirror image of the primary.
Distance	Asynchronous mode can span virtually any distance because there is a higher tolerance in latency delay involved in confirming transactions at the remote site. Latencies of over 200 ms cannot be supported. Remote sites can be up to thousands of miles from the primary site, ensuring that the replicated copy of data is safely outside any likely disaster zone.	Synchronous replication is impacted by propagation latency. That is, the time spent waiting for updates to travel to the remote site and confirmations to come back. Synchronous replication is only used for collocated PremierOne CAD servers.
Performance	The performance impact on the host is minimal.	Synchronous mode has significantly more performance impact than asynchronous mode because a write from the host must wait for an acknowledgment from the secondary storage system.
Recovery Point Objective (RPO)	High flexibility: unique capabilities afforded by journaling provide the ability to ride out network outages or temporary excessive bandwidth requirements.	RPO=0. Data is always current.

Failover changes the direction of the Always On replication, making the DR data center the source of the replication and the Primary data center the destination of the replication. The DR data center effectively becomes the Primary and the Primary effectively becomes the DR data center. Replication between sites is suspended if the original primary data center is not available.

The DR data center's ability to support interfaces will vary with the specific interfaces deployed. In general, if an interface API is available via a network connection from the DR site, and the required licenses are in place, then the DR CAD may be manually connected to the interface. The DR scripts do not include interface specific changes.

1.4.1.1 Failover from Primary to DR Site

Transition from the primary data center to the recovery data center is a manual process executed by a System Administrator. The process involves three steps:

Step 1 - Troubleshooting: The CAD System Administrator determines that there is a problem with the primary data center servers. The system's Systems Management software monitors the health of the primary data center. The system management console will raise appropriate alerts when an error condition occurs. The system administrator assesses the alerts and determines if transitioning to the recovery site is warranted. This determination may be based on SCOM alerts, CAD Client

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user reports, or monitoring the SQL Always On dashboard. The System Administrator then investigates the issue and determines if a failover to the DR site is warranted.

Step 2 - Site Failover: The failover from the primary data center to the DR site is a manual process performed by the System Administrator. Using a step-by-step disaster recovery process, the system administrator initiates the transition between the primary data center and the recovery data center using the PremierOne System Management console. DR scripts automate the transition process. The DR scripts may be initiated from either the primary or recovery data center.

Step 3 - Client Redirect: CAD clients access the PremierOne CAD application server by Host Name. The DNS configuration specifies whether the clients are directed to the primary application servers or the DR servers. During the manual failover process the System Administrator must redirect the PremierOne CAD clients to the recovery data center by updating the DNS service pointer records to reflect the IP address of the recovery data center.

1.4.1.2 Failover from DR to Primary Site

The failover process from the DR site to the primary site follows the same process described above. There are specific failover scripts for Primary to DR failover and DR to Primary failover.

Additional action may be required in the event the primary site has been down for an extended period of time. After a period of non-replication there may be a significant difference between the DR database and the primary site database. This can tax the network connection between the sites. The alternative is taking the system off line, backing up the DR databases, and using the backups to reseed the primary site databases. The System Administrator can then restart replication between the sites and proceed with the failover to the primary site. The need for database reseeding is determined by the duration of the primary site outage and available disk space to queue data for replication.

The specific time is unique to each implementation and is a function of CAD activity, disk space, and network capacity. As a general rule, the database need not be reseeded during scheduled failovers and should be reseeded after a primary site outage that lasts longer than a few hours.

1.4.1.3 CAD DR User Experience

The system’s CAD is not available during the DR failover process. Dispatch and Mobile clients will not have access to the CAD servers during the transition process and the client will be unresponsive. If a user attempts to log into the CAD system from a client, they will receive an error message indicating that the application server is not available.

1.4.1.4 CAD DR Performance

The DR system is distinct from the High Availability design. It provides geographic site redundancy that allows an agency to resume normal CAD operations after transitioning operation to a recovery data center. After the initial diagnostic and troubleshooting process, the transition process is manually initiated and requires approximately 30 (thirty) minutes to complete. After the failover is complete the DNS must be updated to redirect CAD clients to the recovery data center.

Asynchronous replication is used to prevent performance impacts resulting from network latency between the primary and recovery data centers. As a result, the data at the recovery data center may lag behind the primary center’s data by several seconds. The actual time depends on network latency and the activity on the CAD system. During a scheduled failover, the CAD system’s services

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in the primary data center are stopped and the replication to the recovery data center is allowed complete. An unscheduled or instantaneous failure of the primary data center may result in a small amount of data loss. The actual data loss is a function of CAD activity and network connection speed.

1.5 Legacy Data Services

1.5.1 Legacy Data Access or Transactional Data Conversion

It is a very common desire for agencies when migrating to new systems to preserve and utilize the data contained in the legacy systems. There are two types of data that will be accessed or migrated and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing CAD system. This would include data such as unit identifiers, incident types, personnel information. These data types may either be imported into the PremierOne system or manually entered during the provisioning process. For those tables to which data can be imported, the common process is for the Motorola Solutions team to provide spreadsheets to the Customer personnel. Customer personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets and import it into the PremierOne system using the built-in import functionality. Data that will be manually entered during the provisioning process is gathered by the Customer and recorded on provisioning worksheets.

The second type of data is historical data. This consists of the transactional data that is a record of events / incidences that were recorded in the existing CAD system. This would include data such as incident information, unit history information, messaging information.

Below are the strategies being offered to accommodate access to this historical data.

1.5.2 PremierOne CAD Transactional Data Conversion

Motorola Solutions will convert and extract specific data that exists in the Customer legacy CAD system and then import to the CAD system. While Motorola Solutions is responsible for converting the specified data, it is critical that the Customer assigns a knowledgeable resource to this activity that will remain engaged throughout the migration process.

The legacy databases must be in a Customer supplied Microsoft SQL Server databases (hardware and software) external to the system and Motorola Solutions must be able to link directly to the legacy databases from Microsoft SQL Server. The Customer must also understand the database schema so the table relations can be understood.

Motorola Solutions does not provide any data clean up or manipulation of the provided data. The Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, or orphaned records.

The following are types of data being imported:

- Location
- Call Type

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- Disposition
- Comments
- Units Involved
- Agencies Involved
- People Involved
- Vehicles Involved

Imported incidents will have the following characteristics:

- Imported incidents will be created and then “closed”.
- Imported incidents cannot be re-opened or cloned.
- Imported incidents older than the aging threshold set in PremierOne will be moved to PremierOne CAD’s RDW and then purged from production.

1.6 Third-Party Integrations

1.6.1 RapidSOS Integration for PremierOne

PremierOne Integrates RapidSOS features into PremierOne CAD allowing for faster and more reliable caller location and to calltakers, improving response to emergency situations

1.6.1.1 RapidSOS Location Data Integration

When a calltaker answers a call from within PremierOne, RapidSOS will retrieve the caller’s device-based hybrid (DBH) location and provide it within three seconds on the calltaker’s CAD interface. The calltaker can then use RapidSOS to track the location of the caller throughout the call, with location data accurate to within three seconds each time the calltaker re-bids the location.

1.6.1.2 RapidSOS Supplemental Data Integration

In addition to location data, RapidSOS aggregates available medical or emergency information about the caller from multiple data resources, then displays it to the calltaker through the PremierOne user interface. This helps get crucial information to calltakers faster than questioning the caller —information that the calltaker can then pass on to first responders to help them maintain their own and the caller’s safety.

1.7 System Architecture

The system is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture with disaster recovery is included.

The system is deployed with a single production environment incorporating the high availability components and interfaces presented in this system. The production environment incorporates the high availability components and reconfigured interfaces presented in this system.

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The system is architected around a virtualized server configuration and supports VMware vSphere 6.5 (or later) or a Motorola-supplied hypervisor designed to meet the requirements of PremierOne. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

1.7.1 PremierOne High Availability Architecture

PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The system is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server and other vendors.

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database, and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to failover.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of any possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

The following depicts the fault tolerant components of the system.

Table 1-7: Fault Tolerant Software Components

Component
▪ Multiple F5 ADCs to provide load balanced network traffic to the application services ▪ PremierOne monitors active services and restarts them as necessary. ▪ In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set. • SQL Server AlwaysOn provides redundancy and automatic failover. • In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.

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Component
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port, or device can interrupt system operation.
PremierOne System Manager monitoring: • CAD application • Records application • Application Delivery Controller cluster • Database status • Disk space • Windows Performance Counters

The backup service (backup library and backup software), the Report Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. Reporting services and test/training environment(s) are not considered critical and therefore are not redundant in the configuration.

High availability is independent of a geographically redundant secondary disaster recovery system.

The system design also provides a single limited use environment that can be used as a test or training environment. The single limited environment does not include the interfaces configured for use in the production environment.

Environment Summary:

- 1 Production Environment for both the Primary and Disaster Recovery Sites
- 1 Limited Use for Test or Training for both the Primary and Disaster Recovery Sites

1.7.2 Microsoft Active Directory Service (On-Premise)

The system provides directory services to support the secure management and operations of the system through an isolated Microsoft Active Directory (AD) environment. The servers provided with the system contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be set up in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, the system can use the Customer's AD environment for authentication. Once the user account is built in the system provisioning, it can then use LDAP to query the Customer's environment for the account authentication. By using this configuration, the Customer can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the system local domain to the Customer's Active Directory environment. The trust provides users with Domain Administrator privileges on the Customer's AD instance to access and administer the system environment while preserving authentication and logon information. Motorola Solutions recommends that this trust be non-transitive in nature. Motorola Solutions does not recommend a two-way trust, as none of the system service accounts need authentication or resources on the Customer's network.

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The system's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the Customer's Active Directory schema.

1.7.2.1 Name Resolution

The system provides host name resolution through an Active Directory Integrated Domain Name Service (DNS). In order for computers residing outside of the system's network to communicate with the system, the Customer must configure their DNS servers to forward their computer's name resolution requests to the system's DNS servers. This will allow devices on the Customer network to find systems within the system's environment.

For increased integration, the Customer, working with Motorola Solutions, must configure their DNS servers to allow name resolution requests from within their networks to be processed.

1.7.3 Common Services

Common Services provides system administrators the flexibility to manage internal services throughout the platform from a single point. The system's Common Services include GIS, System Security, Reporting, and the system tools for provisioning.

1.7.3.1 Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- The system uses GIS for display, location validation, and unit recommendation. The system's tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.
- The system's Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a required key component of a system deployment. GIS provides the mechanism for location validation and recommendation for response.
- A system conformant and geographically accurate GIS data is required for the proper operation of the system. It is the Customer's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements as noted in **Section-1.14** for use in PremierOne. Each agency being added to the system must have their geographic coverage included in the geodatabase imported into the system.
- The use of remote and/or Esri Online services is not supported. Motorola Solutions is not responsible for map availability or any degradation of client performance caused by the use of third-party hosted internet map services as these services are outside the domain of the system infrastructure and are not managed by Motorola Solutions. The system is a mission critical application that must control the import/access of the GIS data.

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1.7.3.2 System Security

The system is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Directory Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The system user provisioning environment can be set up to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.

The system network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. System architecture resides behind dual redundant firewalls to protect the system network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.7.3.3 Query Services

PremierOne allows users to submit requests for information to external databases. These external queries can involve local agencies, as well as state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses. These queries can be made available to all PremierOne applications.

PremierOne also allows the customer to build queries against a local database during query provisioning. If a query is configured for submission to both a state interface and a local database, state queries will continue to be passed to the existing CommSys interface, while the local database query will run through the custom XML (in a Motorola Solutions template) provided by the customer.

1.7.3.4 Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2019 Reporting Services (SSRS) for reporting purposes. SQL Server 2019 Reporting Services is a server-based reporting platform that is used to create and manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

PremierOne also fully supports the use of Crystal Reports. The PremierOne Report Data Warehouse (RDW) contains Criminal Justice Information System (CJIS) compliant data for the purposes of report generation. The PremierOne CAD RDW is designed with views that are available for access by Crystal Reports.

1.8 System Platform and Components

This section discusses the hardware, operating system, and system software of the system which will be installed on premise at the Customer's Data Center Facility. Quantities of hardware are provided in the **Equipment List Section 1.13**

Note: It is the responsibility of the Customer to provide any specialized hardware and installation to ensure compliance with any Local, State or Federal natural disaster safety regulations.

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1.8.1 PremierOne System Servers

The system hardware is comprised of Hewlett Packard Enterprise (HPe) servers as physical hosts.

Host servers are HPe ProLiant DL360 Gen11 servers configured with the following components:

- Dual 16-Core Intel® Xeon® Gold 6444Y processor, running at 3.6 GHz
- Each server also contains direct attached storage in the form of two 480 GB NVMe M.2 drives on an HPe Synergy add-in card in a RAID configuration
- Four (4) - 10 Gigabit network ports
- Each server is configured with 384 GB RAM

The Monitor server is an HPe ProLiant DL360 Gen11 server configured with the following components:

- Single 16-Core Intel® Xeon® Silver 4410Y processor, running at 2.0 GHz
- Each server also contains direct attached storage in the form of five 1.2 TB 10,000 RPM SAS hard drives with Smart Array controllers in a RAID configuration
- Four (4) – 1 Gigabit network ports
- Each server is configured with 128 GB RAM.
- Network Performance Monitor and Traffic Analyzer Module.

1.8.2 PremierOne System On-Premise Storage

The system's online storage is provided through Alletra. Our system design provides storage area arrays that are utilized by the host servers for storage. Customer is responsible for providing an Enterprise Backup Solution.

HPe Alletra systems support all-NVMe for accelerated applications and improved density. Alletra is ideal for mission-critical workloads with extreme workload latency sensitivity and availability requirements. A unique, multinode, all-active platform delivers massive parallelization for consistent and predictable performance at scale. Alletra can be non-disruptively scaled- independently of capacity to flexibly match workload and capacity requirements.

The Alletra 6000 Series SAN provides 46 TB of RAW storage.

1.8.3 PremierOne Network and Management Components

Motorola Solutions has included network hardware for the system server architecture. Networking hardware for the connectivity outside the system LAN must be provided by the Customer.

1.8.3.1 Fortinet FortiGate Network Devices

Component isolation provides reliability, availability, and performance. The system is based on Fortinet FortiGate devices to provide the perimeter network router, firewall and Virtual LAN (VLAN) configurations for the PremierOne system. The Customer needs to supply four (4) 1GB LAN connections per FortiGate with a total of eight (8) 1GB connections.

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1.8.3.2 Arista Networks Data Center Switches

The EOS modular operating system supports intelligent Layer 2 switching, Layer 3 IPv4/IPv6 routing, as well as role-based policy capabilities.

The Arista 7050TX-48 is a data-center grade 32 port 10GB Ethernet switch with 40GB uplink. The switch comes with power supply and fan redundancy. The switches and their design were chosen to provide system availability and redundancy.

The Arista 7010TX-48 is a 48 port 10/100/1000 MB Ethernet switch. This switch is included to provide connectivity for management activities in a subnet outside of those for core functionality.

1.8.3.3 F5 BigIP Application Delivery Controllers

The system consists of a virtual Application Delivery Controllers (ADC) for the system. These are purpose built appliances that reside outside of the application servers that present a “virtual server” address to the outside world. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

1.8.3.4 Network Management Tools

The system consists of a dedicated virtual server to host an instance of the network management tools. The network management tool is set up to monitor traffic and critical data points through the firewalls and load balancers to ensure appropriate system health. Additionally, it monitors and logs CPU and memory utilization on all hardware components as well as various application-level metrics. Monitoring occurs for both sites using a dedicated out of band management server. This data provides Motorola Solutions’ support teams with the information necessary to support the system and provide historical measurements of system performance, while also being able to provide a near real-time status dashboard.

1.8.4 Benefits of Motorola Solutions-Provided Hardware

Motorola Solutions designs the system to provide high levels of system availability, reliability, and performance required for mission critical public safety applications. Motorola Solutions designs, tests, and deploys the system’s software and hardware architecture for those requirements. The Motorola Solutions defined hardware ensures physical redundancy throughout the critical components of the system and is designed to support the system’s software architecture. Motorola Solutions is continually evolving and enhancing the hardware, software, tools, scripting, and processes used to monitor, manage, diagnose, troubleshoot, and tune a system. Use of the Motorola Solutions hardware platform enables the full use of those optimizations and capabilities. With alternative platforms the full extent of these capabilities are not possible.

Mitigating risk and ensuring predictable performance is a concern when a system is deployed on a customer defined hardware platform. With the Motorola Solutions configuration, the customer system will be on the same platform that Motorola Solutions used to develop and test the system. Motorola Solutions runs functional, performance, and deployment/upgrade tests against each system standard software release. The Motorola Solutions platform also benefits from the collective knowledge and experience of multiple Motorola Solutions deployments on the same platform. Optimizations, issue resolutions, system configuration and management best practices, and historical data analysis are shared across the systems on the Motorola Solutions platform. An alternative platform does not leverage these benefits.

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Motorola Solutions continues to enhance the capabilities to monitor the system, including incorporation of Network Management software to monitor the network traffic and physical components of the Motorola Solutions defined platform. Additionally, Motorola Solutions has developed scripts and tools to monitor the system components. These scripts, tools, and software are designed specifically for the Motorola Solutions platform and do not work with alternative platforms.

To ensure the most predictable, consistent, and optimized system builds, Motorola Solutions has defined a rigorous system staging process. An established order-through-delivery process is used with our suppliers, including specific factory build instructions, to ensure seamless end-to-end system staging. As technology evolves and advances, this staging methodology ensures that changes to the platform are incorporated into the system build. Within the staging process, Motorola Solutions performs a variety of tests, including system load tests, to ensure a proper system build. This consistent approach facilitates lower project costs and risks.

Motorola Solutions believes the Customer will find our pricing of the required PremierOne equipment to be competitive, and the benefits of Motorola Solutions performing the system purchase and staging to be valuable.

1.9 Customer-Provided Workstation Specifications

Workstation specifications are representative of workstations used in the testing of the latest release of system software and do not take into account any other applications.

Future releases of the system may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.9.1 PremierOne CAD Minimum Recommended Specifications

Table 1-8: PremierOne CAD Workstation Minimum Recommended Specifications

Component	Description
Processor	3 GHz Processor (not turbo) Intel® Core i9 Xeon® series preferred
RAM Memory	16 GB or more of memory, ECC preferred. (Although not needed for the PremierOne client, inclusion of additional memory (example, 16GB) in new workstation purchases is common for future capacity.)
Available Disk Space	20 GB available disk space; minimum 256 GB solid state drive (SSD) required for optimal performance
Operating System	Windows 10 Professional higher (64-bit recommended)
Network Interface Card	100 Mb or faster (Gigabit recommended) Ethernet network adapter - Note that network latency will impact system performance.
Display	Three (3) – 1920 x 1080+ pixel, 16+ bit color displays, 60Hz display refresh rate
Keyboard/Mouse	QWERTY Keyboard with 12 Function Keys and Touchpad / Point Stick (or equivalent mouse device)

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Component	Description
Graphics Adaptor	Discrete Graphics adapter with at least 512 MB RAM per monitor, 24-bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended. AMD FirePro or Nvdia Quadro series.
Network Bandwidth	2 Mbps network bandwidth (to server) with 20 ms or less round-trip latency
Additional Required Software Applications for PremierOne CAD	Adobe PDF reader (for help files) SQL Server Express 2019 CU level supporting TLS 1.2 is required. ArcGIS Engine 10.6.1 (included with PremierOne CAD client software) Microsoft .NET Framework v4.8 and above
CAD Visual Map Files Required	MXD and GDB formats

1.9.2 PremierOne Mobile Workstation Minimum Recommended Specifications

Table 1-9: PremierOne Mobile and Records Mobile Workstation Minimum Recommended Specifications

Component	Description
Device	Modern “business grade” or “ruggedized” Windows notebook
Processor	Multi-core processor (i5 or higher, 4-thread, 2.6 Ghz +), Intel® CoreTM or newer Intel® Series
RAM Memory	16 GB or more RAM (4 GB must be available for PremierOne Mobile)
Available Disk Space	20 GB or more available disk space; SSD (Solid State Drive) recommended
Operating System	Windows 10 Professional or higher (64-bit recommended)
Network Interface Card	Wireless communications minimum 3G network, 4G/5G network recommended
Network Middleware	Mobile Virtual Private Network (mVPN) with routing and IP persistence to PremierOne system network
Display	1024 x 768+ pixel resolution display minimum, 16+ bit color display, 11.6” or larger display. Usage on devices with alternative resolutions and smaller screens should be tested and screen settings optimized. Example: On a 10.1” WUXGA screen, use a resolution of 1280 x 800 and a font size of 125%.
Keyboard/Mouse	Standard QWERTY Keyboard with 12 Function Keys and Touchpad / Point Stick (or equivalent mouse device)
Touchscreen	Optional
Graphics Adaptor	Discrete graphics card with at least 256 MB of RAMs
Additional Required Software Applications for PremierOne Mobile	Adobe PDF reader (for help files) SQL Server Express 2019 CU level supporting TLS 1.2 is required. Microsoft .NET Framework v4.8

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Component	Description
Additional Required Software Applications for PremierOne Mobile Mapping	ArcGIS Engine 10.6.1 for Classic Map Microsoft Visual C++ Redistributable for Visual Studio 2017
Mobile Symbology Map Format Required	MMPK format with locater and routing features with a separate MMPK with night mode symbology, if required

1.10 TCP/IP Network and Data Center Requirements

1.10.1 Customer Network Requirements

Motorola Solutions' system requires TCP/IP protocol for connectivity. All servers and workstations will connect to the Customer's existing network. The Customer will provide access to facilities and a dedicated resource knowledgeable on the Customer's WAN/LAN. The Customer will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

Motorola Solutions' delivery model is reliant upon our ability to perform some tasks remotely, which requires secure, remote broadband access for remote deployment, monitoring, and support of the system. Customer-provided high-speed internet access with a minimum bandwidth of 10 Mbps is required at the time of project kickoff and must remain available to Motorola Solutions throughout warranty and support periods to accommodate remote support of the system. In the event that dedicated links are required, a minimum of 7.5 Mbps upload and download access is required. It is the Customer's responsibility to ensure that the aforementioned capacity is available. In the event remote broadband access is not available to Motorola Solutions, preventing us from delivering the contracted service remotely, Motorola Solutions will provide service on-site at additional cost. The additional cost will be presented to the Customer via the change provision of the contract prior to the delivery of the on-site service.

1.10.1.1 PremierOne System CAD Client Network Requirements

The system is dependent on the Customer's LAN for client workstation performance. The estimated network requirement per CAD client with typical usage is 0.8 Mbps – 1.2 Mbps. The recommended built-to bandwidth is 2 Mbps per workstation. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and greater data intensive operations such as complex map annotation sets and map manipulation if the data resides on the server. The bandwidth recommendations account for the operation of the LAN client to "not exceed the values" with the map data being stored locally on the client workstation. Additional bandwidth will be required for the transfer of large multimedia files, premise hazard data files and other large attachments.

Network latency plays a key role in the responsiveness of CAD client operations. The system is designed for optimal use on a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the system CAD servers and each CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

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1.10.1.2 PremierOne Mobile Client Network Requirements

PremierOne Mobile's functionality is designed for 3G and 4G/5G networks. 3G network connectivity is required but 4G/5G connectivity is highly recommended.

The Customer will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and, as applicable, at secondary disaster recovery site. Mobile workstations require a persistent IP address from the time the application is opened to the time the application is closed. A persistent IP address can be accommodated in many ways including static IP, DHCP reservation, permanent DHCP lease, or with middleware such as RadioIP and NetMotion. The Customer will need to supply IP addresses for Mobile clients.

1.10.1.3 PremierOne Records Client Network Requirements

Records is dependent on the Customer's LAN for client workstation performance. The estimated bandwidth requirements between server and a records client can vary based on the activity of the user. It is when documents are being requested or submitted and searches are being performed, is when network bandwidth is required. During data entry, network requirements are minimal. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and higher frequency data intensive operations including image display.

1.10.1.4 PremierOne Records Mobile Client Network Requirements

Records Mobile is designed for 3G and 4G/5G networks. 3G network connectivity is required and 4G/5G connectivity is highly recommended. The Customer will need to provide 3G/4G/5G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and secondary disaster recovery site. Mobile workstations require a persistent IP address from the time the application is opened to the time the application is closed. A persistent IP address can be accommodated in many ways including static IP, DHCP reservation, permanent DHCP lease, or with middleware such as RadioIP and NetMotion. The Customer will need to supply IP addresses for Mobile clients.

Motorola Solutions encourages the Customer to test and evaluate the level of service being provided by their carriers on a regular basis. This is to validate mobile applications will be not affected by provider changes.

1.10.2 Customer Data Center Requirements

The environmental data center requirements stated in the following sections must be satisfied in order to support the PremierOne installation. The requirements specify what the Customer must perform, provide, or ensure in order to prepare for and aid with the system deployment.

Included in the requirements are various considerations for the servers and supplemental equipment, power and network connectivity, access to various information and resources, and compliance with laws and specifications.

1.10.2.1 Equipment Server Rack Specifications

The following tables provide Server Rack specifications needed to meet shipping and installation requirements. This table will be updated once the hardware list has been finalized

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Table 1-10: Server Rack Specifications

Component	Specifications
Server Rack Dimensions:	78.9 in. x 39.7 in. x 24 in.
Shipping Dimensions (with packaging materials):	86.2 in. x 48 in. x 35.6 in.
Installed Weight:	1394 lb.
Maximum Load of Rack:	3000 lb.
Minimum Cabinet Clearance:	Front: 48 inches Back: 30 inches
Power Distribution Units	HPe 4.9kVA 208V

1.10.2.2 Power Requirements and Heat Output

The following tables provide representative examples of the power utilization, heat output, and the temperature ranges for the various components of the system and the electrical circuits needed by the overall system. It is important to note that these numbers represent an estimate only. This table will be updated once the hardware list has been finalized.

Table 1-11: Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr.)
System Rack	8524	28163

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, the Customer must ensure that an accurate assessment of airflow into and out of the server equipment has been performed. This is essential for reliable server operation. Airflow assessment is not within the scope of Motorola Solutions' responsibility.

Table 1-12: Temperature and Humidity Ranges

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

1.10.2.3 Circuit Requirements

The system racks require a specific type of connector due to the type of equipment housed in each rack. The power circuit requirements for each system server rack are contained in the table below.

Table 1-13: PremierOne Server Rack Circuit Requirements (per rack)

Voltage (VAC)	Dedicated Branch Circuit Rating (A)	Quantity	Line Cord
208	30	3	NEMA L6-30P

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1.11 CJIS and Compliance

At Motorola Solutions we believe compliance is a team effort. As our customers' partner in compliance, we are committed to employing privacy and security protocols that enable our customers to comply with the most stringent legal and regulatory requirements. In addition, we build on a strong foundation with an architecture (both Azure and on premise) designed and managed to meet a broad set of international compliance standards, as well as region-specific and industry-specific standards.

System services are designed to use FIPS certified technologies to protect data at rest and in transit. PremierOne services utilize FIPS compliant Transport Layer Security (TLS) 1.2 protocol with AES 256-bit message encryption to establish secure communication with PremierOne CAD and CAD Mobile Clients.

Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions safeguarding of customer data, comprehensive third-party audits of primary Software Enterprise development and support operations have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification and AICPA SOC2 Type 2 reports are available. ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds) and ISO/IEC 27701:2019 (privacy information management) have been completed. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2013 certifications for the development and support operations at satellite locations have been completed.

Motorola Solutions understands our customers' critical need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola Solutions designs its products and services to support compliance with the FBI's Criminal Justice Information Services (CJIS) Security Policy and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist our customers' through administering and coordinating CJIS compliant personnel credentialing, providing documentation assistance in connection with CJIS audits and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

1.12 Subscription Support Services

1.12.1 Endpoint Security

1.12.1.1 Overview

Identifying and mitigating cyber threats requires continuous monitoring and technical capabilities to distinguish real threats from millions of alerts, as well as the expertise to quickly evaluate and remediate them if needed. Endpoint Security for the PremierOne subscription provides a component of a complete cybersecurity program for protection against cyber threats like malware. The endpoint solution is customized and tested for interoperability, performance, and upgradeability with PremierOne releases.

The Endpoint Security solution can help secure your agency's Motorola Solutions applications and devices through a combination of endpoint security, security platform, and the expertise of Motorola Solutions' cybersecurity analysts in our Security Operations Center (SOC).

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1.12.1.2 Endpoint Detection and Response

The Endpoint Security solution leverages best in class Endpoint Detection and Response (EDR) tools with the security platform that allows for investigation and orchestrated response actions to protect monitored endpoints. The EDR agent is tested, verified, documented, and supported on the PremierOne endpoints.

EDR integration with the security platform accelerates investigations by making necessary information available for analysts in a single platform where they can quickly access details of what caused an alert, its context, and its history. With EDR, analysts are able to initiate response actions (i.e., isolate host, ban or block a file hash, kill a process) on endpoints to respond to detection of verified malicious activity on the PremierOne monitored endpoints.

1.12.1.3 Security Operations Center Services

Endpoint Security includes monitoring by Motorola Solutions SOC analysts to investigate and respond to endpoint threats on a 24/7 basis. The SOC team operates from secure, redundant locations in the United States, and can securely operate at remote locations if necessary. Team members complete regular training on customer data management and privacy to protect sensitive customer data. If a threat investigation requires input from your agency's security team, the SOC will create a security case and follow defined escalation procedures for each priority level

1.13 PremierOne CAD, Mobile Equipment List and Rack Layout

1.13.1 Microsoft, Hypervisor, other Software Licensing, Network Management components

The following table lists the type and number of Microsoft, hypervisor, Hewlett Packard Enterprise (HPe) and other licenses and the party responsible for providing them.

Table 1-14: Microsoft and Hypervisor Licensing

Microsoft & Hypervisor Licenses	Primary Site	DR Site	Total	Customer-Provided	Motorola Solutions Provided
Microsoft SQL 2019 Enterprise 4 core license	3	3	6		X
Microsoft SQL 2019 Enterprise 2 core add on license	5	5	10		X
Microsoft SQL 2019 Standard 4 core license	1	1	2		X
Microsoft SQL 2019 Standard 2 core add on license	5	5	10		X

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Microsoft & Hypervisor Licenses	Primary Site	DR Site	Total	Customer-Provided	Motorola Solutions Provided
Microsoft System Center Operation Manager 2019 (SCOM)	2	2	4		X
VMware vCenter Standard or Motorola-approved alternative	1	1	2		X
VMware vSphere Ent+ or Motorola-approved alternative	11	10	21		X

The following table lists the type, number and who is providing these ancillary items:

Table 1-15: Network and Management Components

Description	Details	Customer-Provided	Motorola Solutions Provided	Quantity
F5 Application Delivery Controllers (Load Balancers)	Virtual/Physical Network Load Balancing software integrated with system		X	4
Network Management Tool	Network performance monitoring and Netflow Traffic Analyzer		X	1
Client Access Licenses	Microsoft Windows Server 2019	X		1 Per Client Refer to Microsoft Website for Guidance
CommSys ConnectCIC	Enables State Queries		X	1
FortiGate Network Devices	Provides server component isolation from other systems within the Customer's data center by means of a firewall router.		X	
Arista Networks Data Center Switches 7050TX-48	32 Port Switch		X	
Arista Networks Data Center Switches 7010T-48	48 Port Switch		X	
HPe DL360 Gen11 w/dual Xeon Gold 6444Y, 384 GB RAM, 2 NIC, 2 x 480GB NVMe	Host Server		X	

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Description	Details	Customer-Provided	Motorola Solutions Provided	Quantity
HPe DL360 Gen11 w/ single Xeon Silver 4410, 128 GB RAM, 5x1.2TB HDD	Monitor Server		X	
Alletra Storage			X	
Server Rack HPe Rack Model P9K42A 42 U	Rack mount keyboard and monitor		X	

1.13.2 System Reference Equipment Rack Layout

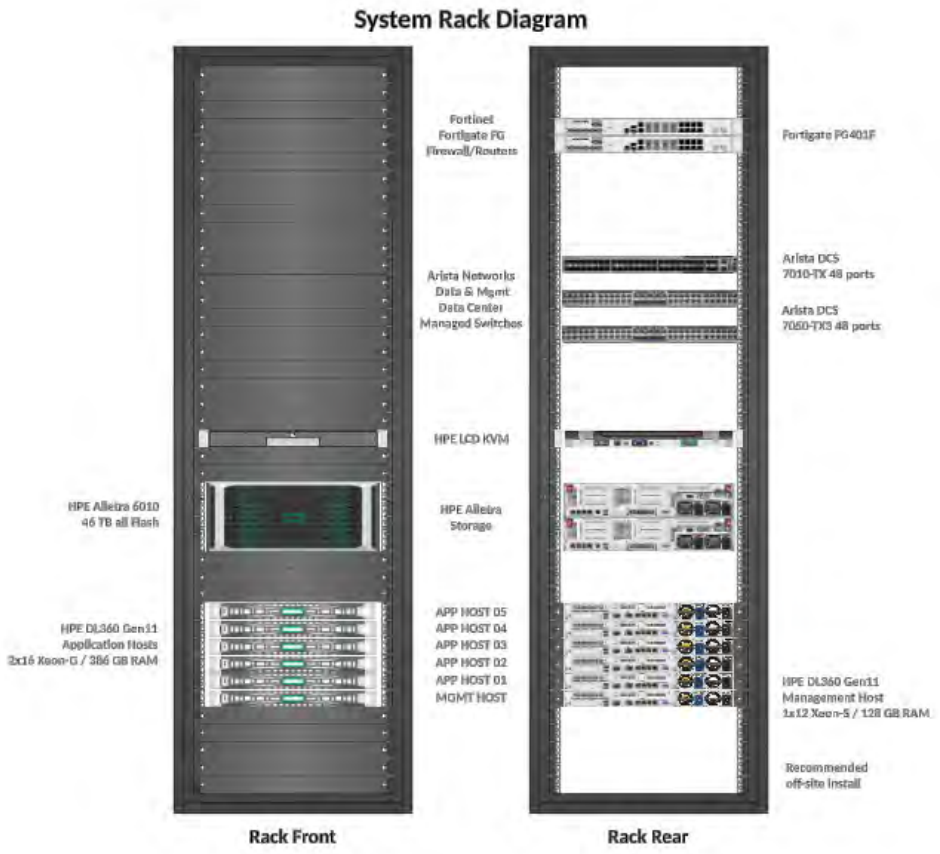


Figure 1-13: Hardware Rack Layout for Primary and DR Sites

Note: This is a representative diagram only final configuration will be determined during system staging and is subject to change.

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The Customer must provide access to the loading dock at the installation location for the delivery of equipment and that a Customer resource is able to receive and secure the storage of equipment. Additionally, a temporary staging area for the unpacking and assembly of equipment must be provided.

The Customer is responsible for any accommodation necessary to provide clearance and access through hallways, doorways, and elevators meeting or exceeding the specifications of the shipping container/rack at all sites housing system components.

1.14 PremierOne GIS Requirements

1.14.1 Overview

This document contains information regarding Motorola PremierOne® GIS data requirements.

A Geographic Information System (GIS) is a system used to collect, manage, analyze, and display geographic data. This document is intended for use by personnel who are responsible for administering the GIS components of the PremierOne suite. System administration requires an understanding of both current agency system administration rules and procedures and how PremierOne functions. For more information about specific applications, see the *PremierOne CAD User Guide,* the *PremierOne Mobile User Guide*, and the *PremierOne Provisioning Guide* which are provided post contract.

1.14.2 PremierOne Services Geodatabase

A “Geodatabase” is the common data storage and management framework for ArcGIS. Among other things, it provides the ability to define table columns that use a spatial, or geometric, data type. Database tables used to implement the Geodatabase are stored in an underlying RDBMS, such as Microsoft SQL Server. Geodatabase tables that contain a spatial data type are called “Feature Classes”. Feature Classes with the same spatial reference can be logically grouped within a “folder”-like entity called a “Feature Dataset”. The PremierOne Data Import Tools import the customer’ GIS data into an SQL Server environment. The schema of the PremierOne Geodatabase has been designed to provide optimal performance of the GIS services required by PremierOne.

1.14.3 GIS Data Requirements and Recommendations

The data recommendations provided by Motorola are to ensure appropriate functionality of the Customer’s data within the Motorola System. The state and quality of GIS data used can directly affect ease of implementation of the Motorola Systems, ability to perform address validation, response determination, and on-going operations related to the Motorola System.

This document will describe the data values that must be available in any feature class that will be imported into PremierOne. The names of the source feature classes and their fields do not need to follow any standard. The data import tools will prompt the user to specify the source field name associated with a logical value, such as “street name” or “city.”

There are two categories of GIS data utilized by PremierOne:

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- Services data – Data imported from the customer's GIS source for access by PremierOne's application services. This data is in a schema that is optimized for PremierOne's address verification, geocoding, routing, and jurisdiction determination services. Because this data is in a specialized schema, it is not intended to be displayed on a map for visualization by dispatch or mobile users.
- Map data – Data that is displayed as geographic features on a map. As such, a map data source must contain a spatial attribute. Map data sources are copied into the PremierOne database using a customer-defined schema and are used as data sources for layers in a map document (.mxd). In addition to the spatial attribute, map data sources typically contain text/numeric attributes, such as feature names and other information of operational value.

It is expected that PremierOne customers already maintain GIS data in ArcGIS. A customer's GIS data may represent data that is used for a variety of municipal purposes such as growth planning, zoning, utilities, public safety, et cetera.

1.14.4 GIS Data Supported by PremierOne Services

The following GIS feature types that can be utilized by PremierOne are:

- Street Centerlines
- Address Points
- Common Places
- Response Boundaries
- Reporting District Boundaries
- Contractor Boundaries
- Map Book Page Boundaries
- Premise Hazard Areas

The following is a high-level description of the required data used for PremierOne and the optional data that is not required but may be included by the customer. An in-depth discussion of data structure and formats is covered during the Customer Kickoff meeting.

1.14.4.1 Street Centerline

The **Street Centerline** data source **must** contain, at a minimum, the data in table below:

Table 1-16: Street Centerline Required Schema Definitions

Field	Required	Data Type	Descriptions
Left Low House	Yes	String (25)	Field contains the starting house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format.

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Field	Required	Data Type	Descriptions
Left High House	Yes	String (25)	Field contains the ending house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format.
Right Low House	Yes	String (25)	Field contains the starting house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format.
Right High House	Yes	String (25)	Field contains the ending house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format.
Street Name Part Fields	Yes	String (100)	A list, in order, of the fields in the source Feature Class that make up the street name. This may include parsed fields containing the prefixes, suffixes, and name or the street name may be stored entirely in a single concatenated field.
Left City	Yes	String (150)	City Name - Field can represent jurisdictional city or city code.
Right City	Yes	String (150)	City Name - Field can represent jurisdictional city or city code.
Left Postal City	No*	String (150)	Postal City Name - **Required for PremierOne Records.*
Right Postal City	No*	String (150)	Postal City Name - **Required for PremierOne Records.*
Left Zip Code	No*	String (20)	Postal Zip Code - **Required for PremierOne Records.*
Right Zip Code	No*	String (20)	Postal Zip Code - **Required for PremierOne Records.*
State	No*	String (50)	The State/Province in which the street exists. **Required for PremierOne Records.*

The table below exhibits the additional data fields that are not required but may be used with PremierOne:

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Table 1-17: Street Centerline Non-Required Schema Definitions

Field	Required	Data Type	Description
Left Subdivision	No	String (150)	The name is associated with a small area (neighborhood, business park, etc.) within a city on the left side of the street.
Right Subdivision	No	String (150)	The name is associated with a small area (neighborhood, business park, etc.) within a city on the left side of the street.
Description	No	String (100)	The field in the source Feature Class containing a free-text description of the street segment. This can be used to differentiate street segment features with similar names and address ranges.
Low Cross Street Override	No	String (100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different low cross street is desired it must be entered in this field to override the automatic assignment.
High Cross Street Override	No	String (100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different high cross street is desired it must be entered in this field to override the automatic assignment.
Cross Street Bypass Field	No	String (2)	Denotes which cross street fields need to be protected – L represents the Low Cross Street Name, H represents the High Cross Street name, and LH represents both the Low and High Cross Street names.

For street centerline routing, the following fields are required and recommended. The routing street centerline may be a different feature class than what is used for address validation above.

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Table 1-18: Street Centerline (Routing) Schema Definitions

Routing			
Cost (Time)	Yes	Double	There must be a field in the source street centerline feature class that represents the average time required to traverse the segment. There may be separate values for the left and right side of the street segment if necessary. A formula to determine the travel cost: Minutes: (length of segment in feet x 0.0114) / speed (mph) or Seconds: (length of segment in feet x .682) / speed* (mph). (Length of segment in meters x 0.0373) / speed (mph) (Length of segment in meters x 0.0600) / speed (kph) **Speed Limit is a required field used to calculate Cost.*
From Elevation	No	Long Integer	Specifies the 'elevation' of a segment FROM node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.
To Elevation	No	Long Integer	Specifies the 'elevation' of a segment FROM node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.

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Routing			
OneWay	No	Double	Specifies the allowed traffic flow on a street segment with respect to the **FROM** and **TO** nodes. Valid Values are: **FT** that specifies the traffic may only flow in the direction from the FROM node to the TO node. **TF** which specifies the traffic may only travel from the TO node to the FROM node. **NT** which specifies that traffic does not flow on the segment. **NULL** or any other designation defines that traffic may flow in either direction (FROM node to TO node, TO node to FROM node).

1.14.4.2 Street Name Aliases

Street Name Aliases are maintained in a separate table. The GIS BA provides a blank Street Name Alias table to the customer. The schema definitions are exhibited below in the table below:

Table 1-19: Street Name Aliases Schema Definitions

Field	Data Type	Description
GRID	String (8)	Alpha “grid” part – required for alphanumeric house numbers.
LOW_HOUSE	Long Integer	The low house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
HIGH_HOUSE	Long Integer	The low house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
REAL_PRE_DIR	String (4)	Prefix Direction of “real” street name.
REAL_PRE_TYPE	String (8)	Prefix Street Type of “real” street name.
REAL_STREET_NAME	String (76)	“Real” street name.
REAL_SUF_TYPE	String (8)	Street suffix type of “real” street name.
REAL_SUF_DIR	String (4)	Street suffix direction of “real” street name.
ALIAS_PRE_DIR	String (4)	Prefix direction of “alias” street name.
ALIAS_PRE_TYPE	String (8)	Prefix street type of “alias” street name.
ALIAS_STREET_NAME	String (76)	“Alias” street name.
ALIAS_SUF_TYPE	String (8)	Street type of “alias” street name.

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Field	Data Type	Description
ALIAS_SUF_DIR	String (4)	Suffix direction of “alias” street name.
CITY	String (150)	Name of the city in which the street belongs. Aliases will only be applied to street segments where the street name parts **and** the city name match **exactly** between this table and other addressing feature classes loaded to the system.

1.14.4.3 Street Name Standardization Exceptions Table

The Street Name Standardization Exception table is used to assure that street names that match a predefined directional name are parsed correctly when loaded into the PremierOne data schema. For instance, a street name of **W ST** would be interpreted as a prefix of **W** and street name of **ST** when loaded into the PremierOne data schema.

- Examples of predefined directionals are: **S, N, W, E, NW, NE, SW, SE**, etc.

Street Name Standardization Exceptions are maintained in a separate table. The GIS BA provides a blank Street Name Standardization Exceptions table to the customer. The schema definition for this table is:

Table 1-20: Street Name Standardization Exceptions Schema Definitions

Field	Data Type	Description
FULL_STREET	String (100)	The entire street name with prefixes and suffixes.
PRE_DIR	String (4)	Prefix Direction.
PRE_TYPE	String (8)	Prefix Street Type.
STREET_NAME	String (76)	Street Name.
SUF_TYPE	String (8)	Street Type.
SUF_DIR	String (4)	Suffix Direction.

1.14.4.4 Location Point Layer Requirements

Address Point Feature

Address Points are an additional address validation data type that allows for a premise match (exact match) for addressed locations. Address points can be used to define precise building locations which would provide better geocoding accuracy than interpolating a location using a street centerline feature as well as to ensure accurate validation where house numbers do not follow standard addressing rules (i.e., odd/even addresses on the same side of the street etc.).

Note – The street naming conventions for the address points must match the street naming conventions on the street centerline file and both the city and zip code must match the street centerline data.

The source feature class containing Address Points must contain the following information (see the table below):

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Table 1-21: Address Points Required Schema Definitions

Field	Required	Data Type	Description
Address	Yes	String (100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields.
City	Yes	String (150	City Name – Field can represent jurisdictional city or city code. *Data in this field must match the CITY data in the Street Centerline and the Common Place feature classes.*
Postal City	No*	String (150)	Postal City Name – *Required for PremierOne Records.*
Zip Code	No*	String (20)	Zip (Postal Code) in any format – *Required for PremierOne Records.*
State	No*	String (50)	Name of State, Province, etc. – *Required for PremierOne Records.*

The following are additional data fields that are not required but may be used with the table below:

Table 1-22: Additional Data Fields – Address Points

Field	Required	Data Type	Description
Subhouse	No	String (18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
Building	No	String (20)	Used to store building name or number (if applicable).
Subdivision	No	String (150)	A well-known name associated with a small area (neighborhood, business park, etc.) within a city.
Description	No	String (256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.

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Floor	No	String (20)	Alphanumeric or numeric (supported in v4.4 or higher).

Common Place Point Feature

It is Motorola's recommendation to use Common Place points for locations commonly referenced by a name instead of an address (i.e., Government Buildings, Churches, Grocery Stores, Malls, Retail Stores, etc.). These types of common places have valid addresses but are not often referenced by the caller using the address. In the chart below the **Address** field is noted as **Required = No** however, if there is a known address it should be included with the record for address validation purposes.

There are common places that do not have a valid address. This would include locations that are known by a specific name such as mile markers. Other types are locations that are well known in the community similar to locations like 4 corners, the bronze statue, the Towers, etc., where the address field would be blank.

Note – The naming conventions for the street names in the address field must match the naming conventions on the street centerline file, and both the city and zip code must match the street centerline data.

The source feature class containing Common Places must contain the following information (see the table below):

Table 1-23: Common Places Required Schema Definitions

Field	Required	Data Type	Description
Place Name	Yes	String (100)	The name used to refer to the location.
Address	No*	String (100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields. **It is recommended that if the location has a valid address that it be included with the record.*
City	Yes	String (150)	The name of the city for which the address point belongs.
Postal City	No*	String (150)	Postal City Name – *Required for PremierOne Records.*
ZipCode	No*	String (20)	Zip (Postal Code) in any format. – *Required for PremierOne Records.*
State	No*	String (50)	Name of State, Province, etc. – *Required for PremierOne Records.*

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The following are additional data fields that are not required but may be used with PremierOne (see the table below):

Table 1-24: Common Places Non-Required Schema Definitions

Field	Required	Data Type	Description
Place Type	No	String (25)	A user-defined category for which the location belongs (i.e., SCHOOL, BUSINESS, POLICE STATION, etc.).
Subhouse	No	String (18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
Building	No	String (20)	Used to store building name or number (if applicable). If the location represents a store in a mall, the BUILDING value could be used to store the name of the mall. This allows for alternate search methods by Place Name or Building Name.
Subdivision	No	String (150)	A well-known name associated with a small area (neighborhood, business park, etc.) within a city.
Description	No	String (256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.
Place Name Alias(es)	No	String (100)	One or more fields containing place name aliases can be defined.
Floor	No	String (20)	Alphanumeric or numeric (supported in v4.4 or higher).

Common Place Alias Table

Common place aliases may reside in the common place feature class or they may be maintained in a separate table. Maintaining alias names in the common place feature class requires one column per alias (i.e., a common place with 3 alias names would require 3 alias fields, a common place with 5 alias names would require 5 alias fields, etc.). There is no limit to the number of aliases per record.

Common place alias names may be maintained in the Common Place Alias table (see the table below). The GIS BA provides a blank Common Place Alias table to the customer. The schema definition for this table is:

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Table 1-25: Common Places Alias Table Schema Definitions

Field	Required	Data Type	Description
ALIAS_PLACE_NAME	Yes	String (100)	Alias common place name.
REAL_PLACE_NAME	Yes	String (100)	“Real” common place name.
REAL_PLACE_ADDRESS	No	String (100)	“Real” common place address.
REAL_PLACE_CITY	Yes	String (150)	“Real” common place city identifier.

Response Boundaries

Response Boundaries are represented by closed shape polygons in the GIS data. The purpose of creating boundaries, for use in CAD, is to recommend the streets, intersections, and common places to the boundaries they fall within. The polygons will represent the smallest named geographic area used to determine agency and beat-assigned resource responsible for responding to incidents. The boundary layers are user-defined and may include law beats (for agencies requiring law dispatch), fire zones (for agencies requiring fire dispatch), EMS zones (for agencies requiring emergency medical dispatch, etc.).

Agency IDs should match what is defined in CAD Provisioning. It is recommended that Agency ID should be 2-4 characters.

The source feature class(es) containing Response Boundaries must contain the following information see the table below):

Table 1-26: Response Boundaries Schema Definitions

Field	Required	Data Type	Description
Name	Yes	String (100)	The name of the boundary (beat), such as “BEAT 100”, F10, “STATION 5”, or “WEST SUBURBS.”
Agency	Yes	String (25)	The PremierOne Agency ID corresponding to the agency responsible for responding to incidents created within this boundary.
Floor	No	String (20)	Alphanumeric or numeric (supported in v4.5 or higher).

Reporting District Boundaries

Reporting District Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas used for reporting. Each reporting district boundary feature is specific to a single agency. Motorola recommends that all reporting district boundaries for a particular agency type (i.e. Law, Fire, Medical, et cetera) be maintained in a single GIS data source.

The source feature class(es) containing Reporting District Boundaries must contain the following information (see the table below):

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Table 1-27: Reporting District Boundaries Schema Definitions

Field	Required	Data Type	Description
Name	Yes	String (50)	The name of the boundary, such as “A100”, NW14, 362, etc.
Agency	Yes	String (25)	The PremierOne Agency ID that corresponds to the agency associated with the reporting district.
Floor	No	String (20)	Alphanumeric or numeric (supported in v4.5 or higher).

Contractor Boundaries

Contractor Boundaries are features represented geometrically by a polygon (area). These features represent the geographic areas used to define Contractor rotations. Each Contractor boundary feature is specific to a single agency. Motorola recommends that all Contractor boundaries for a particular contractor type (i.e. Tow, Taxi, Board Up, etc.) be maintained in a single GIS data source per agency type. Using Contractor Boundaries is optional.

The source feature class(es) containing Contractor Boundaries must contain the following information (see the table below):

Table 1-28: Contractor Boundaries Schema Definitions

Field	Required	Data Type	Description
Name	Yes	String (50)	The name of the boundary, such as “A100”, NW14, 362, etc.
Agency	Yes	String (25)	The PremierOne Agency ID that corresponds to the agency associated with the reporting district.
Contractor Name	Yes	String (10)	The name of the contractor type.

1.14.4.5 Map Book Features

Map Book Page Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas defined in a paper map book. Typically, these polygons are square or rectangular depending on the pages of the physical map book. Map Book boundaries are not specific to an agency or agency type.

The source feature class containing Map Book Boundaries may contain the following information (see the table below):

Table 1-29: Map Book Boundaries Schema Definitions

Field	Required	Data Type	Description
Book Name	Yes	String (25)	The name of the map book.

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Field	Required	Data Type	Description
Page Number	No	String (8)	The specific page number.
Grid Reference	Yes	String (8)	The grid name specific to the page (for example, “A1”).

1.14.4.6 Map Display

The PremierOne map display uses ArcMap documents (*.mxd files). The ArcMap document should contain all layers used for the PremierOne data upload and may include additional layers not required for dispatching (i.e. parks, fire hydrants, water, railroads, etc.). The data for the Map Display is not required for the initial data upload and will be reviewed during the PremierOne Import Tool training class.

Map Layer Hyperlink Field

A hyperlink field is supported in v4.5 within the Universal Map. Hyperlinks can be stored within any map layer data source in a column that is named “hyperlink”. For ease of maintenance, it is most convenient to create a new point geometry layer specific for maintaining hyperlinks.

The source feature class(es) containing Map Layer Hyperlinks must contain the following information (see the table below):

Table 1-30: Map Layer Hyperlink Schema Definitions

Field	Required	Data Type	Description
Hyperlink	No	String	Internet URL, File path (files must exist in listed path on each workstation). This field supports one hyperlink per feature.

2D Indoor Map Requirements

Universal Map supports 2D indoor map layers to display interior features of buildings such as schools, shopping centers, hospitals, or other buildings that have GIS indoor floor plans. If the required layers are added and correctly attributed, it can also be used to search for features by name. For instance, a building footprint layer can be searched by name and used as a reference point for assisting in locating a wireless caller.

Each layer/table must be named exactly as listed below and within each layer there are required fields which also must be named exactly as listed below (case-sensitivity is enforced). The required layers, tables, and fields must be present and populated for the software to function at a base level (e.g. utilizing the floor picker in Universal Map to display rooms on different floors, accessing pre plan attachments, etc.).

Each of the layers referenced below should contain all floors of all buildings in one layer, specific to the feature type (Polygon, Line, and Point). The software is designed to only display the features on each floor via the floor picker.

After all layers/tables are built with the required fields and named as required, a Mobile Map Package (mmpk) or ArcGIS Server Map Service containing these layers/tables is required. The

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mmpk/map service must be built from a file geodatabase, personal geodatabase, or shapefile in the latest version of ArcPro. If using a Mobile Map package, the indoor mapping layers/tables should be included in the same package as the rest of your base/operational layers.

Indoor Mapping data is only available when zoomed into the map at a scale below 1:1000. Indoor Mapping layers/tables are not displayed in the Maps panel and cannot be manually displayed/hidden via the Legend (Table of Contents).

The source feature class(es) containing floor information for buildings is recommended to have the following information stored with the name **buildingPlan** (see the table below):

Table 1-31: Building/Floor Plan Schema Requirements

Field	Required	Data Type	Description
buildingId	Yes	String (64)	Every individual building must have a unique buildingId value. This attribute is used to associate items across all of the Indoor Mapping layers/tables. The GIS Administrator is responsible for defining and maintaining building IDs. Any 64-character value can be used (such as a Parcel number, GUID, etc.).
floorLabel	Yes	String (10)	The value to display in the Floor Picker. It is recommended that these be short “elevator-style” labels. Like buildingId, floorLabel is used to associate items across all of the Indoor Mapping layers/tables.
floorDescription	Yes	String (64)	This value will be displayed when hovering over a floor in the Floor Picker. This can be a longer description of the Floor (such as “Underground Parking Level 1”).
relativeLevel	Yes	Short Integer	This value is used to determine how floors should be sorted in the Floor Picker. Floors are sorted by the relativeLevel values from highest (on top) to lowest (on bottom) in the Floor Picker. For example:

relativeLevel	floorLabel	floorDescription
2	2	2nd
1	G	Ground
-1	B	Basement
-2	P1	Underground Level

The source polygon feature class(es) outlining building interior and exterior features is recommended to have the following information stored within a layer named **buildingPoly** (see the table below):

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Table 1-32: Building Polygon Outline Schema Requirements

Field	Required	Data Type	Description
buildingId	Yes	String (64)	See description in buildingPlan. There may be several buildingPoly features for any floor of any building. The buildingId and floorLabel values of each buildingPoly feature must exactly match the buildingId and floorLabel values of a specific row in the buildingPlan table.
floorLabel	Yes	String (10)	See description in buildingPlan. There may be several buildingPoly features for any floor of any building. The buildingId and floorLabel values of each buildingPoly feature must exactly match the buildingId and floorLabel values of a specific row in the buildingPlan table.
isFootprint	No	String (1)	By default, the map will not display any buildingPoly, buildingLine, or buildingPoint features until a building is selected and the Floor Picker is displayed. However, if there is no other means of displaying the “footprints” of buildings using another layer, putting a value of “Y” in the isFootprint attribute will cause the buildingPoly feature to be displayed prior to the building being selected. This gives the user an opportunity to see that indoor mapping data exists at this location so they can click on the building and display the Floor Picker.

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Field	Required	Data Type	Description
Type	Recommended	Any	This field can have any attribute name and any data type. This field can be helpful for creating symbology for buildingPoly features in the map if desired.
Label	Recommended	Any	This field can have any attribute name and any data type. This field can be helpful for displaying labels for buildingPoly features in the map if desired.

The source polyline feature class(es) outlining building interior and exterior features is recommended to have the following information stored with a layer named **buildingLine** (see the table below)

Table 1-33: Building Polyline Outline Schema Requirements

Field	Required	Data Type	Description
buildingId	Yes	String (64)	See description in buildingPlan. There may be several buildingPoly features for any floor of any building. The buildingId and floorLabel values of each buildingPoly feature must exactly match the buildingId and floorLabel values of a specific row in the buildingPlan table.
floorLabel	Yes	String (10)	See description in buildingPlan. There may be several buildingPoly features for any floor of any building. The buildingId and floorLabel values of each buildingPoly feature must exactly match the buildingId and floorLabel values of a specific row in the buildingPlan table.

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Field	Required	Data Type	Description
Type	Recommended	Any	This field can have any attribute name and any data type. This field can be helpful for creating symbology for buildingPoly features in the map if desired.
Label	Recommended	Any	This field can have any attribute name and any data type. This field can be helpful for displaying labels for buildingPoly features in the map if desired.

The source point feature class(es) representing the locations of features, such as stairs, restrooms, elevators, etc., within the building is recommended to have the following information stored with the layer named **buildingPoint** (see the table below):

Table 1-34: Building Point Features Schema Requirements

Field	Required	Data Type	Description
buildingId	Yes	String (64)	See description in buildingPlan. There may be several buildingPoly features for any floor of any building. The buildingId and floorLabel values of each buildingPoly feature must exactly match the buildingId and floorLabel values of a specific row in the buildingPlan table.
floorLabel	Yes	String (10)	See description in buildingPlan. There may be several buildingPoly features for any floor of any building. The buildingId and floorLabel values of each buildingPoly feature must exactly match the buildingId and floorLabel values of a specific row in the buildingPlan table.

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Field	Required	Data Type	Description
extResrce	No	String (1024)	A field containing links to external resource documents such as images, floorplans, etc. See Universal Map Local External Resource Link Requirements section.
Type	Recommended	Any	This field can have any attribute name and any data type. This field can be helpful for creating symbology for buildingPoly features in the map if desired.
Label	Recommended	Any	This field can have any attribute name and any data type. This field can be helpful for displaying labels for buildingPoly features in the map if desired.

1.14.4.7 Universal Map Local External Resource Link Requirements

The following information provides details about the requirements needed for external resource links to function properly in Universal Map. External resource links need to be included in GIS data layers in the external resource link (extResrce) field and must match the file path exactly to where the files are located.

External resource links must include the path to the file or URL. Local file and network file paths must be enclosed in double quotes. Avoid spaces in folder and file names (e.g., Use “MyFile” instead of “My File”). Following are samples of links that are supported that must be included in the map data layers’ External Resource Links (extResrce) field:

- URLs (e.g., http://www.vestapublicsafety.com)
- Local file paths (e.g., “C:\Path\To\File”)
- Local network file paths (e.g., “\\NetworkShare\Path\To\MyFile”)

The extResrce field may contain 0-Many links. Each link must include a short description (contained within square brackets) followed by a resource location (contained within angled brackets).

The following are examples of links that are supported and where those could be located. Proper links must be included in the map data layers’ External Resource Links field:

- Sample Internet Links
  - [Yahoo!] http://www.yahoo.com
  - [Click here to go to Google!] <http://www.google.com>
- Sample File Links
  - [A Text File] <C:\My Documents\Path\To\File.txt>
- Sample Multiple Links

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- [Click here to go to Google!] <http://www.google.com> [A Text File] <C:\My Documents\Path\To\File.txt>

Examples of files that can be linked include:

- PDF files
- Text or Microsoft Word files
- Image / Photo files (e.g., JPEG, PNG)
- Website URLs

Note that the Windows Operating system will determine which installed application a resource will be loaded in based on the file's extension (i.e., "pdf," "jpg," "txt"). If no application is registered in Windows for a specific resource's file extension, the resource will not load properly and Windows may prompt the user to specify which installed application should open the resource.

Linked files should be stored on each workstation or a network location accessible by each workstation. Network rules and infrastructure must be in place for the workstation to reach the locations of the files or the URLs.

Locations where these can be stored include:

- Local hard drive
- Local attached drive
- Internal network shared drive
- Internal network web server
- External internet web server

1.15 PremierOne System Interfaces

The following table lists the PremierOne System Interface included in this offering. Interface Functional Descriptions are included to describe the purpose of the Interface, supported use cases, technical requirements and applicable data elements or dependencies. Any changes or deviations from the Interface Functional Description will result in a Change Order for additional scope and may require additional development effort and costs

Table 1-35: System Interfaces

Interface Name	Interface Description	DR Y/N?
Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Points (PSAP)	The ASAP Interface with to PremierOne CAD uses CommSys ConnectCIC to connect with the state message switch. All messages from the state are routed to the Interface service which separates the ASAP messages from the other state query messages, and routes the ASAP messages to special components which process them. When the message requires that an incident be created or updated, the Interface uses the PremierOne CAD-to-CAD components to perform the necessary actions on the incident IFD: ASAP to PSAP – Alarm Bidirectional Interface	Y

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Interface Name	Interface Description	DR Y/N?
Axon Records - records management system	The AXON - Calls for Service (CFS) Data Feed Outbound Interface ("Interface") allows CAD to provide CFS data to the AXON application system. The intent of the interface will be to relate call for service data with video files containing body worn camera footage created by officers involved with an incident. IFD: AXON – Calls for service (CFS) Data Feed Outbound Interface	Y
Axon Fleet 3 - automated license plate reader	The Axon Fleet 3 - Incident Creation Inbound Interface ("Interface") will alert dispatchers in PremierOne CAD of a Axon Fleet 3 "Hot Hit" from a Axon Fleet 3 mobile automatic license plate reader (ALPR). IFD : Axon Fleet 3 ALPR Incident Creation Inbound Interface	Y
Axon FUSUS - real-time intelligence system	The FUSUS Data View Interface ("Data View Interface") provides FUSUS with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: FUSUS Data View Interface	Y
CAD to CAD interface with AMR's CAD	The Logis Solutions - CAD-To-CAD CFS Interface ("Interface") allows PremierOne CAD to deliver call for service requests, incident details and unit status information to Logis Solutions. This Interface creates new call for service (CFS) messages when triggered to send from PremierOne CAD to Logis Solutions. The functionality of this Interface also allows Logis Solutions users to receive electronic dispatches and indicate their current status on a unit status change back to PremierOne CAD. IFD: Logis Solutions - CAD-To-CAD CFS Interface	Y
CI Technologies IAPro - internal investigations records management system	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. IFD: Call for Service (CFS) Data Feed Interface	Y
First Due	The First Due - CFS Fire Outbound Data Feed Interface ("Interface") allows PremierOne CAD to provide PremierOne Calls for Service (CFS) data to the First Due system. IFD: First Due - CFS Fire Outbound Data Feed	Y

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Interface Name	Interface Description	DR Y/N?
First Watch	The Call For Service Data View Interface ("Data View Interface") provides a 3rd party vendor with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: Call For Service Data View Interface	Y
Full Vesta 911 fully spill all Automatic number identification (ANI) and automatic location identifier (ALI)	The e911 Automatic Number Identification (ANI) and Automatic Location Identification (ALI) and Telecommunications Device for the Deaf (TDD) Incident Creation Inbound Interface ("Interface") accepts ANI ALI and TDD data from the phone vendor and passes it to an incident in PremierOne CAD. FID: e911 ANI ALI and TDD Inbound Interface	Y
International Public Safety Data Institute - NFORS	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. IFD: Call for Service (CFS) Data Feed Interface	Y
ImageTrend	The Call For Service Data View Interface ("Data View Interface") provides a 3rd party vendor with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: Call For Service Data View Interface	Y
MD Ally	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Fire and ePCR Data Feed Interface ("Interface") allows PremierOne CAD to provide CFS data to the third party records system. IFD: Calls for Service (CFS) Fire and ePCR Data Feed Interface	Y
Mindbase	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. IFD: Call for Service (CFS) Data Feed Interface	Y

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Interface Name	Interface Description	DR Y/N?
Nice Audio Logger feed	The Call For Service Data View Interface ("Data View Interface") provides a 3rd party vendor with client access to retrieve information about a current snapshot of an active and or closed fire and EMS incident in the PremierOne CAD Reporting Data Warehouse (RDW) as created in the PremierOne CAD system. IFD: Call For Service Data View Interface	Y
Pulse point feed	This PulsePoint - Notification Outbound Interface ("Interface") will send notification data from PremierOne CAD to a 3rd party REST webservice. IFD: Notification Outbound Interface	Y
RAVE Alert	The PanicButton (RAVE) - Incident Creation Inbound Interface ("Interface") enables mobile app users to silently alert a PremierOne CAD Dispatcher to the presence of emergency event at their current location. IFD: PanicButton (RAVE) - Incident Creation Inbound Interface	Y
SPIDR Tech	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. IFD: Calls for Service (CFS) Data Feed Interface	Y
USDD Station Alerting	The Phoenix G2 (HoneyWell) - Fire Station Alerting Interface ("Interface") will be built upon the PremierOne CAD Alerting Service. This Interface generates messages when units are dispatched; moved-up or the unit status changes. Once an alert is triggered, the Interface will transform the PremierOne CAD alerting message to the structure as defined by the target third-party system (see list of Supported Interface Data Elements) and then sends them via a TCP/IP connection to the Communications Gateway from Honeywell. IFD: Phoenix G2 (HoneyWell) - Fire Station Alerting Interface	Y
PremierOne CAD Axon Fleet 3 - ALPR	The Axon Fleet 3 - Incident Creation Inbound Interface ("Interface") will alert dispatchers in PremierOne CAD of a Axon Fleet 3 "Hot Hit" from a Axon Fleet 3 mobile automatic license plate reader (ALPR). The Interface will periodically poll and retrieve the data available from the Axon Fleet 3 IFD: Axon Fleet 3 - Incident Creation Inbound Interface	Y

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Interface Name	Interface Description	DR Y/N?
PremierOne CAD-to-CAD Interface to Flex CAD	The Enhanced CAD2CAD product is designed as a seamless two-way interface between Flex and Premier One CAD. This interface includes transmission of the following data: CAD Incident Unit Status Unit Location IFD: Enhanced CAD2CAD (ECAD2CAD) Interface	Y
International Public Safety Data Institute - NFORS	The PremierOne Computer Aided Dispatch (CAD) Calls for Service (CFS) Data Feed Interface ("Interface") allows CAD to provide CFS data to the third party records system. The PremierOne CAD Interface will extract the specified CFS data from the PremierOne CAD System and provide the data by sending to a specified SFTP file drop. The CAD CFS Data Feed provides specified CFS data and is based on new or updated incidents. The Interface provides the current snapshot of the incident and sends updates as they occur in the PremierOne CAD system. IFD: Call for Service (CFS) Data Feed Interface	Y

1.15.1 Interface Specification Documents

Please see the Interface Specification Documents on the following pages.

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Exhibit 2

PremierOne Statement of Work

Computer Aided Dispatch Solutions and Related Services | December 6, 2024

City of Tucson, AZ

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Section 1

Exhibit 2: PremierOne Statement of Work

1.1 Introduction

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions, Inc. (Motorola) system as presented in this offer to the City of Tucson, Arizona (hereinafter referred to as “City”). When assigning responsibilities, the phrase “Motorola” includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola and City and will be addressed in accordance with the change provisions of the Agreement. City acknowledges that such deviations and changes to this SOW may incur additional costs. Said additional costs will be disclosed and mutually agreed upon between Motorola and City pursuant to the change provisions of the Agreement.

Unless specifically stated, Motorola work will be performed remotely. City will provide Motorola resources with unrestricted direct network access to enable Motorola to fulfill its delivery obligations.

Motorola and City will work to complete their respective responsibilities in accordance with the mutually agreed upon Project Schedule. Any changes to the Project Schedule will be mutually agreed upon via the change provision of the Agreement.

The number and type of software or subscription licenses, products, or services provided by Motorola or its subcontractors are specifically listed in the Agreement and any reference within this document, as well as subcontractors’ SOWs (if applicable), does not imply or convey a software or subscription license or service that is not explicitly listed in the Agreement.

1.2 CJIS Information

For all employees having unescorted physical or logical access to unencrypted NCIC/III or CHRI data or who manage, operate, develop, access, and maintain criminal justice information systems containing unencrypted NCIC/III or CHRI data, Motorola, upon request, will provide state of residency verification and will obtain Applicant Fingerprint Cards and submit them to City for conducting a criminal background investigation, unless the Agency requires a different procedure, prior to such employee accessing the information system or arriving on customer premises if unescorted access is required. If City requires current Fingerprint Cards, Motorola employees will provide them.

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1.3 Project Terms

The following project management terms are used in this document. Since these terms may be used differently in other settings, these definitions are provided for clarity.

Project Schedule means the schedule providing dates and timeframes for completion of tasks and deliverables during the course of the project. The Project Schedule is subject to change at the mutual agreement of Motorola and City.

Project Management Plan is composed of the Communications Management Plan, Risk Management Plan, and Change Management Plan and provides the criteria for managing those tasks within the project.

1.4 Completion Criteria

Motorola Integration Services are considered complete upon Motorola performing all Motorola Responsibilities listed in that (sub) section, delivered all items listed as Motorola Deliverables for that (sub) section, or as specifically stated as Motorola Deliverables. City task completion will occur per the project schedule enabling Motorola to complete its tasks without delay; Motorola is not responsible for any project delays due to incomplete Customer tasks.

City will provide Motorola written notification that it does not accept the completion of Motorola responsibilities or rejects a Motorola service deliverable within five business days of completion or receipt of a deliverable.

The Service Completion will be acknowledged in accordance with the terms and conditions of the Agreement and the Service Completion Date will be memorialized by Motorola and City. Software System Completion will be in accordance with the terms and conditions of the Agreement unless otherwise stated in this Statement of Work.

If the contracted system includes a subscription-based solution, the subscription service period will begin upon City's receipt of credentials required for access, unless mutually agreed otherwise by project change order.

1.5 Project Roles and Responsibilities Overview

1.5.1 Motorola Project Roles and Responsibilities

A Motorola team, made up of specialized personnel, will be assigned to the project under the direction of the Motorola Project Manager ("PM"). Team members will be multi-disciplinary and may fill more than one role. Team members will be engaged in different phases of the project as necessary.

Motorola's project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations and is reliant upon collaboration and a working partnership with our customers to enable success. Motorola will provide the expert knowledge around our solutions and industry best practices enabling our resources to guide City

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actions throughout the delivery process. Motorola guidance coupled with customer knowledge of business, processes, resources, and operating environment make a successful partnership.

Motorola experience has shown that customers who assume ownership of the system early on and take an active role in delivery and training activities realize quicker user adoption and higher levels of success with system operation.

Motorola's Project Manager

A Motorola PM will be assigned as the principal business representative and point of contact for the organization. The PM's responsibilities include the following:

- Manage the Motorola responsibilities related to the delivery of the project.
- Maintain the project schedule and manage the assigned Motorola personnel and applicable subcontractors/supplier resources.
- Manage the Change Order process per the Agreement.
- Maintain project communications with City.
- Identify and manage project risks.
- Collaborative coordination of City resources to minimize and avoid project delays.
- Measure, evaluate, and report the project status against the Project Schedule.
- Conduct remote status meetings on mutually agreed dates to discuss project status.
- Prepare and submit a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated Project Schedule and action item log.
- Provide timely responses to issues related to project progress.

Solution Architect

The Solution Architect is responsible for the delivery of the technical and equipment elements of the solution. Specific responsibilities include the following:

- Confirmation that the delivered technical elements meet contracted requirements.
- Delivery of interfaces and integrations between Motorola products.
- Engagement throughout the duration of the delivery.

Infrastructure Solution Architect

The Infrastructure Solutions Architect is responsible for ensuring City's infrastructure and environment meets the technical and contractual requirements of the solution. The Infrastructure Solution Architect's responsibilities include the following:

- Assist in design and validation of hardware solution and connectivity.
- Install and configure hardware and software
- Maintain, update, and troubleshoot solution environments through the deployment

Application Specialist

The Motorola Application Specialist will work with City project team on system provisioning. The Application Specialist's responsibilities include the following:

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- Provide provisioning training and guidance to City to set up, operate, and maintain the system.
- Provide product training as defined by this SOW and described in the Training Plan.

GIS Specialist

The Motorola GIS Specialist specializes in geographical information technology. Responsibilities of the Motorola GIS Specialist include the following:

- Perform the GIS analysis on City supplied GIS source data.
- Provide the results of the GIS analysis based on the requirements of the Motorola GIS Data Requirements document to include:
  - Geocoding Data.
  - Centerlines to support Routing.
  - Response Area Polygons.
- Offer consultation services for the conversion of City GIS source data for Motorola use.
- Provide instruction on the use of GIS as it pertains to the Motorola system.

Reporting Specialist

The Motorola Reporting Specialist specializes in data analysis, report generation, and reporting outcomes. The Reporting Specialist's responsibilities include the following:

- Provide guidance on reporting requirements and decisions for City specific reports and/or dashboards.
- Provide reporting training and guidance to City to set up, operate, and maintain the reporting system.
- Provide product training as defined by this SOW and described in the Training Plan.

Customer Success Onboarding Advocate

A Customer Success Advocate will be assigned to City. As City's trusted advisor, the Customer Success Advocate's responsibilities include:

- Collaborate with agency personnel and key stakeholders to document desired customer outcomes for the system.
- Collaborate with Motorola Project Team to schedule deployments and transitions in alignment with City's desired outcomes.
- Establish Customer Success Advocate as City's ongoing trusted advisor for Command Center Software
- Familiarize key City stakeholders with Motorola processes (support, feature enhancements, etc.)
- Engage with City on industry trends and Motorola evolutions.

Customer Support Services Team

The Customer Support Services team will provide ongoing support following commencement of beneficial use of City's System(s) as defined in Customer Support Plan.

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1.5.2 Customer Core Team, Project Roles and Responsibilities

The success of the project is dependent on early assignment of a Customer Core Team. Motorola has defined the following key resources that are critical to this project and must participate in all the activities further defined in this SOW. During the Project Planning phase City will be required to deliver names and contact information for the below listed roles that will make up the Customer Core Team. In many cases, City will provide project roles that correspond with Motorola's project roles. It is critical that these resources are empowered to make decisions based on City's operational and administration needs. The Customer Core Team will be engaged from project initiation through beneficial use of the system. Their continued involvement in the project and use of the system will convey the required knowledge to maintain the system post-completion of the project and drive change and user adoption. In some cases, one person may fill multiple project roles. The Customer Core Team must be committed to participate in activities for a successful implementation. In the event that City is unable to provide the roles identified in this section, Motorola may be able to supplement City resources at an additional price.

City Project Manager

The Project Manager (PM) will act as the primary City point of contact for the duration of the project. The PM is responsible for management of any third-party vendors that are City's subcontractors. In the event the project involves multiple agencies, Motorola will work exclusively with a single City assigned PM (the primary PM). The PM's responsibilities include the following:

- Communicate and coordinate with other project participants.
- Manage the City project team, including timely facilitation of efforts, tasks, and activities.
- Maintain project communications with the Motorola PM.
- Identify the efforts required of City staff to meet the task requirements and milestones in this SOW and Project Schedule.
- Consolidate all project-related questions and queries from City staff to present to the Motorola PM.
- Review the Project Schedule with the Motorola PM and finalize the detailed tasks, task dates, and responsibilities.
- Measure and evaluate progress against the Project Schedule.
- Monitor the project to ensure resources are available as scheduled.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, City vendors, contractors, and common carriers.
- Review and administer change control procedures, hardware and software certification, and all related project tasks required to maintain the Project Schedule.
- Ensure City vendors' adherence to overall Project Schedule and Project Plan.
- Assign one or more personnel who will work with Motorola staff as needed for the duration of the project, including at least one Application Administrator for PremierOne and one or more representative(s) from the IT department.
- Identify the resource with authority to formally acknowledge and approve Change Orders, approval letter(s), and milestone recognition certificates, as well as approve and release payments in a timely manner.

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- Provide building access to Motorola personnel to all City facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola personnel, if required for access to facilities.
- Ensure remote network connectivity and access to Motorola resources.
- As applicable to this project, assume responsibility for all fees for licenses and inspections and any delays associated with inspections due to required permits.
- Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
- Ensure a safe work environment for Motorola personnel.
- Provide signatures of Motorola-provided milestone certifications and Change Orders within ten (10) business days of receipt.

System Administrator

The System Administrator manages the technical efforts and ongoing tasks and activities of their system, as defined in the Customer Support Plan (CSP). Motorola recommends this role be familiar with the following elements:

- Windows Administration.
- SQL Server.
- SQL Server Reporting Services (SSRS).
- System Center Operations Manager (SCOM).

Application Administrator(s)

The Application Administrator(s) manage the City owned provisioning maintenance and City code tables required to enable and maintain system operation. The Application Administrator's involvement will start prior to the Project Kickoff stage of the project. They will review and provide documentation requested in the Team Project Sync (TPS) packet, attend training as outlined in the Training Plan (e.g. provisioning, train-the-trainer), and remain engaged throughout the project. For solutions that consist of multiple Motorola products (e.g. CAD and Records), City may elect to have multiple Application Administrators. The Application Administrator's responsibilities include the following:

- Participate in overall delivery and training activities to understand the software, interfaces, and functionality of the system.
- Work closely with the SMEs during the Business Process Review (BPR), provisioning process, validation, and training.
- Authorize global provisioning choices and decisions, and be the point(s) of contact for reporting and verifying problems and maintaining provisioning.
- Obtain inputs from other user agency stakeholders related to business processes and provisioning.
- Facilitate escalation to and communication with Motorola Application Specialists during Go Live activities.

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GIS Administrator

The GIS Administrator is responsible for the development and maintenance of all the GIS data used in the Motorola system. The GIS Administrator must have a working knowledge of Esri software including ArcDesktop and ArcPro. Proficiency with model builder, toolbox tools, Network Analyst, and general database structures is key to the GIS Administrator's ability to manage the GIS needs of the Motorola system. Duties for this resource include the following: provide data in the correct schema; develop, maintain and update GIS data; support the GIS elements used in Motorola software; and keep in regular communication with the other administrative resources. The GIS Administrator role and associated responsibilities will be required for the duration of the Motorola system use.

Subject Matter Experts

The Subject Matter Experts (SME or Super Users) are the core group of users involved with the BPR and analysis, training, and the provisioning process, including making global provisioning choices and decisions. These members will be experienced users in the working area(s) they represent (dispatch, patrol, etc.), possess a working knowledge of the day-to-day operation, understand agency protocols as well as agency field use procedures, have the ability to gather the data needed from the legacy system, and will be empowered to make decisions related to provisioning elements, workflows, and screen layouts.

IT Personnel

IT personnel provide required information related to LAN, WAN, wireless networks, server, and client infrastructure. They must also be familiar with connectivity to internal, external, and third party systems to which the Motorola system will interface.

Training Representative

Training representatives will be the point of contact for the Motorola Application Specialist when policy and procedural questions arise. They will act as course facilitators and are the City's training monitors. They will be responsible for the development of agency specific training material aside from the Motorola provided documentation. This role will serve as the first line of support during Go Live for City's end users.

User Agency Stakeholders

User Agency Stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of City's agency. These resources will provide provisioning inputs to the Customer Core Team if operations for these agencies differ from that of City. City will manage User Agency Stakeholder involvement, as needed, to fulfill City responsibilities.

1.5.3 General City Responsibilities

In addition to the City Responsibilities stated elsewhere in this SOW, City is responsible for:

- All City provided equipment, including hardware and third-party software, necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, and the like.

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- Configuration, maintenance, testing, and supporting the third party systems the City operates that will be interfaced to as part of this project. For those third-party systems, City is responsible for establishing Application Programming Interface(s) (API) and providing documentation that details the integration process for the level of interface integration defined by Motorola.
- Initiate, coordinate, and facilitate communication between Motorola and City's third-party vendors as required to enable Motorola to perform its duties.
- All necessary third-party upgrades of their existing system(s) as may be required to support the solution. Motorola does not include any services, support, or pricing to support City third-party upgrades in this proposal.
- Mitigate the impact to third-party systems, to include interfaces that result from City upgrading a third-party system. Motorola strongly recommends working with Motorola to understand the impact of such upgrades prior to taking any upgrade action.
- Motorola will have no responsibility for the performance and/or delays caused by other contractors or vendors engaged by City for this project, even if Motorola has recommended such contractors.
- Active participation of Customer Core Team in project delivery meetings and working sessions during the course of the project. Customer Core Team will possess requisite knowledge of City operations and legacy system(s) and possess skills and abilities to operate and manage the system.
- The provisioning of City code tables and GIS data. This information must be provided in a timely manner in accordance with the Project Schedule.
- Electronic versions of any documentation associated with the business processes identified.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions, as defined in the Training Plan.
- Ability to participate in remote project meeting sessions using Google Meet or a mutually agreeable, City provided alternate remote conferencing solution.

1.6 Pre-Contract Discovery

As part of the negotiation and contracting process, prior to contract signature, Motorola will engage key City personnel in discovery sessions. This discovery will be used in accurately scoping the solution to meet City requirements and then transitioned to the Motorola Project team for use in configuration and provisioning of the solution. These sessions could include:

- A Network Analysis and Site Survey
- Initial Business Process Reviews
- Interface Discovery
- GIS Discovery
- Data Conversion Discovery
- Reporting Discovery

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1.7 Project Planning

A clear understanding of the needs and expectations of both Motorola and City are critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of project-specific information in order to set clear project expectations and guidelines, create the Project Management Plan and project schedule, creation of a base City system, and set the foundation for a successful implementation. Examples of information gathered include the Business Process Review Agency Pre-Kickoff Survey (a Google survey that is sent to City to collect agency-specific information, such as dispatch logistics, communication center information, operational process, and workflow). These documents are collated into a single Team Project Sync (TPS) packet that will be delivered by the Motorola PM prior to the start of the Project Planning Session.

1.7.1 Project Planning Session

A Project Planning Session will be scheduled after the Agreement has been executed. The Project Planning Session is an opportunity for both the Motorola and City PM's to meet prior to the formal Project Kickoff meeting and review key elements of the project as well as expectations of each other. The agenda typically includes:

- A high level review of the following project elements:
  - The Agreement documents.
  - A summary of the contracted applications, query(ies) and interface(s), and bill of materials.
  - Project delivery requirements as described in this SOW.
  - Which tasks will be conducted by on-site Motorola resources as well as the activities when the Motorola PM will be onsite.
  - City involvement in provisioning to confirm understanding of the scope and required time commitments.
  - The high level Project Schedule milestones and dates
  - The Project Management Plan structure.
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or contractors.
- Review CommandCentral Admin and Learning eXperience Portal (LXP) roles in the Project Plan and provide City User Name and Access Information.
- Discuss Motorola remote access requirements (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).
- Discuss City obligation to manage change among the stakeholder and user communities.
- Review the Team Project Sync (TPS) packet. The information in this packet is used to prepare for the base system, Project Kickoff Meeting, and BPR.
- Review Software System completion criteria and the process for transitioning to support.

Note - Completing the TPS is a critical Project Task. Delayed, incomplete, or inaccurate information or lack of participation will have a significant impact on the Project Schedule.

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Motorola Responsibilities

- Schedule the remote Project Planning Session.
- Request the assignment and attendance of Customer Core Team and any additional City resources that are instrumental in the project's success, as needed.
- Provide the initial Project Schedule and Project Management Plan.
- Confirm City receipt of the TPS packet and GIS Build Requirements Document.
- Conduct a review of the Project Management Plan.
- Baseline the Project Schedule.
- Review Motorola’s delivery approach and its reliance on City provided remote access.
- Document the mutually agreed upon Project Kickoff Meeting Agenda.
- Request user information required to establish City in the Motorola LXP.
- Establish City within the CommandCentral cloud platform, enabling CommandCentral as outlined in the System Description.
- Provide City with a web link (URL) to the CommandCentral Admin portal.
- Provide link or path to downloadable apps (as defined in System Description) on Google Play Store or Apple App Store.

City Responsibilities

- Confirm with Motorola, City GIS Administrator reviews the GIS Build Requirements Document.
- Provide existing GIS source data to Motorola by the start of Project Kickoff and Discovery.
- Identify City Core Team and any additional City resources that are instrumental in the project's success, as needed.
- Provide Core Team with TPS; return the completed TPS to Motorola no later than ten business days before start of Project Kickoff Meeting.
- Provide existing system information to Motorola in accordance with the TPS, no later than ten business days after the request is made.
- Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.
- Provide approval to proceed with the Project Kickoff meeting.
- Provide LXP and CommandCentral user information: first name, last name, unique email address, and role.
- Verify City Administrator(s) have access to the LXP and CommandCentral Admin portal
- Review and complete the Business Process Review Agency Pre-Kickoff Survey within ten business days of the Project Planning Session to avoid impact on the Project Schedule.

Motorola Deliverables

- Project Kickoff Meeting Agenda.
- Project Management Plan.
- TPS packet.

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1.7.2 Interface Planning Session

The objective of the interface planning session is to discuss the interface experience presented by each contracted interface utilizing the individual interface documents presented in the Agreement. Topics of discussion will include the following:

- The functionality delivered with each interface as presented in the System Description and associated interface specific documentation included in this Agreement.
- Deployment requirements and dependencies of each interface (NDA, network information, API, and access credentials required to connect to third-party systems).
- Interface delivery and validation process.

Note - The interface deployment requirements are a prerequisite to roll out the interfaces. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola is not responsible for third-party vendor management, scheduling, or additional cost for software, modification, development, or testing unless the work is defined in this SOW or amended to the Agreement via a change order.

Motorola Responsibilities

- Discuss the need for additional information such as third party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces.
- Facilitate an overview of the interface to explain how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces with local and remote systems.
- Communicate the functional interface demonstration process.

City Responsibilities

- Establish all required third party API(s) and SDK(s) and provide all licensing and documentation for City's existing systems.
- Collect information on third-party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces with all local and remote systems and facilities within ten days of the Project Kickoff Meeting to avoid impact on the Project Schedule.
- Establish network connectivity between the Motorola server(s) and all third-party interface demarcations.

Motorola Deliverables

- Implementation plan for all interfaces.

1.7.3 Interface Design Review

Motorola and City will review Motorola's interface design, at the time of contract, as documented in an Interface Functional Description (IFD) in order to verify consensus of functionality of the interface prior to Motorola commencing with development efforts. The review will include the structure of the interface, involved data elements and data mapping, event trigger, update cadence, communication path, connectivity requirements, and the expected user experience. Changes in design and or functionality identified during the review that impact Motorola's level of effort to develop the interface will be evaluated for cost and price impact. In such cases, Motorola reserves the right to

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provide City with a change order for the increased price or to de-scope the interface from the contract.

Motorola Responsibilities

- Conduct a review of the interface to explain the design of the interface and how the interface functions in the Motorola system.
- Work with City's third-party vendors, as required, to clarify any connectivity issues/data transfer issues.
- Consensus of the design will be memorialized by a City signature on the design document before Motorola commences with any development activities.

City's Responsibilities

- Make knowledgeable individuals available for the reviews.
- Provide clarity on the use case of the interface and verify the functional specification in the IFD meets the use case or identify desired changes to the specifications.
- Facilitate communications and assist with resolution of issues that arise between Motorola and City's third-party vendor(s).
- Assume costs associated with efforts required of the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary, to support desired interface functionality.
- Memorialize the interface specification by signature expeditiously, enabling Motorola to initiate development activities.
- Initiate a Change Order for any modifications.

Note - Unknown circumstances, requirements, and anomalies at the time of initial design can present difficulties in interfacing to some third-party applications. These difficulties could result in a poorly performing or even a non-functional interface. When information and access to systems is provided, Motorola will attempt to mitigate these difficulties. If Motorola mitigation requires additional third-party integration, application upgrades, API upgrades, and/or additional software licenses, those costs will need to be addressed through the change order provision of the Agreement.

1.8 GIS Services

1.8.1 GIS Scope Review

For this review, the Motorola GIS Specialist meets remotely with City's GIS Administrator to discuss the approach to developing the GIS data for use with the Motorola system.

GIS Scope Review topics to be discussed include the following:

- For CAD - Agency Response boundary needs, routing requirements, premises hazard areas and specifics for address validation using street centerlines, common place points, address points, and alias tables.
- Mobile iOS/Android – Discuss agency-type specific web maps. Up to One (1) web map per agency type (police and fire/EMS) will be delivered, based on the CAD data set.

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The GIS Data Report describes City's source feature classes and data values that have been made available to Motorola. The data is reviewed, and any items that may impact the applicable functionality of the data within the Motorola System are noted in the GIS Data Report. The GIS Data Report is delivered post-contract after review of City's GIS data. As GIS data is critical to the provisioning and operation of the system, it is imperative that City GIS Data be made available to Motorola prior to the GIS Scope Review.

Motorola Responsibilities

- Review GIS Draft Data Report.
- Discuss current GIS business practices.
- Review GIS data types to be used within the Motorola system.
- Discuss GIS updates and contracted frequency, if GIS Managed Services have been purchased.
- Request that Agency Code and Beat Names be provided to Motorola prior to the GIS Boundaries Workshop.

City Responsibilities

- Ensure availability of GIS Administrator for this meeting.
- Confirm availability of the Esri ArcGIS Desktop and Network Analyst extension software required for editing of GIS data.
- Finalize the Agency Code and Beat Names for the geodatabase and provide to Motorola. All of the data will be required, but the streets, address points, and common places can be works in progress to be updated as the project progresses.

Note - Providing the Agency Code and Beat Names for the geodatabase is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola Deliverables

- GIS Data Report.

1.8.2 GIS Discovery Session

A GIS Discovery Session will be scheduled to review the GIS Data Requirements document and complete an overview of the GIS components of the project. The agenda will include:

- Review the Motorola GIS Data Requirements document.
- Discuss City GIS skill-set and responsibilities.
- Review the requirements of City's GIS sample data for the Motorola system.
- Discuss any GIS related project questions.

Motorola Responsibilities

- Schedule and conduct the remote GIS Discovery Session.
- Request initial GIS dataset for data review.

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City Responsibilities

- Review the GIS Data Requirements document prior to the meeting.
- Discuss any areas of concern relative to GIS and schedule requirements.
- Provide initial GIS dataset for review by Motorola.

Note - Providing City GIS Data is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

1.9 Kickoff and Discovery

1.9.1 Project Kickoff Meeting

The purpose of the Project Kickoff Meeting is to introduce project participants and review the scope of the project, the Project Kickoff event consists of various branched activities. Availability of Customer Core Team and relevant resources to participate in each activity is critical to the project success.

Motorola Responsibilities

- Schedule and facilitate the Project Kickoff Meeting to clarify roles and responsibilities, establish team-working relationships, and initiate project tasks.
- The Motorola PM, lead Application Specialist, and lead Solutions Architect travel to customer site. Other Motorola project team resources may attend remotely.
- Present a high-level overview of project scope.
- Review the delivery schedule and associated requirements.
- Confirm City access to the LXP.
- Confirm City is established in CommandCentral Admin portal.

City Responsibilities

- Provide a meeting space equipped with remote conferencing capability, enabling remote Motorola project team members to participate.
- Identify and ensure participation of Customer Core Team and other key team members in kickoff and project initiation activities.
- Provide input to the delivery schedule.
- Confirm access to the LXP.
- Confirm access to CommandCentral Admin portal.

Motorola Deliverables

- Project Kickoff Meeting Minutes.

Note - The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.

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1.9.2 Reporting Services Overview Teleconference

The Reporting Services Overview will be scheduled to review the reporting functionality within the Application(s). The agenda will include:

- A review of the Training Plan specific to reporting services.
- Discuss City Report Writer skill-set and responsibilities.
- Expectations and pre-work required for SSRS and IDD workshops.

Motorola Responsibilities

- Lead the discussion on the report writer skill-set and responsibilities.
- Discuss expectations and pre-work that must be completed prior to the start of SSRS Report Builder training.
- Discuss and schedule SSRS and IDD Workshops.
- Identify any areas of concern and limitations relative to reporting services.

City Responsibilities

- Identify City SMEs and stakeholders who will provide input of contracted printouts and IDD dashboards.
- Discuss any areas of concern relative to Reporting and schedule requirements.

1.9.3 CommandCentral Overview

The CommandCentral Overview will be scheduled to review the functionality within the CommandCentral Application(s). The agenda will include:

- A review of the included CommandCentral applications, functionality, and integrations.
- CommandCentral Administrator responsibilities and key deployment interactions.

Motorola Responsibilities

- Lead the discussions on applications, functionality, and integrations.
- Discuss CommandCentral Administrator responsibilities.
- Coordinate enabling designated City Application Administrator with access to the LXP and CommandCentral Admin Portal.

City Responsibilities

- Participate in discussion and reviews.
- Provide Motorola with the names and contact information for the designated LXP and application administrators.
- Validate access to the LXP and CommandCentral Admin portal.

1.9.4 Contract Design Review

The objective of the Contract Design Review (CDR) is to review the contracted Products, bill of materials, Training Plan, System Validation Plan, and contractual obligations of each party. The

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CDR will occur following the conclusion of the Project Kickoff meeting while Motorola resources are still on-site. In the event the CDR cannot commence following the Project Kickoff meeting while Motorola resources are on-site, Motorola will schedule a web conference session at a mutually agreeable date and time.

Motorola Responsibilities

- Review third-party partner solutions and involvement in the project, as applicable.
- Summarize and review the contracted Products, query(ies), and interface(s) described in the System Description.
- A summary review of the contracted applications, query(ies) and interface(s), and bill of materials.
- Check the system bill of materials and note any necessary modifications.
- Review handheld device hardware specifications, IOS or Android version requirements, and reference to applicable CJIS security requirements.
- Lead the discussion of the Training Plan, prerequisites, and associated requirements.
- Plan installation activities with City.
- Discuss the Product Validation process for the contracted products.
- Author CDR meeting minutes.

City Responsibilities

- Review all contract materials, inclusive of exhibits: e.g., bill of materials, Training Plan, SOW.
- Prepare a list of questions pertaining to contracted materials and exhibits.

Motorola Deliverables

- CDR meeting minutes.

1.9.5 Site Survey and IP Network Analysis

Following the Project Kickoff meeting, while Motorola resources are on-site, Motorola will review the existing infrastructure(s) and installation location(s) to validate that the installation environment(s) and local and wide area networks will provide optimal support of the Motorola solution. A single site survey/IP Network Analysis will be conducted at the primary installation location, and a single site survey will be conducted at the disaster recovery location, if an on-premises disaster recovery system has been included in the Agreement.

The purpose of the site survey is to confirm City's installation environment conforms to the site requirements presented in the System Description and hardware manufacturer specification. Motorola will also verify that the physical installation environment is accessible, without special accommodation, to support the movement of equipment in City's facility from the receiving dock to the equipment room. Examples of areas of concern include door/hallway widths and heights, stairs, elevator weight limitations, ventilation including cooling, power receptacle locations, and power types.

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Motorola makes no provision and has no responsibility for cabling, special accommodations, power consumption, or capital improvements to the installation environment that may be required to support the Motorola system.

Motorola Responsibilities

- Review the site requirements section of the System Description with City.
- Facilitate a meeting to review the physical installation environment and equipment travel path from receiving dock through to equipment room.
- Analyze IP network data.
- Prepare a report with recommendations for any site and/or network preparation required to provide an optimal environment for installation of the system equipment and identify any deficiencies related to power, power supplies, cabling, IP network connectivity, and communications equipment.

City Responsibilities

- Provide escorted access to the installation location where Motorola system equipment will be installed.
- Provide documentation on the current infrastructure (i.e. existing hardware and operating system software components and terminal networks), as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.
- Provide information on current network architecture and configuration, as well as physical site information, such as building plans and schematics, as available.
- Provide IP addresses on City's network for the system servers and third-party application servers. All server names and IP addresses behind Motorola's Firewalls cannot be changed.
- Make knowledgeable staff available to explain the current architecture, infrastructure, and physical environment conditions (e.g. building engineers/electrician) as needed.
- Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripherals in accordance with Motorola requirements and all network infrastructures described in the System Description.
- Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform to the specifications in the System Description.
- Provide a work area for Motorola on-site staff in the primary facility, located near, but outside of, the computer machine room. The room must be equipped with a workstation, AC power to support workspace for a minimum of two people, and Internet access. Wireless access is recommended. This work area must be available during the course of the project.
- Provide 24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring throughout the course of the project and during maintenance and warranty phases.
- Provide three (3) NTP timing sources available to the PremierOne Servers.
- Review and approve the final hardware and operating system software configuration with the Motorola project team.

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- Provide any cabling or capital improvements required for the installation environment and/or power consumption considerations.

Motorola Deliverables

- Site Survey and Network Analysis Results.

1.10 GIS Service Delivery

GIS Service delivery provides for the creation of a draft geodatabase that will be uploaded to the CAD server to support provisioning efforts as well as draft maps that are created for use by the CAD workstations. If CAD is not a system component, a GIS draft geodatabase is still required as it serves as the supporting data for address validation in PremierOne Records.

Error reports are produced as a result of developing the draft geodatabase and will be delivered to City in updates to the GIS Data Report. City will correct any data errors allowing Motorola to incorporate the data into a revised draft geodatabase.

Geodatabase development provides for up to two iterations of draft databases developed by Motorola. The final geodatabase is created as a product of the GIS Administrator Workshop.

Motorola has included 40 hours of GIS Consultation time to be used at any time during implementation or for up to 365 calendar days after the first Cutover Date. Motorola will discuss with City on how to use and when best to use this time to supplement City GIS Resources and Motorola deployment activities related to GIS.

Note – The following are supplementary (not included in the scope of this Agreement) to the tasks required to maintain the data using the Esri Arc software:

- Education that is specific to the use of the Esri Arc software, which can be obtained from Esri.
- Creation or maintenance of GIS data.
- Motorola is not responsible for data errors stemming from City’s source data.

If City is unable to perform these duties, Motorola may be able to provide the services at an additional cost.

Motorola Responsibilities

- Schedule and initiate a data delivery design teleconference to address critical data errors or to confirm the data being incorporated into the draft geodatabase.
- Create the draft visual maps and Routing Network.
- Create the draft geodatabase.
- Provide updates to the GIS Data Report reflecting any issues found during the geodatabase build.
- Provide up to two iterations of draft geodatabases.
- Initiate GIS Administrator Readiness Check, which enables Motorola to schedule and conduct the GIS Administrator Workshop.

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City Responsibilities

- Attend data delivery design teleconference.
- Correct any GIS errors identified in the GIS Data Report from geodatabase build.
- Participate in the GIS Administrator Readiness Check and confirm the dates for the GIS Administrator Workshop.

Motorola Deliverables

- GIS Data Report Updates.

1.11 Base System Provisioning

The Motorola solution can be provisioned to support various workflows, responses, and recommendations. The elements will be determined and later refined by the selections City makes as part of provisioning activities. PremierOne provisioning enables City to select configurable parameters that affect system outcomes (e.g. unit names, personnel, status codes, permissions). Using the information captured in the sales process, TPS, and planning sessions Motorola will provision a base system to be installed on the staged hardware.

1.12 Hardware and Software

1.12.1 Motorola Hardware Procurement

Motorola will procure the system equipment in accordance with the bill of materials.

1.12.2 System Staging

System staging provides for the installation of the premises-based software components on the hardware at our staging facility. The system will be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to City's location for installation.

Motorola Responsibilities

- Receive the contracted hardware, software, and related components at the Motorola staging facility.
- Rack and install hardware components.
- Conduct an equipment inventory and provide it to City.
- Install and configure system software.
- Ship staged system to City's installation site.

City Responsibilities

- Receive the staged system and securely store it until Motorola installation.
- Provide Motorola with written acknowledgement of receipt of delivered equipment.

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Motorola Solutions

Motorola Deliverables

- Equipment Inventory.
- Staged System Delivery.

1.12.3 System On-Site Installation

The objective of this activity is to install the system at City's site. This activity addresses physical installation activities and system connectivity verification.

Motorola Responsibilities

- Install the staged system in City's environment.
- Conduct a Power On test to validate that the installed hardware and software are ready for configuration.
- Load preliminary provisioning data on primary system hardware.
- Install and enable CloudConnect Virtual Machine and contracted cloud based software.
- Verify contracted software is available and accessible on the installed system.
- Synchronize the primary and disaster recovery systems.
- Verify failover and restore connectivity.

City Responsibilities

- Confirm the server room complies with the requirements stated in the System Description.
- Enable outgoing network connection (external firewall) to the CommandCentral cloud via a City provided internet connection.
- Provide, install, maintain, and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity, including ports and access, needs to be provided.
- Witness the power on test.
- Confirm access to installed software.

Motorola Deliverable

- Installed system.

1.13 CommandCentral Enablement

City's cloud based features and functionality, as listed in the System Description, will be enabled and connected to the ancillary systems as defined in the Project Schedule. As new features and functionality are added to these base applications the will become available to City during deployment and for the term of the subscription.

City will work with Motorola on the setup and configuration of City's firewall in order to allow traffic from CommandCentral.

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Motorola Solutions

1.13.1 Agency and User Setup

City's agency(s) and CommandCentral users must be provisioned within the CommandCentral cloud platform using the CommandCentral Admin Console. The provisioning process allows the agency(s) to define the specific capabilities and permissions of each user.

Motorola Responsibilities

- Use the CommandCentral Admin tool to establish City and City's agency(s) within the CommandCentral cloud platform. This activity is completed during the order process.
- Provision agency's CommandCentral initial users and permissions.

City Responsibilities

- Identify a System Administrator(s).
- Ensure all System Administrators complete the LXP CommandCentral Admin training.
- Use the CommandCentral Admin Console to set up CommandCentral administration and user passwords, and provision agency's CommandCentral users and permissions.

Motorola Deliverable

- Initial agencies and user have been configured.

1.13.2 CommandCentral Connector Installation and Configuration

City's agency(s) and CommandCentral users must be provisioned within the CommandCentral cloud platform using the CommandCentral Admin Console. The provisioning process allows the agency(s) to define each user's specific capabilities and permissions. Remotely complete the installation of CommandCentral Connector to include networking, firewall, and load-balancer configurations.

Motorola Responsibilities

- Create CommandCentral Agencies
  - Production Agency – Use the Customer's existing agency if available or create a new Agency if needed.
  - Non-Production Agency – New CommandCentral Agency for the non-production CommandCentral Connector to facilitate software evaluation and training.
- Remotely install CommandCentral Connector on the following PremierOne environments:
  - Primary – Production
  - Disaster Recovery –Production
  - Hosting Site – Non-Production (Training OR Staging)
- Verify network connectivity and test connection between PremierOne and CommandCentral.

City Responsibilities

- Provide a network path from the PremierOne firewall to the internet.
  - Open the firewall ports specified by Motorola to facilitate connectivity between CommandCentral Connector and CommandCentral cloud environment(s).

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Motorola Solutions

  - Provide an internet connection with the listed capacity, as seen in the System Description, to support the operation of all Motorola hybrid solutions used on the system.
- Participate in Cloud Agency configuration and testing.

1.13.3 CommandCentral Workstation Configuration

Motorola Responsibilities

- Verify remote access to workstation(s).
- Request IP address to target workstation(s).
- Configure contracted CommandCentral workstation(s).

City Responsibilities

- Provide a dedicated delivery point for receiving, inventory, and storage of equipment.
- Receive and inventory contracted equipment (reference equipment list).
- Perform physical installation of the CommandCentral Solution workstations. Connect to power and network. Assign IP addresses for the network.
- Give assigned IP addresses of target workstation(s) to Motorola.
- Provide remote access to the CommandCentral Solution workstation(s).

1.13.4 CommandCentral Provisioning

Motorola will discuss industry best practices, current operations environment, and subsystem integration in order to determine the optimal configuration for CommandCentral Solution.

Motorola Responsibilities

- Using the CommandCentral Admin Console, provision users, groups, and rules based on City Active Directory data.

City Responsibilities

- Supply the access and credentials to City’s Active Directory for the purpose of Motorola conducting CommandCentral Solution provisioning.
- Respond to Motorola inquiries regarding users/groups/agency mapping to CommandCentral Solution functionality.

1.14 Client Installations

1.14.1 Windows Client Software Installation

Client software will be installed on workstations/mobile devices to facilitate provisioning activities and provide instruction to City personnel who will complete software installation on the remaining workstations/mobile devices.

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Motorola Solutions

Motorola Responsibilities

- Discuss client software distribution methodology.
- Provide instruction on client software installation and install client software on up to five total Client workstations or Mobile Windows clients. Provide City with an electronic copy of the Installation Guide.
- Physically install contracted workstation computers and monitors in City designated locations.
- Create Records client installation executable(s).
- Verify Records Mobile client software functionality in offline mode.

City Responsibilities

- Provide and install workstation/mobile device hardware in accordance with manufacturer's specifications.
- Supply Windows Server Client Access Licenses (CALs) for all system client devices accessing CAD, CAD Mobile, Records, and/or Jail Management System.
- Assign personnel to observe the software installation process.
- Provide advanced authentication for Mobile/Handheld device connectivity.
- Provide power and network connectivity at designated workstation installation locations.
- Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the system network.
- Complete installation of client software on remaining workstations and mobile devices.
- Unless contracted to be provided by Motorola, procure, install, authorize, and configure ArcGIS Desktop/ArcGIS Pro and extensions.

Motorola Deliverables

- Installation Guide.

1.14.2 Mobile Android and iOS Device Setup

Handheld device setup is primarily a City series of tasks. Specifications for Handheld Devices can be found in the System Description document. Motorola will act as a guide, make recommendations, and provide access to Mobile Install Guide to facilitate City's Android and iOS Device Setup.

City Responsibilities

- Provide handheld devices.
- Provide, install, and configure mobile printers.
- Provide and configure MDM software.
- Verify all handheld devices are configured with applicable OS version, MDM software, and printer configurations.
- Verify devices meet CJIS requirements.
- Permit Motorola Applications to be deployed from Apple App Store or Google Play Store.

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Motorola Solutions

- Verify devices and applications can connect to CommandCentral cloud services.
- Verify the device can access Google/Apple push notification.
- Download and install application(s) on all handheld devices.
- Provide sample handheld devices for all demonstrations.

1.15 Rave Enablement

The Rave component of this solution is made up of three different Rave applications: Rave Alert, Rave Collaborate, and Rave Link.

Rave Alert is a cloud-based mass notification platform that will enable City to send internal text, email, and voice alerting for Agency employee communication with emergency and non-emergency capabilities including staffing use cases.

Rave Link and Collaborate are comprehensive event management platforms that will streamline communication and coordination for 9-1-1 agencies, particularly during high-pressure incidents and emergencies.

Motorola Responsibilities

- Configure Rave Alert, with City, to meet agency specific alerts and protocols.
- Configure workflows and protocols with City in Rave Collaborate.
- Integrate Rave Link with City's current CAD system.
  - Integration of Rave Link with PremierOne CAD will occur at a later date.

City Responsibilities

- Provide requested access to systems, data, and personnel to assist in Motorola's enablement of Rave applications.
- Participate with Motorola in configuration of Rave alerts, protocols, and workflows to enable knowledge transfer of Rave solution management.

1.16 Business Process Review (BPR)

1.16.1 Business Process Review

A Motorola-led BPR provides the opportunity for Motorola and City to gather and measure information variables and data of interest, and it provides Motorola and City the opportunity to review current operational processes and workflows and determine the provisioning parameters that will provide the most optimal use of the Motorola system(s).

The multifaceted review provides Motorola the opportunity to gather information on the day-to-day operations of the different departments and users of the Motorola system(s); this could include Communications Center, Field Personnel, Records Divisions, and Real-Time Crime Centers. Information is used in the process of creating the BPR Workbook and evaluating the agency's current processes for alignment with the new system deployment.

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Note - Training engagements and provisioning reviews, as described in this SOW, are provided further on in the project in accordance with the project schedule.

A BPR session is conducted separately for each of the contracted Product categories, such as CAD/Mobile, Records, Jail Management System, and CommandCentral. A single instance of the activities described as “the BPR” will be conducted for a combined audience for each of the Product categories, unless specifically stated otherwise in this SOW. The information collected in the BPR will be used in the determination of the provisioning parameters and enables Motorola to provide City guidance on Product provisioning and configuration options that best meet City’s needs. The BPR will be conducted following the Project Kickoff. The BPR observation and information gathering process occurs on-site for no more than three consecutive days in accordance with the project schedule.

The Motorola GIS Specialist will meet remotely with City’s GIS Administrator and CAD SMEs to discuss and confirm Response Boundaries data that is loaded into CAD. Motorola will provide an overview of the available boundary types and their function in CAD. Topics will include confirmation of City’s City Code, Agency Code, Beat Names, and their role in CAD to determine if any modifications need to be made prior to import into the System.

The BPR will be attended by the Customer Core Team and additional agency SMEs as necessary. The practical input based on experience in City’s operational environment is indispensable in the configuration of the system. Attendees will have the authority and responsibility of making declarative statements and decisions about business practices and implementation of Motorola systems.

City is responsible for engaging Customer Core Team and user agencies that will be provisioned in the Motorola system(s) to obtain required inputs. It is preferable to have personnel that are required for one section to attend all sections of the BPR information gathering process to ensure all parties are represented. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order provision of the Agreement.

Motorola Responsibilities

- Provide the BPR Agenda/Workbook(s) prior to the meeting.
- Conduct separate BPR sessions for each of the contracted Product categories; one each for CAD/Mobile, Records, Jail Management System, and/or CommandCentral.
- Complete BPR Workbook(s) for contracted Product categories.
- Request copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.
- Provide CAD Provisioning Data Gathering Guide.

City Responsibilities

- Review the BPR Agenda(s)/Workbook(s) prior to the meeting.
- Complete prerequisites listed in the TPS prior to this meeting.
- Ensure availability of the Core Team.
- Provide Motorola with copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.
- Review completed BPR Workbook(s) for contracted Product categories.

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- Confirm readiness of City Code, Agency Code, and Beat Names for loading into CAD.
- Review CAD Provisioning Data Gathering Guide.

Note - Import of the City Code, Agency Code, and Beat Names for the geodatabase is a critical Project Task. Delayed, incomplete, or inaccurate information and BPR Workbooks may have a significant impact on the Project Schedule and start of Provisioning Workshops.

Motorola Deliverables

- BPR Agenda(s).
- BPR Workbook(s).
- CAD Provisioning Data Gathering Guide.

1.17 Base System Interface Deployment

Connectivity will be established between the Motorola system and the external and/or third party systems to which the contracted software will interface for the below listed interfaces, all other contracted interfaces will be delivered at a later point in the project. Motorola will configure the system to support each contracted interface as described in the interface-specific documentation included in Exhibit 1: System Description. City is responsible for engaging third-party vendors, as required, to facilitate connectivity and testing of the interfaces.

CAD Base Interfaces
NCIC/State Query
E911
Standard ePCR

Motorola Responsibilities

- Establish connectivity to external and third party systems.
- Deploy interfaces to support the functionality described in the System Description and interface-specific documentation discussed during the Interface Planning Session.
- Validate that each interface can transmit and/or receive data in accordance with the System Description and interface-specific documentation.

City Responsibilities

- Act as liaison between Motorola and third party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and the third-party systems.
- Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.

Motorola Deliverables

- Base System Interfaces as listed above.

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1.18 PremierOne Enablement

City will receive credentials to access the following features and functionality as part of the PremierOne Enablement; Enablement is complete upon the below features, functionalities, and/or deliverables having been met.

PremierOne Enablement	
Customer Base GIS Data Available on PremierOne	Hardware Powered On
Customer Provided Unit IDs Provisioned in PremierOne	Application Software Available
Customer Provided Incident IDs Provisioned in PremierOne	Agencies Provisioned in PremierOne
PremierOne Provisioning Workshop Complete	PremierOne Functional Validation Complete
Administrative Credentials Provided	Legacy Data Available

1.18.1 Initial Support Handover

The Motorola Support Organization will be supplied (by Motorola Project Team) with the following as part of the Initial Support Handover:

- Remote Access to Motorola Systems
- As Built Documentation for those systems, sub-systems, and functionality being transitioned to Support

City will continue to utilize the Motorola Project Manager as the main point of contact during normal business hours. Outside of these times, for operational support needs, City will utilize the Customer Support Plan.

Motorola Responsibilities

- Request access for support organization.
- Assemble As Built Documentation for Motorola Support organization
- Facilitate Initial Handover discussion
- Outline which systems, sub-systems, and functionality are considered operational and could be handled by Motorola Support outside of normal business hours.

City Responsibilities

- Deliver necessary access credentials to Motorola Support
- Attend Initial Handover discussion

Motorola Deliverables

- Initial Support Handover meeting minutes.

1.19 Data Conversion Discovery

Motorola will convert specified legacy data as outlined in the Data Conversion Guide that exists in a single legacy system per Motorola system (i.e., PremierOne CAD, PremierOne Records, Jail,

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and/or CommandCentral) to conform to the data structure of the Motorola system(s). While Motorola is responsible for converting the specified data, it is critical City assigns a knowledgeable resource to this activity who will remain engaged throughout the conversion process.

The legacy database must be a relational database. Motorola must be able to link directly to the legacy database from MS SQL Server.

City must conduct an analysis of their data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that have not been linked properly and resolve those issues prior to extracting the data to be converted. Motorola does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data.

The legacy data must be sent to a designated Motorola facility to develop and test the conversion routines. If City does not agree to send the data to a Motorola facility, work will stop and Motorola will provide a change order to develop the required environment at City's site, which may incur additional cost. Work will resume upon execution of the change order.

Motorola Responsibilities

- Analyze data files with City to determine which tables contain the specified legacy data and identify truncated, coded, or masked data.
- Conduct a remote Data Conversion Preparation Workshop to identify where the information will be positioned in PremierOne and develop documentation (Data Conversion Guide).
- Provide City with the address and recipient information of the Motorola facility the City extracted data will be sent to for data conversion processing.

City Responsibilities

- Conduct an analysis of the data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven’t been linked properly and resolve those issues prior to extracting the data to be converted.
- Provide documentation of the legacy database and field mapping information of legacy systems for Motorola’s understanding of City’s data schema and relation.
- Extract the data to be converted from the legacy databases.
- Engage resources from legacy system vendors, if required, to provide information on legacy database schema.
- Participate in Data Conversion Preparation Workshop.
- Review and approve the Data Conversion Guide within 10 calendar days of receipt.
- Extract and ship legacy data, on a mutually agreed upon medium, to Motorola for conversion processing.
- Provide access to legacy systems from which data will be extracted or execute a Change Order enabling Motorola to provide and configure the required data conversion environment on City’s legacy system(s).

Motorola Deliverables

- Data Conversion Workshop.
- Data Conversion Guide.

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1.20 Interfaces and Integration

The installation, configuration, and demonstration of interfaces will be an iterative series of activities depending upon access to third-party systems. Interfaces will be installed and configured in accordance with the System Description and Project Schedule. Integrated functionality between Motorola-developed products will be completed through the software installation and provisioning activities described herein. Integration activities that have specific requirements will be completed as outlined in this SOW.

1.20.1 Interface Development

Development will be completed in accordance with an interface design document. City is responsible for engaging third-party vendors, as required, to facilitate connectivity and validation of the interfaces.

Motorola Responsibilities

- Develop interfaces in accordance with the interface design document.
- Establish connectivity to external and third party systems.
- Configure interfaces to support the functionality described in the interface design document.
- Demonstrate the interface usability.

City Responsibilities

- Act as liaison between Motorola and third party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and third party systems.

NOTE - Unknown circumstances, requirements, and anomalies at the time of initial design can present difficulties in interfacing to some third-party applications. These difficulties could result in a poorly performing or even a non-functional interface. When information and access to systems is provided, Motorola will attempt to mitigate these difficulties. If Motorola mitigation requires additional third-party integration, application upgrades, API upgrades, and/or additional software licenses, those costs will need to be addressed through the change order provision of the Agreement.

Motorola Deliverables

- Contracted Interfaces.

1.20.2 Interface Deployment

Connectivity will be established between the Motorola system and the external and/or third party systems to which the contracted software will interface. Motorola will configure the system to support each contracted interface as described in the interface-specific documentation included in Exhibit 1: System Description. City is responsible for engaging third-party vendors, as required, to facilitate connectivity and testing of the interfaces.

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Motorola Responsibilities

- Establish connectivity to external and third party systems.
- Deploy interfaces to support the functionality described in the System Description and interface-specific documentation discussed during the Interface Planning Session.
- Validate that each interface can transmit and/or receive data in accordance with the System Description and interface-specific documentation.

City Responsibilities

- Act as liaison between Motorola and third party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and the third-party systems.
- Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.

Motorola Deliverables

- Contracted Interfaces and Integration.

1.20.3 Integration Activities

Proprietary processes enable the transfer and receipt of data between Motorola systems, as described in the System Description.

Motorola Responsibilities

- Establish and validate connectivity between the Motorola systems.
- Validate that each system can transmit and/or receive data.

City Responsibilities

- Provide personnel proficient with and authorized to make changes to the network and customer owned third-party systems to support Motorola's integration efforts.
- Provide network connectivity between the Motorola systems.

1.21 System Provisioning

1.21.1 PremierOne Provisioning

The objective of these provisioning tasks is to expand upon the base system that has already been established and transfer of knowledge from Motorola to City of the provisioning parameters and options that affect system outcomes.

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1.21.1.1 Provisioning Workshops

Provisioning for PremierOne products occurs through a series of workshops and checkpoints, finishing with a City led validation of the provisioned system.

The focus of each workshop is defined in a Workshop Agenda that will be provided prior to the start of each workshop. PremierOne provisioning activities will be completed for each contracted Product included in the system, such as CAD and Mobile.

Provisioning workshops are designed to be incremental and progressively advance provisioning activities until provisioning is complete. City will complete tasks during and after the conclusion of each workshop and Motorola will schedule and conduct checkpoints providing City a time to confer with Motorola.

Note - Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

If City requires additional Motorola provisioning support, it can be provided via the Change Order provision of the Agreement.

Motorola Responsibilities

- Schedule Workshops and Checkpoints.
- Provide Agenda for each scheduled Workshop and Checkpoint.
- Provide City with Provisioning Import Templates.
- Conduct a review of the Provisioning Import Templates for City completion.
- Educate City on mechanics and methodologies required to complete and maintain system provisioning.
- Conduct Provisioning Workshops and Checkpoints in accordance with the Training Plan.
- Consult with City on provisioning options that better support City's business operations.
- Provide guidance on making provisioning selections.

City Responsibilities

- Completed Provisioning Import Worksheets prior to the start of the second Provisioning Workshop.
- Participate in the Provisioning Import Worksheet review.
- Attend all Provisioning Workshops and Checkpoints.
- Complete tasks and assignments during and after each Workshop and Checkpoint.
- Update provisioning selections, as needed.

1.22 GIS Administrator Workshop and Review

The GIS Administrator Workshop enables City to work with the Motorola GIS Specialist to understand the required GIS data structure and maintenance needs of the data in order to support address validation, response determination, routing, and visual map displays. The workshop is conducted via remote teleconference over a period of two weeks, consisting of 24 hours of delivery,

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during normal business hours. The product of the workshop is the final geofile build, and City assumes responsibility for further GIS updates and maintenance.

Motorola Responsibilities

- Provide City with the workshop agenda.
- Conduct the workshop.
- Provide an overview of the City Code, Agency Code, and Beat Names roles in the CAD system.
- Discuss additional boundary capabilities and data development needs.
- Document any City and/or Motorola GIS action items that require follow up and resolution.
- Resolve any Motorola follow-up action items.
- Schedule the post-workshop follow-up review and GIS action item close out.
- Within 30 days of the conclusion of the GIS Administrator Workshop, conduct a remote, two-hour post-workshop follow-up review to address any remaining GIS process questions and close out any follow-up actions noted during the GIS Administrator Workshop.

City Responsibilities

- Ensure availability of GIS Administrator for the workshop.
- Resolve any City follow-up action items.
- Assume responsibility for the update and maintenance of the geofile.
- Participate in the follow-up review.

1.23 Reporting Services

Motorola will deliver the standard reports library and has not included the effort to develop any City specific or City defined reports. A list of the standard reports delivered with the installed version will be provided upon request. Upon receipt of the standard reports library, any further changes will be addressed per the change order provision of the Agreement.

Motorola will review the standard reports library and introduce the functionality available within SQL Server Reporting Service (SSRS) through the SSRS Workshop. The Workshop will be conducted in accordance with the Training Plan.

Motorola Responsibilities

- Deliver standard reports library and review with City.
- Provide access to the Motorola provided web based learning environment five (5) business days prior to the Workshop start.
- Facilitate the SSRS Workshop.
- Request copies of completely populated sample reports.

City Responsibilities

- Confirm access to the Motorola provided web based learning environment no later than two (2) business days prior to the Workshop start.

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Motorola Solutions

- Attend the SSRS Workshop.

Motorola Deliverables

- Standard reports library.
- SSRS Workshop(s)

1.24 CAD User Interface Modification

PremierOne CAD supports the ability to modify the tab order, and rename field label changes on screens. The tab order is defined as the travel of the cursor as the user presses the *Tab* key. These modifications are limited to the following screens:

- Login Screen.
- Incident Initiate (summary, vehicle, person).
- Incident Management (general, vehicle, person).
- Incident Dispatch.

Motorola will work with City to define the tab order and field labels to be renamed, and provide instructions for installation of the UI Modification Package.

Motorola will facilitate a single remote discovery session to document CAD UI modifications, enabling Motorola to create the UI Modification Package. The UI Modification will be completed prior to the commencement of Train-the-Trainer.

Motorola Responsibilities

- Schedule and deliver remote UI Discovery Session.
- Document desired UI Modifications.
- Deliver a single draft of UI Modification Package to City for install and review on City system.
- Provide City instructions in electronic format on installation of UI Modification Package.
- Receive feedback from City and incorporate into final UI Modification Package.
- Deliver final UI Modification Package to City.

City Responsibilities

- Participate in the remote UI Discovery Session and provide Motorola with input on UI Modifications.
- Install UI Modification Package.
- Review and provide feedback on the draft UI Modification Package within 10 days of receipt or Motorola considers this as the final UI Modification Package.
- Install final UI Modification Package.

Motorola Deliverable

- Instructions for installing UI Modification Package.
- UI Modification Package.

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Motorola Solutions

1.25 Functional Validation Testing

Functional Validation Testing enables City to exercise the solutions, as provisioned, ensuring readiness for Train-the-Trainer. Functional Validation Testing is a City witnessed, on-site, Motorola led activity. One instance of Testing will occur for each PremierOne Application (CAD, Records, and/or Jail).

The Functional Validation Testing exercises the system against City's provisioning environment, ensuring readiness for Train-the-Trainer. If there are exceptions or incomplete items occur during testing, Motorola will document these, and discuss remediation with City.

Motorola Responsibilities

- Execute the Functional Validation Plan.
- Log all exceptions or incomplete items and discuss remediation.
- Update provisioning parameters as necessary to achieve desired workflows and progress through the execution of the Functional Validation Plan.

City Responsibilities

- Witness execution of the Functional Validation Plan.

Motorola Deliverable

- Completed Functional Validation Results.

1.25.1 Interface Validation

The objective of Interface Validation is to verify that the installed interfaces perform in accordance with the interface-specific documentation as reviewed during the Interface Planning Session.

Motorola is not responsible for issues arising from lack of engagement of third party and/or City resources to perform work required to enable, provision, or configure interface to a third-party system, or troubleshooting any issues on City's third-party systems.

Interfaces that cannot be validated due to connectivity issues to external systems or the unavailability of City's third-party system will be demonstrated to show that Motorola's portion of an interface is enabled to send and/or receive data that supports the user experience and functionality outlined in the interface-specific documentation. In such cases, Motorola demonstrating the elements within Motorola's control will constitute a successful demonstration and completion of the demonstration task.

Motorola Responsibilities

- Conduct Interface Validation demonstration.
- Develop a Remediation Plan for anomalies that do not align with Motorola's stated user experience or functionality described in interface-specific documentation.
- Manage the Remediation Plan and take Motorola remediation actions.

City Responsibilities

- Ensure required resources are present for their specific area of responsibility.

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- Provide a resource with access to the interfacing system to validate functionality.
- Witness the execution of the demonstration and acknowledge successful completion.
- Participate in the documentation of anomalies and work with Motorola to develop remediation action(s).
- Coordinate and manage City remediation actions.

Motorola Deliverable

- Completed Interface Validation Results.
- Remediation Plan (as applicable).

1.26 Data Conversion

1.26.1 Transactional Data Conversion

Data conversion routines will be executed in separate phases:

- Bulk Load based on contracted delivery, less the delta.
- Delta Load - the delta of data between end of the bulk load and time of system Go Live. City must stop using their legacy system before this load. This Delta Load will consist of no more than one month of data.

Motorola Responsibilities

- Develop the conversion routine.
- Perform the Bulk Load in accordance with the Data Conversion Guide.
- Perform the Delta Load, which serves as the final data migration after the Live Cut, in accordance with the Project Schedule.

City Responsibilities

- Review data after each Load to verify accuracy, in accordance with the Data Conversion Guide, and notify Motorola within 2 days of any inaccuracies or discrepancies.
- Provide acknowledgement of completion of data conversion.

Motorola Deliverables

- Converted Data per the Data Conversion Guide in accordance with the Project Schedule.

1.27 System Training

The objective of this task is to prepare for and deliver the contracted training. Motorola training consists of both computer-based (online) and instructor-led (on-site or remote). Training delivery methods vary depending on course content. Training is delivered in accordance with the Training Plan.

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1.27.1 Learning eXperience Portal (LXP Online Training)

Training is made available to City, in part, via Motorola's LXP. This subscription service provides your users with continual access to Motorola's library of online learning content and allows your users the benefit of learning at times convenient to them. Courses delivered or supplemented by LXP content are described in the Training Plan.

Motorola Responsibilities

- Configure a City specific portal view.
- Create a learner access account to the portal for each user name provided by City.
- Provide instruction to City LXP Administrator on building groups.

City Responsibilities

- Provide Motorola with names (first and last) and email addresses for each learner.
- Complete LXP Administrator training.
- Advise users of the availability of the LXP.
- Build groups as desired.

1.27.2 Instructor-Led Training (On-site and/or Remote)

Motorola Responsibilities

- Deliver User Guides and training materials in electronic format.
- Perform training in accordance with the Training Plan.
- Provide City with training Attendance Rosters and summarize any pertinent observations that may impact end user training.

City Responsibilities

- Supply classroom(s) based on the requirements listed in the Training Plan.
- Designate training representatives who will work with the Motorola trainers in the development and delivery of training.
- Facilitate training of all City end users in accordance with City's training delivery plan.

Motorola Deliverables

- Electronic versions of User Guides and Training Materials.
- Attendance Rosters.

1.28 Dashboards

The objective of this task is to introduce the functionality available via Intelligent Data Discovery (IDD). IDD Workshops will be conducted in accordance with the Training Plan. Motorola will review the three standard CAD dashboards and the View-Only CAD IDD Bundle for a single agency.

This effort will utilize City's existing Microsoft SQL Server licenses and Business Intelligence tools to configure dashboards and data views using data available from the PremierOne environment.

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Motorola Responsibilities

- Provide the IDD Workbook 10 business days prior to the start of overview/consultation for City to complete.
- Conduct the Workshop over three days to review standard dashboards and define and document requirements for the customer-defined dashboards.
- Install standard dashboards.
- Create the two customer-defined dashboards based on a list of 50 graphical elements (maps, charts, gauges, etc.) per PremierOne Application (CAD/Mobile and Records).
- Install customer-defined dashboards.

City Responsibilities

- Complete the IDD Workbook 5 business days prior to the start of the overview/consultation.
- Perform data entry (incident creation, dispatch, and disposition) to confirm sufficient data exists for reporting.
- Define requirements for the customer-defined dashboards utilizing the IDD Workbook.
- Assign resource(s) that have received the CAD SSRS Reporting training to participate in the review of the dashboards.
- Assign resource(s) that have received the Records SSRS Reporting training to participate in the initial dashboard consultation and review delivery of the dashboards.

Motorola Deliverable

- Standard Dashboards

1.29 Customer Certificates

CJIS Security Policy requires the use of Custom Certificates when Public Key Infrastructure (PKI) is used to secure systems that store and process CJI. Reference CJIS Security Policy 12/2023 v5.9.4 section SC-12 Cryptographic Key Establishment and Management or later. The PremierOne solution accommodates the use of Custom Certificates. The Custom Certificates must be deployed on the system prior to Go-Live.

Motorola Responsibilities

- Facilitate a meeting with City to review the Custom Certificate requirements and the specific quantity of Custom Certificates required by the PremierOne system.
- Verify the Custom Certificates meet the specified requirements.
- Coordinate the scheduled system outage required for Custom Certificate installation with City prior to Mobile Client Rollout
- Install and active the Custom Certificates provided by City on the PremierOne Servers and PremierOne Clients.
- Validate operation of the PremierOne system with the new Custom Certificates.

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City Responsibilities

- Procure and provide Custom Certificates no later than 30 days prior to scheduled Go Live date.

Motorola Deliverable

- Installed and active Custom Certificates on all PremierOne servers and clients.

1.30 System Go Live

1.30.1 Go Live Planning

Motorola will provide support of City's efforts with commencing live operation use of the system. Motorola resources are supplemental to City resources and provide support to City trainers and subject matter experts. Customer Core Team is the first line of support to end users in the transition of live operations from City's legacy system to the Motorola system. Motorola will work with City to provide a Go Live Plan. Examples of what is in this plan can include:

- Motorola and City resources and staffing.
- Pre Go Live tasks/activities to be performed leading up to Go Live.
- Readiness review meetings.
- Issue reporting and escalation processes.
- Contingency/roll-back plans.
- Go Live tasks and responsibilities during Go Live

Motorola Responsibilities

- Facilitate meetings with City staff to review the Go Live Plan.

City Responsibilities

- Coordinate the participation of City's technical and operational staff in Go Live planning and review of the Go Live Plan.

Motorola Deliverable

- Go Live Plan.

1.30.2 Motorola Support Engagement

As part of Go Live planning, the Motorola PM will complete a System Configuration workbook consisting of City contact information and information required for remote access to the system. Motorola will schedule a remote Support Engagement meeting between the PM, City Support Manager (CSM), Focal Support Technician, and City's project team representatives no later than 30 days before the identified Go Live date. The CSM will review the City Support Plan with City, including the process for obtaining support and contact information.

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Motorola Responsibilities

- Facilitate the Support Engagement Meeting between City and the Motorola Support organization.

City Responsibilities

- Identify authorized City representatives to contact Motorola Support

1.30.3 Go Live

In accordance with the Go Live Plan, Motorola and City will begin transitioning City from their legacy system to live operation use of the Motorola system. Motorola will provide on-site support as back up to City at a single site per product in accordance with the Go Live Plan. If resources are desired at multiple communications centers or locations, it will be addressed via the change order provision of the Agreement. The Go Live transitions City from the implementation phase of the Agreement to the support phase under the governance of the Motorola Support organization.

Motorola Responsibilities

- Work with City to schedule the date and time for the Go Live.
- Execute the Go Live Plan.
- Provide on-site resources as specified in the Go Live Plan to support City's Core Team. Unless otherwise documented in the Go Live Plan, support will be provided in accordance with the following:
  - CAD and Mobile - 24/7 coverage over a 48-hour period, followed by contiguous 8am - 5pm hour coverage for a single day.

City Responsibilities

- City Core Team scheduling for Go Live activities.
- Manage Go Live activities.
- City to educate Core Team on methods and when to engage Motorola during Go Live.

1.31 Transition to Support – Project Closure

Following the Go Live and Operational Burn-in Period, the service delivery is complete. Motorola and City certify the Software System Completion milestone and the implementation phase is formally closed.

The system is transitioned to the support phase of the Agreement per the terms and conditions of the Maintenance and Support Agreement.

1.31.1 Documentation

As part of project completion, Motorola will validate City's receipt of electronic copies of the following documentation:

- User Guides (for the primary products), in electronic format.
  - BPR Workbook(s) for each contracted Product Category.

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- System Administration Guide, in electronic format.
- System Configuration Workbook, in electronic format.
- As-Built System Design Documentation, in electronic format.
- As-Built System documentation is also archived with the System Support Center along with customer information and access procedures to facilitate efficient response and resolution of any reported system issues.

1.32 Future Migration

During the term of the subscription, the Customer may opt to transition to Motorola's full cloud CAD. Exercising this option will limit scope to all functionality contained in the full cloud CAD base offer and all available cloud add-on subscription and services that are equivalent to the Customer's on premise functional entitlements, at the time of full cloud suite adoption.

Professional services associated with provisioning and/or training end users on Motorola's full cloud CAD will be available at an additional price.

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Exhibit 3

Training Plan

Computer Aided Dispatch Solutions and Related Services | December 6, 2024

City of Tucson, AZ

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Section 1

Exhibit 3: Training Plan

1.1 Introduction

Motorola Solutions (Motorola) considers training to be a critical aspect of the system installation and requires Motorola to work closely with the Customer to develop their knowledge and skills. This Training Plan is tailored to your agency's operational business process, job roles, and personnel needs and will deliver the necessary information needed to effectively and efficiently use new systems and technologies through a flexible, multimodal approach.

Motorola employs a multimodal methodology for training that offers a diverse range of materials, application, and tools, including e-learning platforms, simulations and other technology-enabled modalities as well as formats such as instructor-led training, on-the-job training, computer-based training, coaching, workshops, and demonstrations. This approach to training allows Motorola to customize a plan that supplements your personnel's inherent knowledge with information about the features, functions, and mechanics of the solution. Our goal is to work with you to optimize your training so that your agency's daily operations and workflows are productive and efficient.

Motorola's instructors are certified through the Learning and Performance Institute's Online Learning Facilitators program, ensuring instruction is delivered in the most efficient and beneficial manner to industry recognized standards.

Note - Customer specific needs that are not addressed as a Course or Workshop or outlined in this Training Plan can be addressed via Motorola's Consulting Services.

Motorola's primary training delivery models are:

- Instructor-Led: Instruction is provided by a Motorola instructor in a traditional Customer provided classroom environment or via web conferencing hosted by Motorola.
- Computer Based: Computer-based training provides self-paced instruction on the features and functions of the Motorola software applications. This delivery method enables the attendee to progress through training at a pace prescribed by the Customer that is comfortable to the attendee. Motorola's computer-based training delivery method includes the use of a Learning eXperience Portal (LXP).

A sample of LXP course offerings include:

LXP Courses	
PSA4001 CAD End User - Keyboard Shortcuts	PSA4044 PremierOne Mobile End User - Closing Incidents
PSA0348 CommandCentral Web Client Administration	PSA0120 Mobile Android User - Logging in/Logging Out
PSA4139 CAD/Mobile Provisioning - Incident Management - Incident Response Factors	PSA0210 Mobile iOS User – Navigating the Dashboard

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1.2 Workshops and Course Listing

The following tables present information on each workshop and course included in the training plan. Due to the nature of each workshop and course, it is imperative that the maximum number of attendees not be exceeded. Doing so erodes the integrity of each session and impairs attendee's ability to retain the subject matter information.

The following list provides definition of the methods of instruction used to deliver:

- LXP-C – Software application training provides instruction on the features and functional use of a software application or specific module. The delivery method is entirely computer based and accessed via LXP on demand with no in-person training component.
- LXP-P – LXP *prerequisites,* attendees must complete before attending in-person sessions.
- LXP-R – LXP *refresher,* this software application training offers components that can be taken on demand through the LXP after the in-person training has completed.
- On-site (O) – in-person training from an on-site instructor conducted at the Customer' facilities.
- Virtual (V) – virtual instructor-led training (class will be recorded and made available for future Customer use).

1.2.1 Workshops

Workshops offer guided instruction and hands-on exposure to each attendee providing practical experience with the subject matter. In many cases the attendee must possess a common level of industry knowledge and complete LXP prerequisites as defined for each workshop in order to grasp the presented concepts and material.

Workshop Information					
Solution Name	**Workshop Name**	**Max # of Attendees Per Session**	**# of Workshop Sessions Included**	**Method of Instruction**	**Workshop Duration**
PremierOne CAD	**Set of PremierOne CAD/Mobile Provisioning Workshops** Requires working knowledge of customer business workflows and current application configuration.	9	1	LXP-P, Virtual, On-site & LXP-R	112 hrs (over various sessions)
	Query Provisioning and Formatting Workshop	4	1	LXP-P & Virtual	16 hrs over 2 day
PremierOne Reporting Services	**SSRS Report Builder Workshop in PremierOne**	6	1	LXP-P, On-site & LXP-R	24 hrs over 3 consecutive 8 hr days

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Workshop Information					
	Intelligent Data Discovery (IDD) Workshop in PremierOne	6	1	LXP-P, On-site	24 hrs over 3 consecutive 8 hr days
PremierOne Infrastructure System Administration	**PremierOne CAD/Mobile System Administrator** Requires working knowledge of computer hardware, operating system software and database maintenance	4	1	LXP-P & On-site	24 hrs over 3 consecutive 8 hr days
PremierOne Mobile	**PremierOne Mobile for iOS and Android Workshop** Requires knowledge of handheld iOS or Android device configuration and PremierOne Provisioning Portal	6	1	LXP-P & Virtual	4 hrs in a single day
PremierOne GIS	**GIS Administrator Workshop** Requires working knowledge of ESRI software and GIS Concepts	4	1	Virtual	24 hrs over two weeks.

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1.2.2 Instructor-Led Training Courses

Similar to the Workshops structure, instructor-led training offers guided instruction but in a classroom environment. Instructor-led training focuses on the mechanics of the application software features, functions, and use. In many cases the attendee must possess a common level of industry knowledge and complete LXP prerequisites in order to grasp the presented concepts and material.

Instructor-Led Training Course Information					
Solution Name	**Course Module**	**Maximum # of Attendees Per Course**	**# of Instances Included**	**Method of Instruction**	**Class Duration**
PremierOne CAD	PremierOne Computer Aided Dispatch Train-the-Trainer	12	1	LXP-P & On-site	32 hrs over 4 consecutive 8 hr days
	PremierOne CAD/Mobile Client Installation	4	1	LXP-P & On-site	24 hours over 3 consecutive 8 hr days
PremierOne Mobile	PremierOne CAD/Mobile Client Installation	4	1	On-Site	24 hrs over 3 consecutive 8 hr days
	PremierOne Windows Mobile Training	12	1	LXP-P & On-site	Six 4 hr sessions over 3 consecutive 8 hr day
	PremierOne Mobile for Android and iOS End User Training	All Subscribers	All Subscribers	LXP-C	4 hrs

1.2.3 Training Overview

The Customer Training Representative should be familiar with the Customer's daily operations and must attend (or designate a replacement) each Motorola training course. Motorola instructors will rely on this representative to be the one point of contact for Motorola staff when policy and procedural questions arise, act as course facilitator, and act as the Customer's training monitor. The Customer will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the Customer’s trainers must have prior experience as a classroom instructor and a thorough understanding of the Customer's operations. Other courses will require participants from different areas of the Customer's operations as shown in the individual course descriptions, detailed in Section 1.3: Workshop Course Descriptions.

1.2.4 Training Facilities and Schedules

On-site training will be conducted in a Customer provided training facility setup in classroom configuration with a workspace for attendee note taking, and computer and dual monitors for each attendee. Each instructor-led on-site session requires a projector, connected to the applicable Motorola system workstation, and a Dry erase-board for instructor’s use. The on-site workshop format requires multi-monitor (minimum of three) workstations, one for each attendee.

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For classes provided virtually, Motorola will provide the conference link and host information required for each attendee to join the session. The Customer is responsible for providing all equipment and remote access mechanism required to enable each attendee to join the Motorola hosted event.

At least (5) days prior to on-site training courses, the customer must supply Motorola with a roster of course attendees. Attendees should ensure access to the LXP and complete prerequisite training prior to the on-site training course start date.

At least two days prior to each on-site session, the instructor will have access to the training facility and all workstations for setup and workstation configuration. Motorola and the Customer shall mutually agree to training schedules to accommodate the Customer's shift operations and other site-specific requirements. Evening courses will end by 11:00 p.m. Weekends and Holidays will not be used as training days.

1.2.4.1 Training Methods and Procedures

Motorola offers on-site training and online training both coordinated with the LXP. Types of training courses include:

- Administrative workshops that provides specialized users with in-depth knowledge on the features, operational, and administrative functions of the system.
- Train the Trainer; instructor-led classroom training that provides key individuals with extensive hands-on use of the system utilizing true-to-life incident scenarios so they can develop and provide training to new users.
- End User Training; Instructor-led classroom training that provides users with instruction on subject matter relevant to their respective role in using and or supporting the PremierOne System. In addition to facilitated discussion, End User training consists of workshop elements where needed, to provide hands-on demonstration of the material being presented.
- Instructor-Led virtual online training that uses the LXP.
- Online "Anytime" training that uses the LXP.

Designated Motorola Instructors will provide application instruction using several techniques and materials:

- Instructor Lesson Plan: The instructor's tool for planning the detailed course content on a module-by-module basis.
- Training Course Agenda: A handout for attendee that outlines the course sequence of events including duration, and course modules.
- Worksheets, Job-Aids, Quizzes: Activities provided by the instructor to help attendees retain course information
- Training Course Objectives: The instructor's predefined course objectives. These are provided for Train-the-Trainer classes only.
- Evaluations: The Instructor Evaluation Form for attendees to complete on the final day of a training class, the attendees will be asked to complete an Instructor Evaluation form. They are optional forms and anonymity is acceptable.

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- Attendance Rosters: A roster, provided by the Customer, listing the names of training participants five (5) days prior to the start of the course. Instructors will complete Attendance Rosters of actual participants for each day of training
- Prerequisite training: On demand LXP courses which provide base knowledge for all attendees prior to the start of on the on-site class.
- Motorola User Documentation: An electronic copy of the applicable Motorola Reference Manuals and documentation will be provided prior to training. The Customer is responsible for duplicating and delivering manuals to participating attendees prior to class commencement.

1.2.5 Session Attendance

Motorola is committed to providing a quality training experience and desires that the Customer receives the maximum benefit from each on-site training session. Each training session has been sized to provide the optimal training environment that meets the needs of the attendees in relation to the complexity of the material being presented. Given the nature of the material being presented and the intensity of the training, it is imperative that maximum course numbers not be exceeded. If the number of attendees in attendance exceeds the published maximum number of attendees and the list of participants identified on the training roster, Motorola will take corrective action, ensuring the integrity of the session is maintained and the attendee's ability to learn is protected. Motorola corrective action may include:

- Delaying the start of training until the number of attendees in attendance is in line with the maximum number of attendees allowed for the session.
- Splitting the class into multiple sessions. In such a case, the Customer will be charged for multiple occurrences of the class plus additional expenses, including travel related expenses incurred by Motorola Solutions.
- Delaying the classroom training until the Prerequisite training has been completed in the LXP by each attendee.

1.2.6 LXP Requirements

The LXP is accessed via an internet browser. Motorola will set up an individual instance of the Learning Management System, known as an organization. This provides autonomy to the agency utilizing LXP.

Accounts to access the LXP are created for each learner using their Email address. All attendees accessing LXP content must have their own account in the LXP. A learner will need to have access to the internet via a workstation, laptop, tablet or smartphone to access learning.

Customer LXP Administrators will be given the ability to build Groups, a more granular segmentation of the LXP that is generally utilized to separate learners of functions (i.e. dispatchers, call takers, patrol, firefighter). One attendee can be assigned to multiple groups if necessary. Attendees can be assigned to some or all of the content in a Learning Path, a collection of courses that include like-minded courses.

In most cases audio accompanies visual display; speakers or headsets are recommended to utilize full functionality of the LXP. Course assessment evaluations are also accessed via the LXP. Access to these evaluations in the classroom is suggested.

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1.2.6.1 LXP Learner Subscription Package

Learner-level subscriptions have been included for personnel who are expected to be users of one or more products. Customer resources will have access to the LXP training materials during deployment and as long as the post-live subscription is maintained during the warranty/maintenance period. Learner-level subscriptions allow access to all materials available for the applications included in this Training Plan. A Learner-level subscription that allows the Customer to upload their own content is available at an additional cost.

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1.3 Course Descriptions

1.3.1 Workshop Course Descriptions

The following tables provide detailed descriptions of workshop courses that will be provided as part of the system at the location indicated.

Table 1-1: Set of PremierOne CAD/Mobile Provisioning Workshops

Set of PremierOne CAD/Mobile Provisioning Workshops	
Goal	Conduct structure workshops to provide instruction on configuration options of PremierOne CAD and Mobile.
Course Materials	▪ PremierOne CAD and Mobile Provisioning Guide ▪ PremierOne CAD User Guide ▪ PremierOne System Management Tool Portal User Guide ▪ Course Outline. ▪ LXP refresher training courses.
Location	Customer's facility and virtual.
Duration	▪ PremierOne CAD Workshop 1: On-Site (24 hours) ▪ PremierOne CAD and Mobile Workshop 2: Virtual (24 hours) ▪ PremierOne CAD and Mobile Workshop 3: Virtual (24 hours) ▪ PremierOne CAD Workshop 4: On-Site (24 hours)
Participants	▪ The goal of Motorola led Workshops and Checkpoints is to provide the Agency Core Team with sufficient knowledge to provision the PremierOne CAD and Mobile product. ▪ Participants should have knowledge of current CAD and Mobile applications and customer operations with the authority to make decisions in relation to the new PremierOne CAD and Mobile systems look and functionality is required.
Class Size	Maximium of nine (9) attendees
Prerequisite	Prerequisite training videos must be completed prior to the Workshop begining. Prerequisite work not being completed will result in the Workshop and Checkpoint being rescheduled. LXP Required Prerequisite training courses: ▪ PSA4154 Provisioning - Intro to Web Portal ▪ PSA4126 Provisioning - Navigation & Terminology ▪ PSA4149 Provisioning - Managing Admin Account ▪ PSA4137 Provisioning – LSM ▪ PSA4133 Provisioning - Clone & Delete ▪ PSA4147 Provisioning - Importing & Exporting ▪ PSA4125 Provisioning - Agency Types/Agency

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Set of PremierOne CAD/Mobile Provisioning Workshops	
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection ▪ CAD workstation for each participant with network connection to the PremierOne servers ▪ Microsoft Excel and Word should be installed on at least one training workstation **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection. ▪ Projector. ▪ Dry erase board.

Table 1-2: Query Provisioning and Formatting Workshop

Query Provisioning and Formatting Workshop	
Goal	Conduct structure workshops to provide instruction on configuration options for queries in PremierOne
Course Materials	▪ PremierOne CAD and Mobile Provisioning Guide ▪ Course Outline. ▪ LXP refresher training courses.
Location	Virtual.
Duration	16 hours over 2 days
Participants	Participants should have knowledge of PremierOne CAD and Mobile Provisioning.
Class Size	Maximium of four (4) attendees
Prerequisite	Prerequisite training videos must be completed prior to the Workshop begining. LXP Required Prerequisite training courses: ▪ PSA4042 End User – Queries ▪ PSA4038 End User – Query Smart Copy
Environment Setup	**Attendee Workstations:** ▪ CAD workstation for each participant with network connection to the PremierOne servers

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Table 1-3: SSRS Report Builder Training in PremierOne

SSRS Report Builder Training in PremierOne	
Description	Provides guided insturction in a workshop format to create custom reports against the PremierOne Reporting Data Warehouse (RDW) or DHStoreAnalysis Database using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
Course Materials	▪ SSRS Training Guide. ▪ Course Outline.
Location	Customer's facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	Personnel who will create custom reports.
Class Size	Maximum of six (6) attendees.
Prerequisite	▪ Class participants must have some knowledge/experience of creating "on demand" reports. ▪ Class participants should have experience working with relational database structures as well as writing and understanding transact SQL code.
Environment Setup	**Attendee Workstations:** ▪ One (1) workstation for each attendee with a connection to the PremierOne system environment. ▪ The following is the current list of Operating Systems and Browsers supported for the web portal. ▪ Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2. ▪ Microsoft Edge (+) Preferred. ▪ Microsoft Internet Explorer 10 or 11. ▪ Google Chrome (+). ▪ Mozilla Firefox (+). ▪ Microsoft SQL Server Reporting Services installed, configured, and working. ▪ Microsoft Report Builder installed. Optional: ▪ SQL Server Management Studio on each Attendee Workstation. ▪ One (1) CAD Client for the class is preferred in the case data entry needs to take place in order to report against. **System Requirements:** ▪ Data pre-exists in the Reporting Data Warehouse or DHStoreAnalysis Database (data is typically propagated during the training courses). **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection. ▪ Projector. ▪ Dry erase board.

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Table 1-4: Intelligent Data Discovery (IDD) in PremierOne

Intelligent Data Discovery (IDD) in PremierOne	
Goal	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.
Course Materials	▪ Reporting and Analytics Intelligent Data Discovery Training Guide. ▪ Course Outline.
Location	Virtual.
Duration	Up to 24 hours over three consecutive business days.
Participants	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
Class Size	Maximum of six (6) attendees.
Prerequisite	▪ Successful completion of SSRS Reporting Training for PremierOne. ▪ Experience in creating Reports using Microsoft SQL Server Reporting Services. ▪ Familiarity with T-SQL statements for querying data within a SQL Server database
Environment Setup	**Attendee Workstations:** ▪ One (1) workstation for each attendee with a connection to the PremierOne system environment. ▪ The following is the current list of Operating Systems and Browsers supported for the web portal. ▪ Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2. ▪ Microsoft Edge (+) Preferred. ▪ Microsoft Internet Explorer 10 or 11. ▪ Google Chrome (+). ▪ Mozilla Firefox (+). ▪ Microsoft SQL Server Reporting Services installed, configured, and working. ▪ Microsoft Report Builder Installed. ▪ All Training workstations installed with SQL Server Management Studio. **System Requirements:** ▪ Existing data in the DHStoreAnalysis (data is typically propagated during the TTT course).

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Table 1-5: PremierOne CAD/Mobile System Administrator Training

PremierOne CAD/Mobile System Administrator Training	
Goal	Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
Course Materials	▪ PremierOne SCOM Monitoring Guide ▪ Course Outline. ▪ LXP refresher training courses.
Location	Customer's facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size	Maximum of four (4) attendees.
Prerequisite	▪ LXP Required Prerequisite training courses: • PSA4029 System Administration - Hardware Overview. ▪ Knowledge of customer site network, IT policies and operations. ▪ Microsoft proficiency as defined in the Prerequisites Section.
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.

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Table 1-6: PremierOne Mobile for Android and iOS Workshop

PremierOne Mobile for Android and iOS Workshop	
Goal	Provide provisoining and installation instruction for PremierOne Mobile for Android and iOS platforms.
Course Materials	▪ PremierOne Android and iOS Administration Guide. ▪ PremierOne Mobile iOS User Guide. ▪ PremierOne Mobile Android User Guide. ▪ Course Outline. ▪ LXP refresher training courses.
Location	Virtual
Duration	Up to four (4) hours in a single day
Participants	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size	Maximum of six (6) attendees.
Prerequisite	LXP Prerequisite training courses: ▪ PSA0099 Provisioning - Unit Status Codes - Mobile/Handheld. ▪ PSA0120 Mobile Android User - Logging in/Logging Out. ▪ PSA0200 Mobile Android User - Navigating the Dashboard. ▪ PSA0201 Mobile Android User - Using Queries (Law Only). ▪ PSA0202 Mobile Android User - Using Mapping. ▪ PSA0203 Mobile Android User - Managing Incidents. ▪ PSA0204 Mobile Android User - Updating and Editing Incidents. ▪ PSA0205 Mobile Android User - Managing Incidents (Law Only). ▪ PSA0206 Mobile Android User - Using Status Monitors. ▪ PSA0207 Mobile Android User - Viewing the Address Book. ▪ PSA0208 Mobile Android User - Using Messaging. ▪ PSA0209 Mobile Android User – Settings. ▪ PSA0119 Mobile iOS User – Logging in/Logging Out. ▪ PSA0210 Mobile iOS User – Navigating the Dashboard. ▪ PSA0211 Mobile iOS User – Using Queries (Law Only). ▪ PSA0212 Mobile iOS User – Using Mapping. ▪ PSA0213 Mobile iOS User – Managing Incidents. ▪ PSA0214 Mobile iOS User – Updating and Editing Incidents. ▪ PSA0215 Mobile iOS User – Managing Incidents (Law Only). ▪ PSA0216 Mobile iOS User – Using Status Monitors. ▪ PSA0217 Mobile iOS User – Settings.
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection ▪ Handheld devices need network connection to PremierOne Network

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Table 1-7: PremierOne GIS Administrator Workshop

PremierOne GIS Administrator Workshop	
Goal	Provide the GIS Administrator the understanding to maintain the GIS data structure and maintenance needs of the system to support GIS functionality areas: Address Validation, Visual Map Displays, Routing, and Response Determination.
Course Materials	▪ PremierOne Data Import Tools. ▪ PremierOne GIS Configuration Guide. ▪ Interactive GIS Admin Workshop Workbook. ▪ Course Outline.
Location	Virtual
Duration	Up to twenty-four (24) hours over two weeks.
Participants	GIS Administrator and a secondary backup partcipant.
Class Size	Maximum of four (4) attendees.
Prerequisite	Working knowledge of current ESRI ArcDesktop and ArcGIS Pro.
Environment Setup	**GIS WorkstationRequirements:** ▪ Workstation must meet requirements listed in the GIS Admin Readiness Checklist.

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1.3.2 Instructor-Led Course Descriptions

The following tables provide detailed descriptions of training courses that will be provided as part of the system at the location indicated.

Table 1-8: PremierOne CAD/Mobile Client Installation

PremierOne CAD/Mobile Client Installation	
Goal	Provide selected personnel with knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
Course Materials	▪ PremierOne CAD Installation Guide. ▪ PremierOne Mobile Windows Client Installation Guide. ▪ PremierOne All-In-One (AIO) Installer Manual. ▪ Motorola Mobile Map Installation Guide with PremierOne Mobile. ▪ Course Outline. ▪ LXP refresher training courses.
Location	Customer's facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	IT staff who are responsible for installing workstation software.
Class Size	Maximum of four (4) attendees
Prerequisite	▪ Knowledge of Microsoft operating systems and basic software installation practices. ▪ LXP Required Prerequisite training courses: • PSA0220 PremierOne CAD Client Installation • PSA0186 PremierOne Mobile Client Installation
Environment Setup	**Attendee Workstations:** ▪ Each attendee should have a workstation that meets the minimum hardware specifications for PremierOne CAD or Mobile software. ▪ Workstations used for training should have connection to the PremierOne network and user credentials to install software. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.

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Table 1-9: PremierOne CAD Train-the-Trainer

PremierOne CAD Train-the-Trainer	
Goal	Provide selected personnel with knowledge to support a comprehensive end user training program.
Course Materials	▪ PremierOne CAD User Guide. ▪ CAD Online Help (accessible through the CAD Client). ▪ Course Outline. ▪ LXP refresher training courses.
Location	Customer's facility.
Duration	▪ Up to 32 hours over four consecutive business days on-site. ▪ Approximately 6 hours of online prerequisite material.
Participants	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of current CAD application and customer operations. LXP Prerequisite training courses: ▪ PSA4014 End User - CAD Client Overview. ▪ PSA4007 End User - Logging In. ▪ PSA4009 End User - Logging Off. ▪ PSA4012 End User - Info Panel. ▪ PSA4010 End User - Dynamic Help. ▪ PSA4026 End User - Function Keys. ▪ PSA4001 End User - Keyboard Shortcuts. ▪ PSA4017 End User - Command Line & Punctuation. ▪ PSA4013 End User - Clearing the Work Area. ▪ PSA4016 End User - Location Verification.
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection. ▪ One PremierOne CAD Workstation per attendee. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

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Table 1-10: PremierOne Windows Mobile Training

PremierOne Windows Mobile Training	
Goal	Provide selected personnel with knowledge to support a comprehensive end user training program.
Course Materials	▪ PremierOne Mobile User Guide. ▪ Course Outline.
Location	On Demand
Duration	Six 4 hr sessions over 3 consecutive 8 hr day.
Participants	Instructors who are responsible for the in house training of employees and for ongoing user training of PremierOne Windows Mobile
Class Size	Maximum of twelve (12) attendees
Prerequisite	Knowledge of current Mobile application and customer operations LXP Prerequisite training courses: ▪ PSA4043 End User - Logging On. ▪ PSA4039 End User - Overview & Navigation. ▪ PSA4041 End User - Mobile Sync. ▪ PSA4047 End User - Incident & Unit History. ▪ PSA4036 End User - Editing Capabilities and Skills. ▪ PSA4045 End User - Monitored Agency/Areas. ▪ PSA4223 End User - Unit Status. ▪ PSA4224 End User - Self Dispatch. ▪ PSA4225 End User - Stacked Incidents. ▪ PSA4035 End User - Field Initiated Incidents. ▪ PSA4042 End User – Queries. ▪ PSA4046 End User - Generating Report Numbers. ▪ PSA4040 End User - Logging Off.
Environment Setup	**Attendee Workstations:** ▪ Windows Device for each attendee with applicable PremierOne Windows applications installed **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne Server. ▪ Projector. ▪ Dry erase board

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Table 1-11: PremierOne Mobile for Android and iOS End User Training

PremierOne Mobile for Android and iOS End User Training	
Goal	Through the LXP, provide a training program on the functionality of PremierOne Mobile iOS and Android applications.
Course Materials	PremierOne Mobile iOS or Android User Guide.
Location	On Demand.
Duration	4 Hours.
Participants	PremierOne Mobile iOS or Android Users.
Prerequisite	Knowledge of customer's current Mobile application and operations. LXP Course Listings: ▪ PSA0099 Provisioning - Unit Status Codes - Mobile/Handheld. ▪ PSA0120 Mobile Android User - Logging in/Logging Out. ▪ PSA0200 Mobile Android User - Navigating the Dashboard. ▪ PSA0201 Mobile Android User - Using Queries (Law Only). ▪ PSA0202 Mobile Android User - Using Mapping. ▪ PSA0203 Mobile Android User - Managing Incidents. ▪ PSA0204 Mobile Android User - Updating and Editing Incidents. ▪ PSA0205 Mobile Android User - Managing Incidents (Law Only). ▪ PSA0206 Mobile Android User - Using Status Monitors. ▪ PSA0207 Mobile Android User - Viewing the Address Book. ▪ PSA0208 Mobile Android User - Using Messaging. ▪ PSA0209 Mobile Android User – Settings. ▪ PSA0119 Mobile iOS User – Logging in/Logging Out. ▪ PSA0210 Mobile iOS User – Navigating the Dashboard. ▪ PSA0211 Mobile iOS User – Using Queries (Law Only). ▪ PSA0212 Mobile iOS User – Using Mapping. ▪ PSA0213 Mobile iOS User – Managing Incidents. ▪ PSA0214 Mobile iOS User – Updating and Editing Incidents. ▪ PSA0215 Mobile iOS User – Managing Incidents (Law Only). ▪ PSA0216 Mobile iOS User – Using Status Monitors. ▪ PSA0217 Mobile iOS User – Settings.
Environment Setup	Each workstation or device used for LXP training must have an internet connection.

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Exhibit 4

Sample Project Management Plan

Computer Aided Dispatch Solutions and Related Services December 6, 2024

City of Tucson, AZ

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Section 1

Exhibit 4: Sample Project Management Plan

1.1 Overview

Motorola's approach to Project Management is accordance with internationally recognized standards of the Project Management Institute (PMI). Motorola complies with the following standard phases of project management:

- Initiating
- Planning
- Executing
- Monitoring and Controlling
- Closing

This Section Provides an Overview of the Project's Motivation, Objectives, Success Criteria, Major Deliverables, and Constraints.

1.2 Initiating

1.2.1 Project Purpose, Objectives, and Success Criteria

Enter the purpose, scope, and objectives of the project and its delivered products. Define quantitative and measurable business objectives. Define the criteria by which key stakeholders will judge how successful the project is. State the interdependencies of this project relative to other projects that may be underway at the customer site and the integration of this project with other products. Other specific issues to address might include:

- Shared resources and their availability
- Shared designs, code, and hardware components
- Feature dependencies
- Schedule dependencies

1.2.2 Project Deliverables

List the major items to be delivered to the customers, subcontractors, integrators, or other parties. As appropriate, list the deliverables, their recipients, interim and final delivery dates, and delivery method. A table like the one below is a good way to show this information.

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Deliverable	Recipients	Delivery Date	Delivery Method	Comments

1.2.3 Assumptions, Dependencies, and Constraints

This subsection describes known assumptions upon which the project is based (facts that are known to be true are not assumptions); any external events or externally-supplied items upon which the project depends; and the constraints under which the project will be conducted. Of the five project dimensions of features, quality, schedule, cost, and staff, determine and document which are constraints, which are project success drivers, and which are degrees of freedom. Give each assumption, dependency, and constraint a unique identifier, such as AS-1, DE-2, and CO-3, to facilitate referring to them elsewhere.

1.2.4 References

List all documents and any other materials used as sources of information for this plan inclusive of those proposal documents that comprise the contract. For on-line documents, provide hyperlinks wherever possible.

1.2.5 Definitions and Acronyms

Define any acronyms or project-specific terms. For each acronym, give both the meaning of the abbreviation and a definition of the item.

1.2.6 Evolution of the Plan

Describe the method for producing both scheduled and unscheduled updates to this plan and how the new information will be disseminated. For example, you could state that you will review the plan every time the product requirements specification or certain other major project artifacts are updated, or when project constraints or resources change. Alternatively or additionally, you could schedule periodic project reviews at specified milestones and update the plan as needed following each review. Describe mechanisms for placing the baseline version and future revisions of the plan under configuration control.

1.3 Planning

This section describes relationships of entities outside of the project that influence and or impact the project. It identifies the internal project structure, and defines roles and responsibilities for the project.

1.3.1 External Interfaces

Describe the organizational boundaries between the project and external entities. Define and describe communication with senior management, customers, subcontractors, purchasing, sales,

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marketing, legal, finance, procurement, installation and support organizations, standards or certification bodies, auditors, manufacturing, and the like.

1.3.2 Internal Structure

Describe the internal structure of the project organization, including interfaces between the units of the software team. It might be helpful to include organization charts or matrix diagrams to illustrate lines of authority, responsibility, and communication. Identify representatives of key units, such as senior management, engineering support functions (configuration management, quality assurance, verification and validation), and process improvement.

1.3.3 Roles and Responsibilities

List the major project team roles and the individuals who will fill these roles, along with the specific responsibilities those individuals will have. Identify the organizational units or project team roles that are responsible for all major work activities and supporting processes. Consider the following list of potential project roles, adapted to your organization's local terminology:

- Project Manager
- Product Manager
- Solutions Architect
- GIS Specialist
- Software Engineer
- Hardware Engineer
- Project Management Office
- Subject Matter Expert
- Identify other internal and external project stakeholders who are not specifically members of the project team. Describe their relevance to the project and their degree of interaction for specific project activities. Potential topics to address regarding stakeholders include:
- List of all relevant stakeholders and the rationale for each stakeholder's involvement
- Project roles and responsibilities of stakeholders during each life-cycle phase
- Relationships between stakeholders
- Relative importance of each stakeholder to project success by project phase
- Resources (such as training, materials, time, or funding) needed to ensure adequate stakeholder participation
- Schedule for phasing of stakeholder participation

1.4 Executing

Specify the various work activities required to produce the project's major deliverables, including contents and timing of the activities. Use a work breakdown structure or a table to depict the work activities, corresponding deliverables, and the relationships among the activities. If the work breakdown structure is stored in a separate location, such as a project tracking tool, provide a reference or link to that location here. For each work package, specify factors such as staff, budget,

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and other resources needed, estimated duration, work products to be produced, and predecessor tasks. Decompose tasks to a degree that will permit accurate estimation and will reveal risks and complexity.

Identify major progress milestones at sufficient granularity that tracking against these milestones will indicate whether significant deviations are taking place from the planned objectives. Early milestones provide visibility to see if the project is straying off course.

1.4.1 Work Breakdown Structure - Milestone Plan

TBD

1.4.2 Test Plan

TBD

1.4.3 Live Cut Plan

TBD

1.5 Monitoring and Control

This section describes how the project will control and report on the project status and activities. Specify the frequency at which the various project status indicators are to be monitored and specific events that could trigger a status evaluation.

1.5.1 Schedule Control Plan

Specify the control mechanisms used to measure the progress of the work completed at milestones. Specify the methods and tools used to compare actual schedule performance to planned performance and to implement corrective action when actual performance deviates from planned or required performance. A project schedule in the form of a Gantt chart should be created, preferably in a project tracking tool. Describe how contingency buffers will be tapped and revised when actual performance falls behind estimates. Describe how and when schedules will be modified and how agreement and commitment to the revised schedules will be achieved.

1.5.2 Budget Control Plan

Specify the control mechanisms used to measure the cost of work completed, compare actual to budgeted cost, and implement corrective actions when actual cost deviates excessively from budgeted cost. Specify the intervals or points at which cost reporting is needed and the methods and tools that will be used to manage the budget. For example, you might say that the Department Manager is responsible for forecasting and controlling budgets and expenses on an annual basis, and the Project Manager is responsible for tracking actual hours and for reporting actual and estimated project hours by milestone to the Department Manager.

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1.5.3 Communication, Tracking, and Reporting Plan

Identify the regular reports and communications expected of the project, such as weekly status reports, regular reviews, and as-needed communication. The exact types of communication vary between groups, but it is useful to identify the planned means at the start of the project. Specify the reporting mechanisms, report contents, and information flows used to communicate the status of requirements, schedule, budget, quality, risks, and other status indicators both within the project and to external stakeholders. Special communication issues, such as offshore outsourcing, require particular attention. A table such as that below is a convenient way to describe the communication expectations.

Type of Communication	Communication Schedule	Typical Communication Mechanism	Who Initiates	Recipient
Status Report	every Friday	team meeting	Project Manager	Project Team
Schedule and Effort Tracking Report	weekly	email	Project Manager	Program Manager
Project Review	monthly	face to face	Project Manager	Project Team
Risk Mitigation Status	as mitigation actions are completed	email	responsible team member	Project Manager
Requirement Changes	as changes are approved	email and change control tool	CCB Chair	affected Project Participants
Supplier Management Review	at project life cycle gates	videoconference	Program Manager	Project Manager, Program Manager, Subcontract Manager

1.5.4 Risk Management Plan

This section specifies the plan for identifying, analyzing, prioritizing, and controlling project risks. It should describe the procedures for contingency planning and the methods used in tracking risks, evaluating changes in individual risk exposures, and responding to those changes. Include a plan for ongoing risk identification throughout the project's life cycle. Document the risks in a separate risk list (possibly an appendix to this Plan), not in this section. A large project should create a separate risk management plan. Identify the risk management tasks to be performed, who is responsible for each, and the target date for completion of each task. Estimate the percentage of project effort or the number of hours planned for risk management activities. Incorporate risk management tasks into the project schedule and budget.

1.5.5 Issue Resolution Plan

Describe how problems, issues, and action items that arise on the project will be documented, resolved, and tracked to closure. Identify the project's decision-makers for issues such as requirements baselining, requirements changes, resource contention, priority conflicts, etc.

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1.6 Closing

1.6.1 Project Close-Out Plan

This section describes the actions necessary to ensure an orderly closeout of the project. Address staff reassignment, archiving of project materials, recording of metrics, holding a project retrospective, and preparation of a final report to include lessons learned and analysis of project objectives achieved.

1.6.2 Documentation Plan

Describe the plans for creating system documentation deliverables, including installation and maintenance guides, user guides, reference manuals, on-line help systems, release notes, and so forth. List the documents to be created. For each type of documentation, describe: any pertinent template, standard, or conventions to be followed; who will prepare it; who will review it; target dates for initial delivery and baselining; and information about recipients, distribution, or storage. A table like the one shown below is a convenient way to record this information.

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Exhibit 5

Subscription Support Offer

Computer Aided Dispatch Solutions and Related Services | December 6, 2024

City of Tucson, AZ

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Section 1

Exhibit 5: Subscription Support Offer

1.1 Exhibit A: Covered Products, Support Options, and Pricing

(To be completed at transition to Support)

Term: *(Month, Day, Year)*

Customer Agency		Billing Agency	
{{Customer Agency Name}}		{{Billing Agency Name}}	
Address		Address	
City, State, Zip		City, State, Zip	
Contact Name		Contact Name	Accounts Payable
Telephone Number		Telephone Number	
Email Address		Email Address	

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357).

Site Identification Numbers	
Product Group	Site Identification Number
PremierOne CAD	
PremierOne Mobile	
PremierOne Records	

Motorola Subscription Offer Services Include:

- Access to Users Group Site
- Case Management 24x7
- Customer Support Plan
- Software Releases with Remote Upgrade Services
- Technical Support
- Endpoint Security

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And the following additional services:

- Third-party Vendor Coordination
- System and Application Administration

1.1.1 Motorola Supported Products

1.1.1.1 Subscription Software

Product	Description	Full Term Fees
PremierOne CAD Software Subscriptions		
PremierOne CAD		
PremierOne Records Software Subscriptions		
PremierOne Records		=

Product	Description	Service Level	Qty	Full Term Fees
PremierOne Interfaces				
PremierOne Interfaces		Essential		$0.00
PremierOne Mobile Software				
PremierOne Mobile		Essential		
			Motorola Software Supported Total	$0.00

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1.1.2 Third-Party Vendor Supported Products

Vendor	Description	Vendor Service Level	Full Term Fees
		Third-Party Vendor Supported Total	$0.00

1.1.3 Third-Party Vendor Equipment List

Vendor	Description	Serial Numbers

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1.1.4 Support Fees Summary

Product	Service Level	Term Fees
Motorola Product	xx	$.00
Added Motorola Product	xx	$.00
Subtotal Motorola Support		$.00
Vendor Product	xx	$.00
Added Vendor Product	xx	$.00
Subtotal Third Party Support		$.00
Optional Support Service	xx	$.00
Added Optional Support Service	xx	$.00
Subtotal Optional Support Services		$.00
Grand Total		$.00

1.2 Exhibit B: PremierOne Customer Support Plan

PremierOne Subscription Offer Services and System Maintenance Support

Term: {{Month Day, Year}}

Quick Contact Matrix	
Support Center	
Toll Free Phone#	1-800-MSI-HELP (1-800-674-4357)
Email	PSACASE@Motorolasolutions.com
Motorola Portal	Customer Support Portal
Provide the following information:	MCN # Site Name, if applicable Your Name Your Call Back Number A Brief Description of the Problem Priority (Critical, High, Medium, Low)
Warranty and/or Service Agreement Information	
Customer Name:	Contract #:
Subscription Agreement Start/End Date:	
Motorola Customer Number (MCN):	Products:
Account Manager	Customer Success Advocate
Name:	Name:
Mobile:	Mobile:
Email:	Email:

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1.2.1 Escalation Plan

Our goal is to ensure our customers receive the best possible support from Motorola. If you feel that your support or maintenance needs are not being met, as a direct Motorola Customer, we provide an escalation process for your request to the next Motorola department or manager.

Your initial call should always be to the first department or person on the list below. If, after making this initial contact you still have unresolved issues, please see below for escalation contact information.

Escalation Plan			
	Level 1	Level 2	Level 3
Support Center	Support Center Managers: Mark Richins – Western mark.richins@motorolasolutions.com Ashley Beek – Central ashley.beek@motorolasolutions.com Todd Conklin – North East todd.conklin@motorolasolutions.com Marcelo Cravinhos – South East marcelo.cravinhos@motorolasolutions.com	Tim Heddlesten Senior Manager, Technical Support tim.heddlesten@motorolasolutions.com	Tim Leach Head of Software Enterprise Centralized Managed and Support Operations tim.leach@motorolasolutions.com

1.2.2 Customer Support Plan Overview

Serving Our Customer's Needs

We appreciate the opportunity to provide the following support services (Support Services) pursuant to this Customer Support Plan (CSP). Our Service Delivery Team is focused on the health, system performance and reliability of the PremierOne Solution. You will work with an account manager or service contract manager who will maintain regular communications with you and will continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola products or support.

Your CSP may be amended from time to time to align with industry best practices and customer needs. Our goal is to build a service relationship you can trust.

PremierOne Support Services

Motorola Essential Support Services provides basic support delivered through a combination of centralized resources within Motorola Centralized Managed Support Operations (CMSO) Technical Services Organization (TSO) team collaborating with product development resources that are experienced in managing mission critical systems and associated technologies. The TSO operates 24/7/365, leveraging remote access to customer systems for complete resolution methods.

Open communication is the key to effective support service delivery and relationship building.

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The CSP covers the customer locations in the table below.

Site ID	Product Group	Site Name
	PremierOne CAD	
	PremierOne Mobile	
	PremierOne Records	

1.2.3 Motorola CMSO and Service Desk

The CMSO TSO is the central point of contact to report PremierOne Solution incidents and submit change requests. The TSO team can be reached 24/7 to assist with your service needs via:

- Toll Free Telephone: 1-800-MSI-HELP (800-647-4357) and convey the request
- Customer Support Portal: low priority requests only
- Email: PSACASE@motorolasolutions.com (estimated 24 hour turnaround)

NOTE: Critical and high priority incidents should not be reported via email or the Customer Portal.

Product and system technical resources are ready to receive and take action on requests for service.

1.2.4 Ticket Initiation via Toll-free Number

Motorola does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-647-4357).

The TSO is staffed with trained technicians who remotely access your PremierOne Solution to begin troubleshooting. For accurate reporting and ticket tracking, all PremierOne Solution issues are reported to the TSO. At a minimum, when reporting an incident using the toll-free number above, the TSO will require:

- MCN#
- Customer name (Site)
- Caller's name
- Caller's contact number (supply alternate call back number)
- Description of the problem or request
- Operational impact of the problem (Priority Level)

1.2.5 Case Management via Customer Support Portal

The Customer Support Portal provides customers with an interface into our Incident Management system. Customer Support Portal gives valuable system and service information whenever you need it along with complete case management details from submission to close.

- Customer Support Portal provides the ability to:
- Create low priority tickets
- Obtain status updates on existing tickets

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- Supply additional information on tickets 24/7
  - When updating ticket notes, please provide contact information, which includes phone number, email, etc.

Motorola does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-647-4357)

Ticket Initiation via Email

An alternative customer support tool is available for PremierOne Solution customers. Along with the toll-free phone number and Customer Support Portal, customers can request technical support by email. For many customers who use their handheld devices as a means to open tickets, email provides additional flexibility for initiating tickets.

For proper ticket management and contractual response, email ticketing is only available for priority levels 3 or 4. To process a ticket via email, the email must be formatted exactly as described below:

1. Address email to: PSACASE@motorolasolutions.com
2. Email Subject: Type “PSA Service Request” and a brief description of the system issue (this will become the ticket title)
3. Use the following template for the body of the email. Copy and paste from below, adding the accurate and specific needs of the request following the bold items listed:
   A. Site ID: Site ID
   B. Product Type: followed by the product family type. Choose from the following list:
      i. PremierOne CAD
      ii. PremierOne Mobile (including Handheld or PMDC)
      iii. PremierOne Records
   C. Contact First Name: first name or the person support personnel are to contact
   D. Contact Last Name: last name or the person support personnel are to contact
   E. Phone Number: phone number, including area code, where the contact person may be reached
   F. Priority Level: indicate either priority level 3 or 4. All priority level 1 or 2 tickets must be opened via the toll-free TSO number.
   G. Problem Description: a comprehensive description of the problem
4. Once the email is sent, the customer will receive an email with a ticket number for future reference. If an email response is not received, or if a priority level 1 or 2 ticket needs to be opened, please contact the toll-free TSO number.

1.2.6 CJIS Compliance

Motorola will maintain industry standard security measures to protect the Solution from intrusion, breach, corruption or security risks. The customer is responsible for maintaining security controls for their managed networks and infrastructure, including but not limited to servers, boundary protection devices and information flow enforcement. During the term of the Agreement, if the Solution enables direct or indirect access to FBI defined Criminal Justice Information (CJI), Motorola will

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comply with the FBI Criminal Justice Information (CJI) Security Policy. Any additional security measures desired by the customer may be available for an additional fee.

Motorola will provide the necessary information for its personnel that access customer CJI to submit to a background check based on submission of FBI fingerprint cards, complete CJIS Security Awareness Training and execute the CJIS Security Addendum. It is the customer's responsibility to determine when the background credentialing process is required by Motorola personnel.

Customer is independently responsible for due diligence and establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Service provided. Customer must also establish and ensure compliance with access control and identification and authentication policies and procedures, including password security measures, lost and stolen credentials, account disabling, account validation, log retention capacity planning and customer jurisdiction specific data retention requirements. Further, Customer must maintain industry standard security and protective data privacy measures. Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed, viewed or removed from the information system by customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, or their role in CJIS Security Policy compliance. Motorola reserves the right to terminate the Service if customer’s failure to maintain or comply with industry standard security and control measures negatively impacts the Service, Solution or Motorola own security measures.

Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries to include CJIS Security Policy reporting.

1.2.7 Summary

Our Support Plan includes the following key services elements:

- Single point of contact - Customer Success Advocate (CSA) who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.
- Systems Support Center: One place to report incidents and place requests - Reported incidents are correlated with alerts received from the Network Operation Center (NOC) for reduced root cause determination.
- Emergency Call Management Portal: Enhanced access to case status and resolution details.
- Network Security Operations Center: Continuous monitoring and response of the Motorola PremierOne Solution as well as providing notification of critical and high security alerts.
- Technical Support Center: Staffed with subject matter experts to handle escalated tickets.

Benefits to Your Agency

- Maximize Performance. Increase system uptime and quality of service through fast detection of service disruptions and restoration of services
- Save Time. Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests
- Rely on a Trusted Support Team. Depend on our skilled team to be the first line of defense and have greater peace of mind

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- Reduce Risk. Gain visibility, enhance performance and increase cyber security with our full suite of Network Security and Operations Center (NSOC) offerings.

1.3 Exhibit C: PremierOne Subscription Offer Services Statement of Work

1.3.1 Overview

Motorola Solutions' (Motorola) System offering consists of the Hardware, Subscription Software and any optional services purchased by the customer. PremierOne Subscription includes service elements to sustain PremierOne systems. This document describes the services that the Customer is entitled to as part of their Subscription software and any optional System maintenance services purchased by the Customer.

PremierOne Subscription Services consist of the following service elements:

- Remote Technical Support
- Software Maintenance and Remote Upgrade
- Endpoint Security
- Hardware Repair Coordination
- On-site System Administrator
- Remote System Administrator

Each of these elements are summarized below and expanded upon in the Services Detailed Description. In the event of a conflict between the descriptions below and an individual subsection of Section 1.5 System Services Maintenance Detailed Description, 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 and the City of Dallas (Customer).

To receive the services defined within this SOW, the Customer must keep the system within a standard support period as described in Section 1.4.2 Software Maintenance and Remote Upgrade Service of Customer's Agreement.

SUBSCRIPTION SERVICE DESCRIPTION

Remote Technical Support

Motorola CMSO provides remote consultation with technical and product development resources skilled with diagnosing and resolving PremierOne platform performance and operation issues.

Subscription Software Maintenance and Remote Upgrade Service

Motorola ensures that PremierOne system users have access to the latest software updates. These updates improve software performance and may provide new features / functionality. Customers can schedule software releases through the customer support portal and Motorola will provide the remote services required for the upgrade.

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Cybersecurity Services (Endpoint Security)

Motorola's Endpoint Security Service reduces the risk that a cybersecurity threat will impact endpoint availability, integrity, and confidentiality. The Service includes detection and protection capabilities using endpoint detection and response (EDR) technology, coupled with 24/7 security operations center (SOC) monitoring. Cybersecurity analysts with experience working on mission-critical systems, will monitor the Customer's system for signs of cybersecurity threats. Endpoint Security applies solely to the Subscription Software residing on the server.

Hardware Repair Coordination

Motorola coordinates the equipment repair of third-party infrastructure with the vendor if it is sourced from Motorola as a part of the contract. Customer supplied hardware is not covered by this service.

Dedicated Infrastructure System Administrator (ISA)

The Service includes a dedicated full-time resource to administer the Customer's PremierOne System. The ISA augments the Customer's team to support the performance and availability of the PremierOne system. The resource will troubleshoot, diagnose, and resolve system issues.

Dedicated Application Administrator (AA)

The Service includes a dedicated full-time resource to provide support for application-level provisioning/configuration, client software applications, and software upgrades and will be equipped to perform workstation and/or client based diagnostic assistance.

1.3.2 Motorola Service Delivery Ecosystem

PremierOne Subscription Software and System maintenance services are delivered through a combination of centralized teams equipped with a service delivery platform, a customer support portal, and applicable third-party vendors. These service entities will collaborate to analyze issues, diagnose root causes, and resolve issues to restore the Customer's network to an operational state.

1.3.2.1 Centralized Managed Support Operations (CMSO)

The cornerstone of Motorola's support process is the Centralized Managed Support Operations (CMSO) organization, which includes the Service Desk and technical support teams. The CMSO is staffed 24/7 by trained 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, and third-party subcontractors. The Service Desk processes service requests, service incidents, change requests, and dispatching, and communicates with stakeholders in accordance with predefined response times.

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

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1.3.2.2 Software Customer Service Manager

A Motorola Software Customer Service Manager (CSM) will be the key point of contact for defining and managing software services. The CSM's initial responsibility is to provide the maintenance and support service and the Customer Support Plan (CSP) in collaboration with the Customer.

Your Motorola CSM provides coordination of service resources to enhance the quality of service delivery. The CSM is responsible for overseeing the execution of your support by serving in the role of Customer champion. They serve as a point of contact for resolution and escalation, monitoring of our contractual performance, reviewing and analyzing process metrics and fostering a relationship for continuous improvement with Customers.

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 key issues. The division of responsibilities between the Customer and Motorola are detailed in this SOW.

1.3.3 Customer Support and Maintenance Expectations

In order to deliver the services outlined in this SOW, the Customer is expected to assist Motorola with performing tasks related to administration, maintenance, and support. The Customer will provide a trained technical resource (Customer System Administrator) responsible for administration, maintenance, and support of your PremierOne Solution. The ISA and AA will assist the Customer System Administrator with the mutually agreed upon administration, maintenance, and support responsibilities outlined below for your PremierOne Solution.

The Customer System Administrator will be suitably skilled and trained as the on-site expert. Their on-site presence may be required when requested by Motorola to support diagnosing and/or triaging issues during hours when the ISA and AA are not available. They will validate issue resolution prior to close of the ticket in a timely manner.

The Customer System Administrator is responsible for assisting the ISA and AA for the following during business hours and for performing the following during non-business hours:

- Troubleshooting: Customer will make every effort to diagnose, triage and resolve issues. Customer will make all reasonable efforts to assist in problem resolution. This may include problem reproduction, answering questions, supplying data, etc.
- Initiate Service Request Tickets. Contact Motorola through authorized tools and processes outlined in the Motorola CSP to initiate technical support tickets.
- Assess Priority Level. Assist in assessing the urgency and impact of the issue so the correct Priority Level is assigned, as found in this SOW.
- Escalation. Contact Motorola to add information, make changes to existing technical support tickets or escalate service requests to Motorola management. Motorola CMSO contact information is provided in the CSP.
- Gathering Issue Logs (Server and Client): During non-business hours, supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola, must be furnished. Absence of requested data may lead to ticket closure. The ISA and/or AA will assist with this task during normal business hours.

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- Remote Access: Customer must provide remote access to requesting Motorola personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne Solution domain access, and access to all system elements that pertain to the operation of the PremierOne Solution and functionality.
- Physical Workstation Maintenance. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
- CAD client maintenance. Apply upgrades such as OS patches, administrative tools, and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to PremierOne Solution Products latest published Anti-Virus Exclusions List.).
  - Apply any Microsoft Critical Security patch to their PremierOne Solution that fits within the security and sustainability processes of the agency. Motorola recommends agencies follow Microsoft's guidance related to the application of Critical Security patches.
- Mobile Client Maintenance: Apply upgrades such as OS patches, administrative tools and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to latest released PremierOne Solution Products Anti-Virus Exclusions List.).
  - Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).
- Custom Reports: Build/modify/support all custom reports in a manner that will not adversely impact Server/Database functionality. The AA may support/assist with development of custom reports. If developed by Customer resources, they are the sole responsibility of the creator and not supported by Motorola.
- Workstation Client Upgrade Installation and Testing: With the assistance of the AA, test and install PremierOne client software releases. Report and supply data for any problems that are discovered with the software to Motorola for review and correction. Ensure that minimum software/hardware requirements are met.
- Mobile Client Install and Testing: With the assistance of the AA and use of the client deployment tool, (CommandCentral MDT Manager), test, install, and upgrade PremierOne Solution client software releases. Report and supply data for any problems that are discovered with the software to Motorola for review and correction. Ensure that minimum software/hardware requirements are met. Users of the deployment tool will be appropriately trained, and understand its operation.
- Third-Party Maintenance:
  - Net - Install, upgrade, configure and maintain .net framework software as per minimum requirements outlined by Motorola.

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  - SQL Express - Install, upgrade, configure, and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by Motorola.
  - Unembedded Third-Party Licensing - Maintain and apply all third-party licensing for products not specifically embedded within a Motorola proprietary product or otherwise provided by Motorola.
- Ensure that software is maintained based upon Section 1.4.2: Software Maintenance and Remote Upgrade Service.
- GIS Updates: PremierOne Solution Map Maintenance
  - Ensure validity and integrity of all GIS related data introduced to the system.
  - Record modifications made to GIS files, and confirm expected behavior within the PremierOne Solution.
  - Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients.
- Anti-Virus and Windows User Access Control (UAC): Install, configure, and upgrade chosen anti-virus software. Appropriately configure the user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola via ticket entry. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the Customer will be responsible for diagnosing and correcting the issue.
- Provisioning knowledge of the system: Customer must ensure that provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Provisioning Portal. Provisioning changes made by the Customer should be tracked and supplied to Motorola to aid in troubleshooting efforts should a problem be experienced. Motorola now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the Customer as a failsafe. The AA will possess provisioning knowledge of the Customer system and is capable of making all provisioning changes.
- Records Advanced Configuration Tool (ACT): Only users trained in ACT may use the tool to create or modify modules. Module changes should first be completed and tested within a non-production environment. Apply changes to the production environment by running a buildset, or importing the ash file(s). All changes made in ACT should be tracked via Motorola Solutions supplied excel files. These files must be made available upon request to aid in Motorola Solutions troubleshooting efforts. If performed by the Customer rather than the AA, ACT additions, changes and maintenance are the sole responsibility of the customer. Training is required to use ACT for system maintenance
- Network Bandwidth and Stability: Install, monitor, and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola products and related system components.
- End User Training: Ensure that all end users of Motorola products are trained to perform their duties and not cause harm or upset of system functionality. Motorola can provide additional training if necessary at an additional cost.
- Change Management: Notify Motorola of any changes made to the PremierOne Solution, associated interfaces, related hardware, software, network, or any other system element that may adversely impact operation or system functionality.

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- Permit and cooperate with Motorola so that Motorola may periodically conduct audits of Customer's records and operations pertinent to the Services, Products, and usage of application and database management software. If the results of any such audit indicate that price has been understated, Motorola may correct the price and immediately invoice Customer for the difference (as well as any unpaid but owing license fees).
- If Customer replaces, upgrades, or modifies equipment, or replaces, upgrades, or modifies hardware or software that interfaces with the covered Products, Motorola will have the right to adjust the price for the Services to the appropriate current price for the new configuration.
- Customer agrees not to attempt or apply any update(s), alteration(s), or change(s) to the database software without the prior approval of Motorola.

Motorola is not liable for any loss of functionality related to any changes or updates made to the solution by Customer or third parties. We strongly recommend that Customer advises Motorola of any proposed changes or third party integrations before undertaking same to ensure that functionality will not be adversely affected.

1.3.4 Subscription 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.

1.3.4.1 Remote Technical Support

Motorola's Remote Technical Support service provides telephone consultation for technical issues that require a high level of PremierOne network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola CMSO by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola applies 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.

Description of Service

The CMSO's primary goal is to provide incident restoration and service request fulfillment for Motorola's currently supported infrastructure. This team of 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 indicating incidents or service requests will be logged in Motorola's CRM system, and Motorola 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 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 classifies and responds to each technical support request in accordance with the defined PremierOne Priority Level Definitions and Response Times in Section 1.5.

Scope

Motorola's primary objective is to restore your PremierOne Solution to normal operations as quickly as possible and minimize the adverse impact of service events on our Customers and their mission.

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This serves our primary goal of maintaining quality of service and availability. The PremierOne Solution team of specialists are available to the Customer as an integrated part of the support and technical issue resolution process.

All Customer requests for service and change requests are tracked centrally in Motorola IT Service Management (ITSM) toolset, resulting in a ticket number. All CMSO support activity that occurs after the cutover of the system into production is tracked in this system to promote consistent visibility of all activities.

All calls requiring incidents or service requests are assigned a priority in accordance with the agreed PremierOne Priority Level Definitions and Response Times. Via the ITSM, Motorola will track the progress of each ticket from initial capture to resolution. Motorola will advise and inform the Customer of the ticket progress and tasks that require further investigation and assistance from the Customer's technical resources.

Incident Reporting and Response

The CMSO Technical Support team is available via telephone 24/7 to receive and log requests to address issues with PremierOne systems. Remote Technical Support service is provided in accordance with PremierOne Priority Level Definitions and Response Times.

At a minimum, when reporting an incident using the toll-free number (800-MSI-HELP, the CMSO will require:

- Customer name (Site).
- Caller's name.
- Caller's contact number (supply alternate call back number).
- Description of the problem or request.
- Operational impact of the problem (Priority Level).

Reporting Trouble – The CMSO number is provided to all customers for PremierOne Solution issues. If the issue cannot be resolved through our remote diagnostics, then the Customer technician will be required to report on-site to assist with the troubleshooting effort.

Response Time – Shall be defined as the amount of time expired between the time in which the issue is either (a) detected by monitoring or (b) reported to CMSO by the Customer to the time that a qualified technician is actively troubleshooting the issue.

Incident Time – means the period of time during which the service or any service component suffers an Incident. Incident Time shall commence when the issue is either (a) detected by monitoring or (b) reported to the CMSO by the Customer. Incident Time shall end upon completion of the repair or restoration of the service or service component. Incident Time shall not include downtime attributable to (a) Force Majeure conditions (as defined in the applicable agreement); or (b) scheduled preventive maintenance that the Customer was notified of and consented to in advance.

Inclusions

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

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Motorola Responsibilities

- Maintain availability of the Motorola CMSO via telephone (800-MSI-HELP) 24/7 to receive, log and classify Customer requests for support.
- Open a ticket and categorize the reported issue or request.
- Respond to and resolve incidents and technical service requests in accordance with the PremierOne Priority Level Definitions and Response Times.
- Perform analysis to assist in identifying a corrective action plan.
- Provide the caller a corrective action plan outlining additional requirements, activities, or information required to achieve restoral/fulfillment.
- Maintain communication with the Customer as needed until resolution of the incident.
- Coordinate technical resolutions with agreed upon third-party vendors, as needed.
- Escalate support issues to additional Motorola 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 and any applicable fees.
- Provide regular status updates for incidents.

Limitations and Exclusions

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

- Customer training.
- Remote Technical Support for third-party equipment or APIs not sold by Motorola or listed in Exhibit A.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.

Customer Responsibilities

- Prior to contract commencement, provide Motorola with pre-defined information necessary to complete the CSP.
- Submit timely changes in any information supplied in the CSP to the CSM.
- Contact the CMSO Technical Support team 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 skilled and trained on-site personnel when requested.
- Validate issue resolution in a timely manner prior to close of the incident.
- Acknowledge that incidents will be addressed in accordance with PremierOne Priority Level Definitions and Response Times.
- Cooperate with Motorola, and perform all acts that are reasonable or necessary to enable Motorola to provide Remote Technical Support.

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- In the event that Motorola 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 to provide the service.

1.3.4.2 Software Maintenance and Remote Upgrade Service

Description of Service

Motorola Subscription service includes remote upgrades of any Major or Minor Releases of Motorola Solutions' PremierOne software that may be available. Motorola Solutions will make commercially reasonable efforts to provide releases that have been analyzed, pre-tested and certified in a dedicated test lab. Software Upgrade Services are defined as the labor services required to remotely execute the planning and delivering of software releases to the Customer when and if releases of software become available for those solutions components purchased as part of the Agreement.

The customer will be responsible for initiating the Software Upgrade request for remote support for the implementation of software upgrades.

Scope

As system releases become available, Motorola will agree to provide Customer with the software and remote support services required to execute the software upgrade over the term of this Agreement.

A "Major Release" shall refer to any updated version of the software that may include product enhancements, improvements, defect resolutions, and functionality updates. Motorola Solutions reserves the right to:

(a) provide such functionality for on-premises equipment or via cloud-based services, and

(b) introduce new features or enhancements within a Major Release that may be presented as separate, optionally purchasable items.

In instances where there is ambiguity regarding whether functionality is included in the subscription or as a separate purchase, Motorola Solutions will have the final determination provided that it treats the offering as a new offer for its customers generally.

A "Minor Release" shall encompass software updates to Major Releases that include critical defect resolutions, and critical security and vulnerability patches that do not modify the software's overall structure. All Minor Releases are subordinate to subsequent Major or Minor Releases. At Motorola Solutions' discretion, defect resolution may only be applied to a subset of supported releases. The Customer may be required to upgrade to the latest Major Release in order to receive the resolution.

Motorola Solutions agrees to provide Minor Releases that include defect resolutions and critical security and vulnerability patches for the latest Major Release for up to two (2) years following its initial release date. For the latest Major Release, Minor Releases may include defect resolutions for critical and high-priority issues as characterized by Motorola Solutions' established priority classification guidelines.

Customer shall have access to both Major and Minor Releases of the software as they are made available by Motorola Solutions. It is the responsibility of Motorola Solutions to remotely install such Releases on the Customer's on-premises server equipment as requested. The Customer shall be

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responsible for ensuring that all clients within their operational environment are updated with the latest Releases to maintain software functionality and compatibility. On-premises assistance during an upgrade to a Major Release may be optionally purchasable.

Customer’s software environment must be on a Major Release no older than two (2) years from its initial release date. Should the Customer's software environment operate on a Major Release beyond this two-year period, they will be required to upgrade to a supported release version to remain eligible for the services included within this subscription, defect resolutions, and security and vulnerability fixes.

Motorola Responsibilities

- Provide Major and Minor releases as necessary for the performance and maintenance of the system.
- Provide at least one Major Release deployment every two (2) years during the contract term.
- Provide access to detailed documentation to support the application of software releases
- Remotely install Releases on the Customer's on-premises server equipment as requested
- Follow Customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.

Limitations and Exclusions

- Onsite provisioning efforts when the upgrade is deemed by Motorola to not require any onsite presence.
- Upgrades of Operating System versions.
- Third-party upgrade services

Customer Responsibilities

- Request regular software upgrades.
- Maintain the software environment such that it is operating on a Major Release no older than two (2) years from its initial release date.
- Update all desktop and mobile clients with the latest Releases and ensure that they are kept current.
- Maintain the minimum hardware platform version that is associated with the Software Release.

Software Release Upgrade Timing and Delivery Overview

- For software upgrades, existing hardware and the existing PremierOne Solution interfaces will be re-utilized with the upgraded PremierOne Solution software.
- All upgrade activities will be coordinated and scheduled to occur at times that are mutually agreeable to the Customer and Motorola. Scheduling of upgrade events will be completed at a minimum of thirty (30) business days prior to the commencement of upgrade activities.
- PremierOne CAD upgrade activities are not expected to require downtime. The rolling update approach is employed where one application server is taken offline, updated, then placed back online. The process is repeated until all application servers are updated, followed by the RDW server and the SCOM. While updates are taking place, the system is up and operational; however, unforeseen circumstances may result in temporary unavailability of the System.

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- PremierOne Records upgrade activities have an expected downtime.
- If applicable, following the update of the production system, Motorola will update the Disaster Recovery system in the same manner as the production system update. Such tasks will be performed remotely.
- Customer will act as liaison with all user agencies and other outside agencies and/or organizations, if/as necessary.

Upgrade Kickoff Teleconference

In order to finalize the upgrade project schedule and procedures, the upgrade event will be initiated with an “Upgrade Kickoff Teleconference” that includes key Customer and Motorola project participants.

The objectives of this task are:

- To introduce all project participants.
- Review roles of key participants.
- Review overall upgrade scope and objectives.
- Review resource and scheduling requirements.
- Review testing methodology.
- Review and finalize the project schedule with Customer.
- Create testing plan to test PremierOne Solution upgrades
- Review testing plan and acceptance criteria.
- Review features/functions introduced in the new software release version.

Motorola Responsibilities

Motorola Project Manager will direct Motorola efforts and serve as the primary point of contact for the Customer. The responsibilities of the Motorola Project Manager include:

- Maintain project communications with the Customer’s Project Manager / primary point of contact for the Customer.
- Manage the efforts of the Motorola project team and coordinate Motorola activities with the Customer’s project team members.
- Coordinate and oversee the installation of all licensed Motorola PremierOne application software.
- Review and manage the scope of work for the upgrade activities.
- Review the upgrade acceptance criteria.

Customer Responsibilities

Customer will designate a Customer Project Manager who will direct Customer’s efforts and serve as the primary point of contact for the Motorola Project Manager. The responsibilities of the Customer Project Manager include:

- Maintain project communications with the Motorola Project Manager.
- Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer’s task requirements described in this Statement of Work.

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- Liaison and coordinate with other Customer agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable.
- Review and mutually approve upgrade acceptance criteria.

Completion Criteria:

- This task is considered complete upon conclusion of the Upgrade Kickoff Teleconference.

Upgrade Preparation

The objective of this task is to perform the preparatory steps necessary for the PremierOne Solution software upgrade.

Motorola Responsibilities

- Perform scheduling and coordination tasks necessary to obtain required resources that will perform the upgrade of the PremierOne Solution server software.
- Confirm resource availability with Customer and reconfirm task dates.

Customer Responsibilities

- Perform backup of PremierOne Solution software and data files.

Completion Criteria:

- This task is considered complete when the Customer has completed the on-site date backup.

Non-Production Environment

The objective of this series of tasks is to install the upgrade software on non-production system environment and validate release functionality.

Motorola Responsibilities

- Create a non-production environment on Customer's PremierOne Solution server(s) to conduct an initial installation of the release software.
- Install the release version of software on the non-production environment.
- Verify PremierOne Solution functionality in accordance with release criteria.
- Provide remote instruction on new or changed features and functions introduced through the software release.
- Notify Customer of availability of the non-production environment enabling Customer to perform Customer-specific testing activities.
- Assist in Customer testing as requested by Customer and verify that each PremierOne Solution subsystem component is ready to resume production operations.
- Provide Customer documentation on the client upgrade process.

Customer Responsibilities

- Observe testing on the non-production environment and acknowledge the delivery of the functionality introduced in the release.
- Conduct testing on the non-production environment for up to ten (10) days following availability of the upgrade and notify Motorola of any functional errors or anomalies.

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Completion Criteria:

- This task is considered complete following ten (10) days of Customer testing.

Upgrade Implementation

The objective of this task is to conduct activities required to promote the upgrade from the test environment to the production system.

Motorola Responsibilities

- Reconfigure the data volumes on each of the servers as needed.
- Convert PremierOne Solution system files and or provisioning data files as required.
- Test each interface connection to ensure operational use of the each with the newly installed PremierOne Software Release version.
- Modify those interfaces affected by the installation of the Major/Minor Release version and modify each as needed to provide the same functionality as was provided prior to the installation of the Release version.
- Test system and subsystem interfaces to validate operation in accordance with the originally installed interface requirement document.

Customer Responsibilities

- With Motorola assistance, coordinate the activities necessary to bring the production PremierOne Solution down, i.e. close incidents, sign units and users off duty.
- Support Motorola software upgrade installation activities.
- Provide and make available (during business hours, 8:00am to 5:00pm) the appropriate lines for the testing of interfaces.
- Install the PremierOne Solution subsystem client on workstations
- Train users on new or changed features and functions introduced through the release of the PremierOne Solution.
- Completion Criteria:
  - This task is considered complete when each PremierOne Solution subsystem component upgrade is verified by the Customer to be available to resume production operation.

PremierOne Solution Production Cutover

Upon verification that the upgraded PremierOne Solution is operational and ready to resume production use, Motorola will assist the Customer with resuming operations on the upgraded system.

Motorola Responsibilities

- Assist the Customer staff in resuming production operations on the upgraded system.
- Provide support the day each upgraded subsystem component has resumed production use.

Customer Responsibilities

- Schedule personnel to support the resumption of production use on the upgraded system.

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- Completion Criteria:
  - This task is considered complete upon Customer resuming production operation of each PremierOne Solution subsystem component.

PremierOne Solution Upgrade Acceptance

- The objective of this task is to verify completion of the PremierOne Solution subsystem upgrade.
- Completion Criteria:
  - This task is considered complete upon Customer resuming productive use of each affected PremierOne Solution subsystem component.

1.3.4.3 Endpoint Security

Motorola will provide detection and protection capabilities using endpoint detection and response (EDR) technology, coupled with 24/7 security operations center (SOC) monitoring. Cybersecurity analysts with experience working on mission-critical systems will monitor the Customer's system for signs of cybersecurity threats. Endpoint Security applies solely to the Subscription Software residing on the server.

Endpoint Detection and Response

Endpoint Detection and Response (EDR) is cybersecurity protection software that detects threats on your system server. It provides threat intelligence, automated investigation, and orchestrated response (i.e., isolate host, block list a file, allow list a file, and remove file) actions to optimize protection of critical systems in accordance with the configuration defined at deployment.

EDR enables analysts to initiate response actions on endpoints and to respond to detection of verified malicious activity within the Customer's system. Available responses are determined by the EDR tool and Customer's security policies.

Motorola utilizes the capabilities of Palo Alto's Cortex XDR solution. Motorola reserves the right to modify the solution for the Endpoint Security Service at its discretion.

Motorola Responsibilities

- Configure and deploy the EDR service on Motorola supplied equipment, and integrate Service Connector(s) necessary to monitor and interact with the EDR solution.
- Provide ports and protocols to the Customer for the EDR solution.
- Provide recommendations on endpoint security and configuration to optimize threat identification.
- When available, provide the customer the latest applicable EDR agent updates.
- The SOC consults with the Customer on the appropriate deployment of the EDR solution.
- The SOC will open Security Cases with the Customer with recommended actions as appropriate.

Customer Responsibilities

- Deploy and maintain EDR agents to Customer supplied and managed equipment.
- Configure networking infrastructure to allow EDR agents to communicate over the internet with the cloud.

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- Configure EDR solution to enable Motorola connection for event/alert collection and response actions.
- Initiate response actions on endpoints where Motorola is not authorized and/or enabled to respond via the EDR solution.
- Comply/consent with the terms of applicable licenses, privacy statements, or other third-party agreements where third-party software or services are utilized or provided by/through Motorola, including applicable EDR solution provider's end user license agreements (EULAs), if any.
- Obtain any third-party consents required to enable Motorola to provide the monitoring service, if applicable.
- Maintain Endpoint Security required system bandwidth specifications as defined by Motorola.

Limitations and Exclusions

- The Service is limited to the following:
  - PremierOne System servers
- All other equipment is excluded from this Service
- Latest releases of EDR agents will be tested and certified on the current software release version. If the customer's system is not kept in line with the current software, then Motorola will not be responsible for full effectiveness of this Service. To restore full effectiveness of the service, Motorola may advise the Customer of the need to upgrade to the current software release version.

Security Operations Center 24/7 Coverage

Motorola cybersecurity analysts at our SOC will use a Security Orchestration, Automation and Response (SOAR) platform. This will provide remote security threat support to the Customer and their connected networks, applications, and devices on a 24/7 basis. To initiate the SOC Monitoring service to function, Motorola and the Customer must perform the support tasks and responsibilities described in the following sections.

Description of Services

Motorola delivers SOC Monitoring using one or more SOC facilities. The SOC includes any centralized hardware and software used to deliver this Service. The SOC and its centralized hardware and software are housed within an SSAE-18 compliant data center.

Motorola SOC is staffed with security professionals who will monitor customer systems. In addition, SOC staff will investigate and triage detected threats, and recommend responses to the Customer.

Scope

Motorola's SOC will provide 24/7 monitoring through automated tools and review by trained security analysts. Motorola will analyze events and notify the Customer in accordance with Table 1-3: Notification Procedures.

Motorola will monitor the Service in accordance with Motorola processes and procedures, as described in Section 1.13 of the PremierOne Subscription SOW for deployment of the PremierOne system.

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The Customer will be able to open a support request for the SOC via a toll-free telephone number or email address. Support requests are stored in a ticketing system for accountability and reporting and will be responded to in accordance with Section 1.4.3.3: Endpoint Security Response Times, Notification, and Tuning.

Ongoing Service Responsibilities

Motorola Responsibilities

- If a probable security incident is detected, provide phone and email support to:
  - Engage the Customer's defined incident response process.
  - Attempt to determine the root cause and extent of compromise using existing monitoring capabilities in place as part of the Service.
  - Analysis and support to help the Customer determine if the Customer's corrective actions are effective.
  - 24/7 monitoring, in parallel with analysis, to support incident response.

Customer Responsibilities

- A connection from Customer's system to Motorola's SOC and to the Internet is required with an established connectivity of no less than 10Mbps per system bandwidth.
- Provide Motorola with accurate and up-to-date information, including the name, email, and telephone numbers for all designated, authorized Customer escalation POC.
- Provide a network map detailing the Customer's network architecture for network(s) in scope for the Service, if applicable.
- Provide a timely response to SOC security incident tickets or investigation questions.
- Provide an established service window in which qualified IT personnel will be able to respond to major event escalations.
- Notify Motorola at least 24 hours in advance of any scheduled maintenance, network administration activity, or system administration activity that would affect Motorola's ability to perform the Managed Security Operations Center Service, as described in this SOW.

Service Module Specific Security Operations Center Services

Endpoint Detection and Response

- The Motorola SOC will consult with the Customer on the deployment of the EDR solution.

Motorola Responsibilities

- When applicable, provide recommendations on endpoint security policy and configuration to optimize threat identification.
- Maintain, with input from Customer, a response plan for defined endpoint security scenarios.

Customer Responsibilities

- Initiate response actions on endpoint solutions when remote actions are not available on the EDR solution in use.

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Endpoint Security Response Times, Notification, and Tuning

Response Times

Priority for alert generated incident or event of interest is determined by the Security Orchestration, Automation and Response (SOAR) platform that processes multiple incoming alert feeds, automation playbooks and cybersecurity analyst knowledge.

Security Response Times

Priority	Definition	Service Coverage
Critical	Security incidents that have caused, or are suspected to have caused significant damage to the functionality of the Customer's PremierOne system or information stored within it. Efforts to recover from the incident may be significant. Examples: ▪ Malware that is not quarantined ▪ Evidence that a monitored component has communicated with suspected malicious actors.	Response provided 24 hours, 7 days a week, including US Public Holidays.
High	Security incidents that have localized impact and may become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant. Examples: ▪ Malware that is quarantined ▪ Multiple behaviors observed in the system that are consistent with known attacker techniques.	Response provided 24 hours, 7 days a week, including US Public Holidays.
Med	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: ▪ 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. ▪ Informational events. ▪ User account creation or deletion. ▪ Privilege change for existing accounts.	Response provided on standard business days, Monday through Friday 8AM to 5PM CST/CDT, excluding US Public Holidays.
Low	These are typically service requests from the Customer.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding US Public Holidays.

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Response Time Goals

Priority	Response Time
Critical	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within one (1) hour of the request for support being logged in the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
High	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within four (4) hours of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
Med	A Security Operations Center Cybersecurity Support Engineer will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action.
Low	A Security Operations Center Cybersecurity Support Engineer will make contact with the Customer technical representative within seven business days of the logged request for support at the issue management system.

Security Orchestration, Automation and Response (SOAR) platform

The platform used by Motorola utilizes a multi-zone architecture which can recover from failures in different data collection, enhancement, analysis and visualization tiers. Motorola will make commercially reasonable efforts to provide monthly availability of 99.9% for the SOAR Platform. Availability is subject to limited scheduled downtime for servicing and upgrades, as well as unscheduled and unanticipated downtime resulting from circumstances or events outside of Motorola's' reasonable control, such as disruptions of or damage to the Customer's or a third-party's information or communications systems or equipment, telecommunication circuit availability/performance between Customer sites, any on-premises core and/or between on-premises equipment and the SOAR Platform. EDR will still offer protective security controls during periods when the SOAR platform and/or connectivity to the cloud are lost.

Notification

Motorola will establish notification procedures with the Customer, generally categorized in accordance with the following table.

Notification Procedures

Notification Procedure	Details
Routine Notification Procedure	The means, addresses, format, and desired content (within the capabilities of the installed technology) for Events of Interest. These can be formatted for automated processing, e.g., by ticketing systems.
Urgent Notification Procedure	Additional, optional means and addresses for notifications of Events of Interest that require urgent notification. These usually include telephone notifications.

Motorola will notify the Customer according to the escalation and contact procedures defined by the Customer and Motorola during the implementation process.

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Tuning

Motorola will assess certain events to be environmental noise, potentially addressable configuration issues in the environment, or false positives. Motorola may recommend these be addressed by the Customer to preserve system and network resources.

The SOC may permanently suppress particular alerts and alarms if not necessary for actionable threat detection.

Tuning Period Exception

The tuning period is considered to be the first thirty (30) days after each service module has been confirmed, properly deployed and configured, and starts receiving data. During the Tuning period, Motorola may continue to recommend necessary tuning changes after this period, with no impact on Service Availability.

Motorola Responsibilities

- Motorola will check that the system scans are functioning. Motorola will notify the customer of any exceptions. Motorola will begin fully monitoring any properly connected, in-scope sources after the tuning period.
- Motorola will conduct initial tuning of the events and alarms in the service.

Customer Responsibilities

- The Customer must provide the required connectivity for all in-scope assets to the service and address any exceptions noted by Motorola. Failure to do so will prevent Motorola from monitoring those sources.
- The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements. The Customer must engage the SOC team in discussing the tuning approach and confirm the selected configurations.

Limitations and Exclusions

This section applies to all cybersecurity services contained in the Statement of Work. Endpoint Security does NOT include services to perform physical containment and/or remediation of confirmed security incidents, remote or onsite.

Motorola's scope of services does not include responsibilities relating to recovery of data available through the products or services, or remediation or responsibilities relating to the loss of data, ransomware, or hacking.

Motorola does not represent that it will identify, fully recognize, discover or resolve all security events or threats, system vulnerabilities, malicious codes, files or malware, indicators of compromise or internal threats or concerns

NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES, OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CUSTOMER'S OR THIRD PARTIES' SYSTEMS, EQUIPMENT, OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SERVICES, OR INTERPRETATION, USE, OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES

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Service Limitations

Cybersecurity services are inherently limited and will not guarantee that the Customer's system will be error-free or immune to security breaches as a result of any or all of the services described in this SOW. Motorola does not warrant or guarantee that this service will identify all cybersecurity incidents that occur in the Customer's system. Services and deliverables are limited by, among other things, the evolving and often malicious nature of cyber threats, conduct/attacks, as well as the complexity/disparity and evolving nature of Customer computer system environments, including supply chains, integrated software, services, and devices. To the extent we do offer recommendations in connection with the services, unless otherwise stated in the statement of work, our recommendations are necessarily subjective, may or may not be correct, and may be based on our assumptions relating to the relative risks, priorities, costs and benefits that we assume apply to you.

Processing of Customer Data in the United States and/or Other Locations

Customer understands and agrees that data obtained, accessed, or utilized in the performance of the services may be transmitted to, accessed, monitored, and/or otherwise processed by Motorola in the United States (US) and/or other Motorola operations globally. Customer consents to and authorizes all such processing and agrees to provide, obtain, or post any necessary approvals, consents, or notices that may be necessary to comply with applicable law.

Customer and Third-Party Information

Customer understands and agrees that Motorola may obtain, use and/or create and use, anonymized, aggregated and/or generalized Customer Data, such as data relating to actual and potential security threats and vulnerabilities, for its lawful business purposes, including improving its services and sharing and leveraging such information for the benefit of Customer, other customers, and other interested parties. For avoidance of doubt, so long as not specifically identifying the Customer, Customer Data shall not include, and Motorola shall be free to use, share and leverage security threat intelligence and mitigation data generally, including without limitation, third party threat vectors and IP addresses (i.e., so long as not defined as personal information under applicable law), file hash information, domain names, malware signatures and information, information obtained from third party sources, indicators of compromise, and tactics, techniques, and procedures used, learned or developed in the course of providing Services, which data shall be deemed Service Use Data (i.e., Motorola data).

Third-Party Software and Service Providers, including Resale

Motorola may use, engage, license, resell, interface with or otherwise utilize the products or services of third-party processors or sub-processors and other third-party software, hardware, or services providers (such as, for example, third-party endpoint detection and response providers). Such processors and sub-processors may engage additional sub-processors to process personal data and other Customer Data. Customer understands and agrees that the use of such third-party products and services, including as it relates to any processing or sub-processing of data, is subject to each respective third-party's own terms, licenses, EULAs, privacy statements, data processing agreements and/or other applicable terms. Such third-party providers and terms may include the following, if applicable, or as otherwise made available publicly, through performance, or upon request:

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Cortex XDR (Palo Alto Networks)
EULA: https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-networks-end-user-license-agreement-eula.pdf Customer Data Processing Addendum: https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo_alto_networks_customer_data_processing_agreement.pdf

1.3.4.4 Hardware Repair Coordination

Motorola will collaborate on the hardware repair of PremierOne system components that are supplied by Motorola with third-party vendors as listed on Exhibit A (Covered Products, Support Options & Pricing).

Description of Service

At Motorola's discretion, the third-party infrastructure may be sent to the original equipment manufacturer or vendor for repair.

Scope

Repair requests are assessed by the CMSO Technical Support team, which is available on a 24/7 basis. The Technical Support team will coordinate repairs with applicable third-party vendors as listed in Exhibit A (Covered Products, Support Options & Pricing).

Inclusions

This service is available on Motorola-provided infrastructure components, including integrated third-party products. The post-cancellation support period of the Motorola sourced product will be noted in the product's end-of-life (EOL) notification published by the product team.

Motorola Responsibilities

- Contact Motorola CMSO to request the third-party repair process during business hours.
- Provide the Customer access to the CMSO during non-business hours to request repair service.
- Create a ticket with third-party vendors to initiate the repair process of faulty equipment.
- Work with third-party vendors to coordinate the repair process and enable remote work for the service.
- Provide model description, model number, serial number, type of system, software and firmware version, and symptom of problem.
- Indicate if Motorola or third-party infrastructure components being sent in for service were subjected to physical, lightning, shock, or water damage.
- Follow third-party vendors instructions regarding including or removing firmware and software applications on infrastructure components being sent in for service.
- Properly package and ship the malfunctioning component.
- Maintain versions and configurations for software, applications, and firmware to be installed on repaired equipment.

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- Provide third-party vendors with proper software and firmware information to reprogram equipment after repair, unless current software has caused this malfunction.

Limitations and Exclusions

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

- All Motorola infrastructure components over the post-cancellation support period.
- All third-party infrastructure components over the post-cancellation support period.
- Physical, lightning, water, or shock damaged infrastructure components.
- Third-party equipment not provided by Motorola.
- Consumable items including, but not limited to, batteries, connectors, cables, toner or ink cartridges, tower lighting, laptop computers, monitors, keyboards, and mouse.
- Non-standard configurations, Customer-modified infrastructure, and certain third-party infrastructure.
- Firmware or software upgrades.

Customer Responsibilities

- Contact the Motorola CMSO to request the third-party repair process during off-hours, as required.

1.3.4.5 Infrastructure System and Application Administrators

Motorola will provide a dedicated Infrastructure System Administrator (ISA) focusing on support of the PremierOne infrastructure at the hosted data centers and a dedicated Application Administrator (AA) who will focus on CAD and Records application support. The dedicated Administrators will be provided the reasonably necessary training to accomplish the tasks outlined in this document.

Scope

The ISA will develop an understanding of the assigned agency's specific environment and system configurations. The ISA will be equipped to perform diagnostic assistance, provide preliminary problem evaluation, and possess the expertise reasonably necessary to facilitate repair on all contractually covered items negotiated in the Scope.

The AA will be on-site at the City's facilities for the first year following Go Live and will provide remote support thereafter. The aa provides support for system provisioning/configuration, client software applications, and software upgrades and will be equipped to perform workstation and/or client based diagnostic assistance work. They will liaison with the ISA and Motorola CMSO technical support teams.

The Administrators will provide full-time support except for Motorola holidays, paid time off (PTO) benefits, sick leave and training events as outlined in the Resource Training and the Dedicated System Administrator Placement, Terms and Conditions Sections below throughout the term of this Agreement. Each day shall be defined as normal business hours M-F 8:00 a.m. to 5:00 p.m. and shall not exceed 8 hours per day or 40 hours per week. This provision may vary by mutual agreement between Motorola and the Customer, which may necessitate a separately attached addendum.

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Infrastructure System Administrator Responsibilities

- Diagnose, triage, gather logs and coordinate with Motorola Technical Support, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- Monitor system(s) to determine any negative performance impacts, and for notifications sent by System Center Operations Manager (“SCOM”) application. Engage appropriate Motorola support resources when necessary.
- Work with Customer staff to identify and resolve reported system incidents/problems.
- Ensure that reported incidents/problems are documented, analyzed, validated, and escalated (when necessary) through full resolution.
- Understand system dependencies and related connections.
- Work with PremierOne Support to provide Root Cause Analysis (RCA) documentation after resolution of any Priority 1 system outage.
- Follow Customer and Motorola required change management procedures for any system changes on the Production environment. This may include seeking formal approval, coordination, user notifications, etc.
- Provide ticket activity reports to Customer. Work cohesively with Customer to identify and prioritize issues of greatest concern.
- Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
- Confirm successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Ensure that PremierOne Solution SSMS full and incremental database backups completing successfully.
- Archive PremierOne in accordance with Customer’s requirements and to ensure adequate storage space is maintained.
- Perform regular file archival and purge as necessary. Configure data purges compliant with government mandates and internal retention protocols.
- Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola TSO and provide supporting data for any problems discovered.
- Perform disaster recovery failover on an annual basis.
- Monitor, maintain, and configure system data storage components in accordance with accepted standards and operational requirements. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards.
- Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards.
- Provide system performance reporting using approved Motorola tools when requested.
- Monitor and work with Customer to implement Motorola Solutions Technical Notification (MTN) vulnerability resolution and repair procedures.
- As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.

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- In tickets where the resource has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.

Application Administrator Responsibilities:

- Assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this Appendix.
- Diagnose, triage and coordinate with the ISA, Motorola Solutions technical support, Motorola Solutions engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- Diagnose, triage and coordinate with the ISA, Motorola Solutions technical support, Motorola Solutions engineering teams, for interface issues related to the Motorola System responsibilities.
- Follow customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
- Possess knowledge of the Advanced Configuration Tool, and be able to execute appropriate changes to existing Records Management modules, or create new modules.
- Possess knowledge of the SSRS Reporting System and engage with SMEs as appropriate.
- Maintain personnel records within PremierOne CAD (City to provide information required for maintenance).
- Present newly available software features and provide advice/assistance during need and usability review.
- Assist City's application administrators with test plans for Major and Minor software releases.
- Provide incident/problem information to track reported issues and progress towards resolution.
- In tickets where the AA has responded to system failure or critical issues, verify with customer that restoration is complete and/or System is functional.
- Provide ticket activity reports to Customer. Work cohesively with customer to identify and prioritize issues of greatest concern.
- Maintain general application provisioning.
- Possess knowledge of the Advanced Configuration Tool, and be able to execute appropriate changes to existing Records Management modules, or create new modules.
- Possess knowledge of the SSRS Reporting System and engage with SMEs as appropriate.
- User Configuration - Entering and maintaining users within the PremierOne System.
- Present newly available system features, and provide advice/assistance during need and usability review.
- Work closely with support teams and contractually covered third-party vendors to provide any additional information required by Technicians to analyze and resolve incidents/problems (i.e. logs, output, etc.).

Customer Responsibilities

- Upon report of any incident/problem, provide pertinent and specific details of the issue, as well as information regarding actions already taken.

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- Allow the Administrators full and free access to equipment, including any connectivity/monitoring equipment, necessary to deliver the services outlined in this statement of work.
- Provide all information pertaining to external hardware and software that covered products interface with to enable the resource to perform their obligations under this Agreement.
- If an incident occurs outside of the Administrators' scheduled work shift, report all active incidents or technical requests of any Priority to the CMSO Technical Support Organization at 800-MSI-HELP to obtain a case number. Provide the case number to the ISA/AA.
- Allow Motorola continuous remote access to obtain system availability and performance data.
- Notify the ISA/AA and Motorola Technical Support when performing any activity that impacts the system. (This may include but is not limited to, installing software or hardware upgrades, performing network maintenance or upgrades, disabling system peripherals to perform maintenance, etc.).
- Maintain and store all relevant software and system backups in an easily accessible location. Motorola recommends that at least one back-up file is stored in an off-site location.
- Assist in Customer-specific knowledge development for the ISA/AA.
- Provide Administrators with a safe environment.
    - Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections, and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) Sites are suitable for the installation, use and maintenance of the Products and Services. Customer is responsible for providing a safe working environment, while a Motorola employee is performing services. If Motorola or Customer identifies any deficiencies or non-conformities at the Site, Customer will promptly remediate such issues or Motorola reserves the right to terminate the Onsite Administrator Service.

Resource Training

In order to maintain and expand product and technical knowledge as our technologies and customer environments evolve, the On-site System Administrator will be required to attend up to 120 hours of annual training. Some training may be available on a remote basis, but other training will require the Resource travel to a remote site to complete training. Potential travel time is not included in the estimated 120 hours of annual training. On-going training is designed to enhance and expand the Resources knowledge and capabilities in an effort to continuously improve the services provided. Motorola will provide adequate advanced notice, generally 30 days, of any training requirements for the On-site System Administrator.

Dedicated System Administrator Placement, Terms and Conditions

The below terms and conditions are in addition to and form an integral part of Customer's Agreement:

- Motorola will make a good faith effort to secure a local resource with suitable abilities and qualifications for the duration of the agreement. If Customer objects in good faith to a

proposed Dedicated System Administrator assignment, the Parties shall attempt to resolve Customer's concerns on a mutually agreeable basis.

- Customer may request Motorola remove and replace a Dedicated Onsite System Administrator for any valid performance or business reason, provided that Customer does not request the removal of any such person for reasons prohibited by law, and further provided that reasonable notice (which may be immediate, depending on the circumstances surrounding the removal) is given.
- In the event Customer refuses the placement or requests removal of a qualified Dedicated System Administrator, Motorola shall have the right to terminate the Agreement in whole or in part.

1.3.5 PremierOne Application Priority Level Definitions and Response Times

The table below highlights the definitions of the Priority Levels used between the Customer and Motorola to determine how each request will be prioritized. These response times do not apply when an incident or outage has occurred due to interruptions of power, HVAC or other environmental related issues, outages in relation to a force majeure event or when an outage is considered customer induced.

Business Days are defined as Monday – Friday excluding holidays.

Business Hours is defined as Monday – Friday 9 a.m. – 6 p.m. Central Standard Time.

PremierOne Platform - Priority Level Definitions and Response Times

Priority Level	Incident Definition	Response Time
Critical P1	An incident is deemed CRITICAL if one or multiple critical functions are unavailable, or severely degraded such that the customers' core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the customers' business is such that focus and resources must be applied to restoration or mitigation. Full system outage, systemic inability to process mission-critical commands (e.g. incident creation), extreme systemic slowness, or majority of clients unable to connect to the system, etc.	Telephone conference within 1 hour of initial voice notification
High P2	An incident is deemed HIGH if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions. Loss of a critical redundancy, subsystem or critical interface (e.g., CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, systemic recurring disruptive issues that frequently impact users.	Telephone conference within 3 hours of initial voice notification during normal business hours

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Priority Level	Incident Definition	Response Time
Medium P3	An incident is deemed MEDIUM if business functions are available, however, there is a deviation from the expected or agreed upon level of service or other service condition not aligned with the other defined impact levels. Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g. interfaces installed on RDW), RDW or reporting problems, etc.	Telephone conference within 8 Hours of initial notification during normal business hours
Low P4	A request is deemed LOW for minor requests. This level is meant to represent minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions and product or service Update requests.	Telephone conference within 2 Business Days of initial notification

1.3.6 Conditions and Exclusions

1.3.6.1 Conditions

Motorola services enhance performance of your PremierOne system. In order to provide a consistent level of quality services, the following conditions and limitations apply:

Troubleshooting and restoration require that the Customer provides direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.

The Customer must operate hardware and software in accordance with the applicable Agreement between Motorola and the Customer. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse or used in a manner for which it was not designed.

Equipment must be operated in a normal environment and protected from adverse conditions, which may impact performance and/or damage equipment.

1.3.6.2 Exclusions

Unless optional or a la carte Technical Support Services are purchased, these Services specifically exclude and Motorola will not be responsible for:

- Services for any replacement of Products or parts directly related to the removal, relocation, or reinstallation of the System or any System component.
- Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.
- Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements, or modifications in the Customer's platform or in the Software.
- Services to correct errors found to be caused by Customer-supplied data, machines, or operator failure.

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- Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.
- Third-party software unless specifically listed on the Covered Products Exhibit.
- Support of any interface(s) beyond Motorola-provided port or cable, or any services that are necessary because third party hardware, software or supplies fail to conform to the specifications concerning the Products.
- Services related to customer's failure to back up its data or failure to use a UPS system to protect against power interruptions.
- Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.

Motorola service and support obligations hereunder will not apply to any Motorola supported software or hardware if correction of an error, adjustment, repair or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, electric surge, shock, water damage, failure of the Customer and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and/or software by the Customer or others, unless otherwise approved in writing by Motorola.
- Connection of another machine, device, application or interface to Motorola supported equipment (hardware and/or software) by the Customer or others, which has caused damage to Motorola supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- Failure or degradation in performance of Motorola supported equipment (hardware and/or software) due to the installation of another machine, device, application, or interface not specifically certified and approved by Motorola for use in the Customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.
- Incompatible or faulty Customer hardware and/or software interfaces.
- Modifications made without Motorola written approval to the OS, network, hardware or software environment or software applications.
- Cosmetic repairs, furnishing consumables, supplies, or accessories, making accessory changes, system administration, or adding additional devices or non-approved Motorola software applications.
- MSI will not provide support where the problem arises out of any breach of warranty, damages to the Software or its database, data corruption, or support issues, security issues, or performance issues arising out of your or a third party's use of the Utilities or any software not specifically licensed by MSI to your organization for use in connection with the software. Any assistance provided by our team in resolving such problems shall be charged to you on a time and materials basis. Additionally, any unauthorized use of the utilities or other software in connection with the software by you (or by a third party with your organization's

knowledge) may result, at MSI's sole option, in voidance of warranties, an increase in the annual maintenance and support fees under this Support Agreement, and/or loss of rights to upgrades.

- MSI will not provide support for any damages to or problems with the software or its database, data corruption, support issues, security issues, or performance issues arising from your utilization of the "write" feature of the ODBC interface to write to or modify the database in any way.
- Services do not include mobile devices, portable devices, or network backhaul equipment, or client/workstation maintenance.
- PremierOne Platform - Priority Level Definitions and Response Times do not apply to other applications and functionality that may be included in your subscription (i.e. Aware). Motorola will provide best effort on resolving issues related to such applications.

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Motorola Solutions

Exhibit 6

Sample Terms and Conditions

Computer Aided Dispatch Solutions and Related Services December 6, 2024

City of Tucson, AZ

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Motorola Solutions

Section 1

Exhibit 6: Sample Terms and Conditions

Motorola Solutions has provided their Sample Terms and Conditions on the following pages.

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Motorola Solutions

Motorola Customer Agreement

This Motorola Solutions Customer Agreement (the "**MCA**") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below ("**Customer**"). Motorola and Customer will each be referred to herein as a "**Party**" and collectively as the "**Parties**". This Agreement (as defined below) is effective as of the date of the last signature (the "**Effective Date**").

1. Agreement.

1.1. Scope; Agreement Documents. This MCA governs Customer's purchase of Products (as defined below) and Services (as defined below) from Motorola. Additional terms and conditions applicable to specific Products and Services are set forth in one or more addenda attached to this MCA (each an "**Addendum**", and collectively the "**Addenda**"). In addition, the Parties may agree upon solution descriptions, equipment lists, statements of work, schedules, technical specifications, and other ordering documents setting forth the Products and Services to be purchased by Customer and provided by Motorola and additional rights and obligations of the Parties (the "**Ordering Documents**"). To the extent required by applicable procurement law, a proposal submitted by Motorola in response to a competitive procurement process will be included within the meaning of the term Ordering Documents. This MCA, the Addenda, and any Ordering Documents collectively form the Parties' "**Agreement**".

1.2. Order of Precedence. Each Addendum will control with respect to conflicting terms in the MCA, but only as applicable to the Products and Services described in such Addendum. Each Ordering Document will control with respect to conflicting terms in the MCA or any Addenda, but only as applicable to the Products and Services described on such Ordering Document.

2. Products and Services.

2.1. Products. Motorola will (a) sell hardware provided by Motorola ("**Equipment**"), (b) license software which is either preinstalled on Equipment or installed on Customer-Provided Equipment (as defined below) and licensed to Customer by Motorola for a perpetual or other defined license term ("**Licensed Software**"), and (c) license cloud-based software as a service products and other software which is either preinstalled on Equipment or installed on Customer-Provided Equipment, but licensed to Customer by Motorola on a subscription basis ("**Subscription Software**") to Customer, to the extent each is set forth in an Ordering Document, for Customer's own use in accordance with this Agreement. The Equipment, Licensed Software, and Subscription Software shall collectively be referred to herein as "**Products**", or individually as a "**Product**". At any time during the Term (as defined below), Motorola may substitute any Products at no cost to Customer, if the substitute is substantially similar to the Products set forth in the applicable Ordering Documents.

2.2. Services.

2.2.1. Motorola will provide services related to purchased Products ("**Services**"), to the extent set forth in an Ordering Document.

2.2.2. Integration Services; Maintenance and Support Services. If specified in an Ordering Document, Motorola will provide, for the term of such Ordering Document, (a) design, deployment, and integration Services in order to design, install, set up, configure, and/or integrate the applicable Products at the applicable locations ("**Sites**"), agreed upon by the Parties ("**Integration Services**"), or (b)

break/fix maintenance, technical support, or other Services (such as software integration Services) ("**Maintenance and Support Services**"), each as further described in the applicable statement of work. Maintenance and Support Services and Integration Services will each be considered "Services", as defined above.

2.2.3. Service Ordering Documents. The Fees for Services will be set forth in an Ordering Document and any applicable project schedules. A Customer point of contact will be set forth in the applicable statement of work for the Services. For purposes of clarity, each statement of work will be incorporated into, and form an integral part of, the Agreement.

2.2.4. Service Completion. Unless otherwise specified in the applicable Ordering Document, Services described in an Ordering Document will be deemed complete upon Motorola's performance of all Services listed in such Ordering Document ("**Service Completion Date**"); provided, however, that Maintenance and Support Services may be offered on an ongoing basis during a given Ordering Document term, in which case such Maintenance and Support Services will conclude upon the expiration or termination of such Ordering Document.

2.3. Non-Preclusion. If, in connection with the Products and Services provided under this Agreement, Motorola makes recommendations, including a recommendation to purchase other products or services, nothing in this Agreement precludes Motorola from participating in a future competitive bidding process or otherwise offering or selling the recommended products or other services to Customer. Customer represents that this paragraph does not violate its procurement standards or other laws, regulations, or policies.

2.4. Customer Obligations. Customer will ensure that information Customer provides to Motorola in connection with receipt of Products and Services are accurate and complete in all material respects. Customer will make timely decisions and obtain any required management approvals that are reasonably necessary for Motorola to provide the Products and Services and perform its other duties under this Agreement. Unless the applicable Ordering Document states otherwise, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions or Customer information, decisions, or approvals described in this Section. If any assumptions in the Ordering Documents or information provided by Customer prove to be incorrect, or if Customer fails to perform any of its obligations under this Agreement, Motorola's ability to perform its obligations may be impacted and changes to the Agreement, including the scope, Fees, and performance schedule may be required.

2.5. Documentation. Products and Services may be delivered with documentation for the Equipment, software Products, or data that specifies technical and performance features, capabilities, users, or operation, including training manuals, and other deliverables, such as reports, specifications, designs, plans, drawings, analytics, or other information (collectively, "**Documentation**"). Documentation is and will be owned by Motorola, unless otherwise expressly agreed in an Addendum or Ordering Document that certain Documentation will be owned by Customer. Motorola hereby grants Customer a limited, royalty-free, worldwide, non-exclusive license to use the Documentation solely for its internal business purposes in connection with the Products and Services.

2.6. Motorola Tools and Equipment. As part of delivering the Products and Services, Motorola may provide certain tools, equipment, models, and other materials of its own. Such tools and equipment will remain the sole property of Motorola unless they are to be purchased by Customer as Products and are explicitly listed on an Ordering Document. The tools and equipment may be held by Customer for Motorola's use without charge and may be removed from Customer's

premises by Motorola at any time without restriction. Customer will safeguard all tools and equipment while in Customer's custody or control, and be liable for any loss or damage. Upon the expiration or earlier termination of this Agreement, Customer, at its expense, will return to Motorola all tools and equipment in its possession or control.

2.7. Authorized Users. Customer will ensure its employees and Authorized Users comply with the terms of this Agreement and will be liable for all acts and omissions of its employees and Authorized Users. Customer is responsible for the secure management of Authorized Users' names, passwords and login credentials for access to Products and Services. "**Authorized Users**" are Customer's employees, full-time contractors engaged for the purpose of supporting the Products and Services that are not competitors of Motorola, and the entities (if any) specified in an Ordering Document or otherwise approved by Motorola in writing (email from an authorized Motorola signatory accepted), which may include affiliates or other Customer agencies.

2.8. Export Control. Customer, its employees, and any other Authorized Users will not access or use the Products and Services in any jurisdiction in which the provision of such Products and Services is prohibited under applicable laws or regulations (a "**Prohibited Jurisdiction**"), and Customer will not provide access to the Products and Services to any government, entity, or individual located in a Prohibited Jurisdiction. Customer represents and warrants that (a) it and its Authorized Users are not named on any U.S. government list of persons prohibited from receiving U.S. exports, or transacting with any U.S. person; (b) it and its Authorized Users are not a national of, or a company registered in, any Prohibited Jurisdiction; (c) Customer will not permit its Authorized Users to access or use the Products or Services in violation of any U.S. or other applicable export embargoes, prohibitions or restrictions; and (d) Customer and its Authorized Users will comply with all applicable laws regarding the transmission of technical data exported from the U.S. and the country in which Customer, its employees, and the Authorized Users are located.

2.9. Change Orders. Unless a different change control process is agreed upon in writing by the Parties, a Party may request changes to an Addendum or an Ordering Document by submitting a change order to the other Party (each, a "**Change Order**"). If a requested change in a Change Order causes an increase or decrease in the Products or Services, the Parties by means of the Change Order will make appropriate adjustments to the Fees, project schedule, or other matters. Change Orders are effective and binding on the Parties only upon execution of the Change Order by an authorized representative of both Parties.

3. Term and Termination.

3.1. Term. The term of this MCA ("**Term**") will commence on the Effective Date and continue until six (6) months after the later of (a) the termination, expiration, or discontinuance of services under the last Ordering Document in effect, or (b) the expiration of all applicable warranty periods, unless the MCA is earlier terminated as set forth herein. The applicable Addendum or Ordering Document will set forth the term for the Products and Services governed thereby.

3.2. Termination. Either Party may terminate the Agreement or the applicable Addendum or Ordering Document if the other Party breaches a material obligation under the Agreement and does not cure such breach within thirty (30) days after receipt of notice of the breach or fails to produce a cure plan within such period of time. Each Addendum and Ordering Document may be separately terminable as set forth therein.

3.3. Termination for Non-Appropriation. In the event any identified funding is not appropriated or becomes unavailable, the Customer reserves the right to terminate this Agreement for non-appropriation upon thirty (30) days' advance written notice to Motorola. In the event of such

termination, Motorola shall be entitled to compensation for all conforming goods delivered and for all services performed prior to the effective date of termination date.

3.4. Suspension of Services. Motorola may terminate or suspend any Products or Services under an Ordering Document if Motorola determines: (a) the related Product license has expired or has terminated for any reason; (b) the applicable Product is being used on a hardware platform, operating system, or version not approved by Motorola; (c) Customer fails to make any payments when due; or (d) Customer fails to comply with any of its other obligations or otherwise delays Motorola's ability to perform.

3.5. Effect of Termination or Expiration. Upon termination for any reason or expiration of this Agreement, an Addendum, or an Ordering Document, Customer and the Authorized Users will return or destroy (at Motorola's option) all Motorola Materials and Motorola's Confidential Information in their possession or control and, as applicable, provide proof of such destruction, except that Equipment purchased by Customer should not be returned. If Customer has any outstanding payment obligations under this Agreement, Motorola may accelerate and declare all such obligations of Customer immediately due and payable by Customer. Notwithstanding the reason for termination or expiration, Customer must pay Motorola for Products and Services already delivered. Customer has a duty to mitigate any damages under this Agreement, including in the event of default by Motorola and Customer's termination of this Agreement.

3.5.1. For goods and services delivered up to the point of termination.

3.5.2. As it applies to the Subscription Based Services, if: (a) Customer chooses early termination at any time within years one through five of the term of this Agreement or (b) Motorola terminates this Agreement for cause during these years, then Customer shall pay to Motorola, within thirty (30) calendar days after such termination, an amount equal to 50% of the annually recurring charges as set forth in the pricing schedule for the period remaining in years 1 through 5 of the term of this Agreement.

3.5.3. Notwithstanding anything to the contrary, any up-front fees set forth in a pricing schedule are non-refundable. Up-front fees are the payments for the PremierOne Hardware and System software, Organizational Change Management and Implementation Services as identified in Motorola's the applicable ordering document PRICING SUMMARY and PAYMENT MILESTONES.

4. Payment and Invoicing.

4.1. Funding. Customer affirms they have signatory authority to execute this contract. The contract price of $_____, excluding taxes, is fully committed and identified, including all subsequent years of contracted services, if applicable. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement.

Motorola acknowledges the Customer may require the issuance(s) of a purchase order or notice to proceed as part of the Customer's procurement process. However, Customer agrees that the issuance or non-issuance of a purchase order or notice to proceed does not preclude the Customer from its contractual obligations as defined in this Agreement.

4.2. Fees. Fees and charges applicable to the Products and Services (the "**Fees**") will be as set forth in the applicable Addendum or Ordering Document, and such Fees may be changed by Motorola at any time, except that Motorola will not change the Fees for Products and Services purchased by Customer during the term of an active Ordering Document or during a Subscription

Term (as defined and further described in the applicable Addendum). Changes in the scope of Services described in an Ordering Document may require an adjustment to the Fees due under such Ordering Document. If a specific invoicing or payment schedule is set forth in the applicable Addendum or Ordering Document, such schedule will apply solely with respect to such Addendum or Ordering Document. Unless otherwise specified in the applicable Ordering Document, the Fees for any Services exclude expenses associated with unusual and costly Site access requirements (e.g., if Site access requires a helicopter or other equipment), and Customer will reimburse Motorola for these or other expenses incurred by Motorola in connection with the Services.

4.3. Taxes. The Fees do not include any excise, sales, lease, use, property, or other taxes, assessments, duties, or regulatory charges or contribution requirements (collectively, "**Taxes**"), all of which will be paid by Customer, except as exempt by law, unless otherwise specified in an Ordering Document. If Motorola is required to pay any Taxes, Customer will reimburse Motorola for such Taxes (including any interest and penalties) within thirty (30) days after Customer's

receipt of an invoice therefore. Customer will be solely responsible for reporting the Products for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income and net worth.

4.4. Invoicing. Motorola will invoice Customer at the frequency set forth in the applicable Addendum or Ordering Document, and Customer will pay all invoices within thirty (30) days of the invoice date or as otherwise specified in the applicable Addendum or Ordering Document. Late payments will be subject to interest charges at the maximum rate permitted by law, commencing upon the due date. Motorola may invoice electronically via email, and Customer agrees to receive invoices via email at the email address set forth in an Ordering Document. Customer acknowledges and agrees that a purchase order or other notice to proceed is not required for payment for Products or Services.

4.5. Materials and Labor Price Increase**.** In the event that there are significant increases in the prices that Motorola pays for materials and supplies for the work to be performed between the date the Agreement is signed and the date that materials are purchased for the work to be performed, Motorola shall be entitled to additional compensation from Customer as described herein. A significant increase in price is defined herein as an increase as to any specific items of materials of three percent (3%) or more from original proposal. In such a case, Customer shall pay to Motorola, on request, all sums by which the cost to Motorola for any such items of materials has increased beyond 3%. This would apply, but not be limited to price increases in any components included in the Bill of Materials or Scope of Work as well as manufactured products and equipment or third party manufactured products and equipment. Motorola shall not be responsible for increased prices of materials when caused by delays, shortages or unavailability of materials due to conditions not caused by Contractor. Any pricing change would be documented in a change order executed with the Customer.

4.6. Firm Discount. Any representation of pricing under the terms of this arrangement shall be a commitment to firm discounts only as outlined in the price list presented in Motorola's response. No representation of pricing shall be firm but used to illustrate the pricing structure, which shall be a firm discount applied to the list price of the equipment and/or service at the time of purchase. The discount levels shall remain firm for the term of the agreement and shall be subject to revisions by mutual written agreement by both parties.

4.7. Additional Discounting. This provision supersedes Clause 4.6 Firm Discount in the master agreement and shall apply solely to the City of Tucson for Motorola's response to Solicitation Request for Proposal 240225 Computer Aided Dispatch and Related Services dated October 15th, 2024 as amended. As the lead procurement agency for the Axia Cooperative agreement, the City of Tucson may receive additional discounting beyond that presented in the proposed pricelist subject to firm discounting. The additional discounting extended to the City of Tucson for RFP 240225 shall only apply to the City of Tucson and will not be a commitment to alike pricing for future purchases by the City of Tucson or any purchaser under the subsequent cooperative agreement. Any future purchases by the City of Tucson or other purchasers will be subject to the MCA Section 4.6 and applicable pricelist per the terms of the agreement.

5. Sites; Customer-Provided Equipment; Non-Motorola Content.

5.1. Access to Sites. Customer will be responsible for providing all necessary permits, licenses, and other approvals necessary for the installation and use of the Products and the performance of the Services at each applicable Site, including for Motorola to perform its obligations hereunder, and for facilitating Motorola's access to the Sites. No waivers of liability will be imposed on Motorola or its subcontractors by Customer or others at Customer facilities or other Sites, but if and to the extent any such waivers are imposed, the Parties agree such waivers are void.

5.2. Site Conditions. Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have

adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections, and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) Sites are suitable for the installation, use, and maintenance of the Products and Services. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.

5.3. Site Issues. Motorola will have the right at any time to inspect the Sites and advise Customer of any deficiencies or non-conformities with the requirements of this **Section 5 – Sites; Customer-Provided Equipment; Non-Motorola Content**. If Motorola or Customer identifies any deficiencies or non-conformities, Customer will promptly remediate such issues or the Parties will select a replacement Site. If a Party determines that a Site identified in an Ordering Document is not acceptable or desired, the Parties will cooperate to investigate the conditions and select a replacement Site or otherwise adjust the installation plans and specifications as necessary. A change in Site or adjustment to the installation plans and specifications may cause a change in the Fees or performance schedule under the applicable Ordering Document.

5.4. Customer-Provided Equipment. Certain components, including equipment and software, not provided by Motorola may be required for use of the Products and Services ("**Customer-Provided Equipment**"). Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Motorola to access and use the applicable Customer-Provided Equipment to provide the Products and Services under this Agreement, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights). Customer (and not Motorola) will be fully liable for Customer-Provided Equipment, and Customer will immediately notify Motorola of any Customer-Provided Equipment damage, loss, change, or theft that may impact Motorola's ability to provide the Products and Services under this Agreement, and Customer acknowledges that

any such events may cause a change in the Fees or performance schedule under the applicable Ordering Document.

5.5. Non-Motorola Content. In certain instances, Customer may be permitted to access, use, or integrate Customer or third-party software, services, hardware, content, and data that is not provided by Motorola (collectively, "**Non-Motorola Content**") with or through the Products and Services. If Customer accesses, uses, or integrates any Non-Motorola Content with the Products or Services, Customer will first obtain all necessary rights and licenses to permit Customer's and its Authorized Users' use of the Non-Motorola Content in connection with the Products and Services. Customer will also obtain the necessary rights for Motorola to use such Non-Motorola Content in connection with providing the Products and Services, including the right for Motorola to access, store, and process such Non-Motorola Content (e.g., in connection with Subscription Software), and to otherwise enable interoperation with the Products and Services. Customer represents and warrants that it will obtain the foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Motorola Content with the Products and Services, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Motorola Content. If any Non-Motorola Content require access to Customer Data (as defined below), Customer hereby authorizes Motorola to allow the provider of such Non-Motorola Content to access Customer Data, in connection with the interoperation of such Non-Motorola Content with the Products and Services. Customer acknowledges and agrees that Motorola is not responsible for, and makes no representations or warranties with respect to, the Non-Motorola Content (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Motorola Content or failure to properly interoperate with the Products and Services). If Customer receives notice that any Non-Motorola Content must be removed, modified, or disabled within the Products or Services, Customer will promptly do so. Motorola will have the right to disable or remove Non-Motorola Content if Motorola believes a violation of law, third-party rights, or Motorola's policies is likely to occur, or if such Non-Motorola Content poses or may pose a security or other risk or adverse impact to the Products or Services, Motorola, Motorola's systems, or any third party (including other Motorola customers). Motorola may provide certain Non-Motorola Content as an authorized sales representative of a third party as set out in an Ordering Document. As an authorized sales representative, the third party's terms and conditions, as set forth in the Ordering Document, will apply to any such sales. Any orders for such Non-Motorola Content will be filled by the third party. Nothing in this Section will limit the exclusions set forth in **Section 7.2 – Intellectual Property Infringement**.

5.6. End User Licenses. Notwithstanding any provision to the contrary in the Agreement, certain Non-Motorola Content software are governed by a separate license, EULA, or other agreement, including terms governing third-party equipment or software, such as open source software, included in the Products and Services. Customer will comply, and ensure its Authorized Users comply, with any such additional terms applicable to third-party equipment or software. If provided for in the separate third party license, Customer may have a right to receive source code for such software; a copy of such source code may be obtained free of charge by contacting Motorola.

6. Representations and Warranties.

6.1. Mutual Representations and Warranties. Each Party represents and warrants to the other Party that (a) it has the right to enter into the Agreement and perform its obligations hereunder, and (b) the Agreement will be binding on such Party.

6.2. Motorola Warranties. Subject to the disclaimers and exclusions below, Motorola represents and warrants that (a) Services will be provided in a good and workmanlike manner and will conform in all material respects to the descriptions in the applicable Ordering Document;

and (b) for a period of ninety (90) days commencing upon the Service Completion Date for one-time Services, the Services will be free of material defects in materials and workmanship. Other than as set forth in subsection (a) above, recurring Services are not warranted but rather will be subject to the requirements of the applicable Addendum or Ordering Document. Motorola provides other express warranties for Motorola-manufactured Equipment, Motorola-owned software Products, and certain Services. Such express warranties are included in the applicable Addendum or Ordering Document. Such representations and warranties will apply only to the applicable Product or Service that is the subject of such Addendum or Ordering Document.

6.3. Warranty Claims; Remedies. To assert a warranty claim, Customer must notify Motorola in writing of the claim prior to the expiration of any warranty period set forth in this MCA or the applicable Addendum or Ordering Document. Unless a different remedy is otherwise expressly set forth for a particular warranty under an Addendum, upon receipt of such claim, Motorola will investigate the claim and use commercially reasonable efforts to repair or replace any confirmed materially non-conforming Product or re-perform any non-conforming Service, at its option. Such remedies are Customer's sole and exclusive remedies for Motorola's breach of a warranty. Motorola's warranties are extended by Motorola to Customer only, and are not assignable or transferrable.

6.4. Pass-Through Warranties. Notwithstanding any provision of this Agreement to the contrary, Motorola will have no liability for third-party software or hardware provided by Motorola; provided, however, that to the extent offered by third-party providers of software or hardware and to the extent permitted by law, Motorola will pass through express warranties provided by such third parties.

6.5. WARRANTY DISCLAIMER. EXCEPT FOR THE EXPRESS AND PASS THROUGH WARRANTIES IN THIS AGREEMENT, PRODUCTS AND SERVICES PURCHASED HEREUNDER ARE PROVIDED "AS IS" AND WITH ALL FAULTS. WARRANTIES SET FORTH IN THE AGREEMENT ARE THE COMPLETE WARRANTIES FOR THE PRODUCTS AND SERVICES AND MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND QUALITY. MOTOROLA DOES NOT REPRESENT OR WARRANT THAT USE OF THE PRODUCTS AND SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF SECURITY VULNERABILITIES, OR THAT THEY WILL MEET CUSTOMER'S PARTICULAR REQUIREMENTS.

7. Indemnification.

7.1. General Indemnity. Motorola will defend, indemnify, and hold Customer harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual third-party claim, demand, action, or proceeding ("**Claim**") for personal injury, death, or direct damage to tangible property to the extent caused by Motorola's negligence, gross negligence or willful misconduct while performing its duties under an Ordering Document or an Addendum, except to the extent the claim arises from Customer's negligence or willful misconduct. Motorola's duties under this **Section 7.1 – General Indemnity** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Claim.

7.2. Intellectual Property Infringement. Motorola will defend Customer against any third-party claim alleging that a Motorola-developed or manufactured Product or Service (the "**Infringing Product**") directly infringes a United States patent or copyright ("**Infringement Claim**"), and

Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim, or agreed to in writing by Motorola in settlement of an Infringement Claim. Motorola's duties under this **Section 7.2 – Intellectual Property Infringement** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Infringement Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Infringement Claim.

7.2.1. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Infringing Product; (b) replace or modify the Infringing Product so that it becomes non-infringing; or (c) grant Customer (i) a pro-rated refund of any amounts pre-paid for the Infringing Product (if the Infringing Product is a software Product, i.e., Licensed Software or Subscription Software) or (ii) a credit for the Infringing Product, less a reasonable charge for depreciation (if the Infringing Product is Equipment, including Equipment with embedded software).

7.2.2. In addition to the other damages disclaimed under this Agreement, Motorola will have no duty to defend or indemnify Customer for any Infringement Claim that arises from or is based upon: (a) Customer Data, Customer-Provided Equipment, Non-Motorola Content, or third-party equipment, hardware, software, data, or other third-party materials; (b) the combination of the Product or Service with any products or materials not provided by Motorola; (c) a Product or Service designed, modified, or manufactured in accordance with Customer's designs, specifications, guidelines or instructions; (d) a modification of the Product or Service by a party other than Motorola; (e) use of the Product or Service in a manner for which the Product or Service was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to use or install an update to the Product or Service that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from an Infringement Claim extend in any way to any payments due on a royalty basis, other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the Infringing Product.

7.2.3. This **Section 7.2 – Intellectual Property Infringement** provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. For clarity, the rights and remedies provided in this Section are subject to, and limited by, the restrictions set forth in **Section 8 – Limitation of Liability** below.

7.3. Customer Indemnity. Customer will defend, indemnify, and hold Motorola and its subcontractors, subsidiaries and other affiliates harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual or threatened third-party claim, demand, action, or proceeding arising from or related to (a) Customer-Provided Equipment, Customer Data, or Non-Motorola Content, including any claim, demand, action, or proceeding alleging that any such equipment, data, or materials (or the integration or use thereof with the Products and Services) infringes or misappropriates a third-party intellectual property or other right, violates applicable law, or breaches the Agreement; (b) Customer-Provided Equipment's failure to meet the minimum requirements set forth in the applicable Documentation or match the applicable specifications provided to Motorola by Customer in connection with the Products or Services; (c) Customer's (or its service providers, agents, employees, or Authorized User's) negligence or willful misconduct; and (d) Customer's or

its Authorized User's breach of this Agreement. This indemnity will not apply to the extent any such claim is caused by Motorola's use of Customer-Provided Equipment, Customer Data, or Non-Motorola Content in violation of the Agreement. Motorola will give Customer prompt, written notice of any claim subject to the foregoing indemnity. Motorola will, at its own expense, cooperate with Customer in its defense or settlement of the claim.

8. Limitation of Liability.

8.1. DISCLAIMER OF CONSEQUENTIAL DAMAGES. EXCEPT FOR PERSONAL INJURY OR DEATH, MOTOROLA, ITS AFFILIATES, AND ITS AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, SUBCONTRACTORS, AGENTS, SUCCESSORS, AND ASSIGNS (COLLECTIVELY, THE "**MOTOROLA PARTIES**") WILL NOT BE LIABLE IN CONNECTION WITH THIS AGREEMENT (WHETHER UNDER MOTOROLA'S INDEMNITY OBLIGATIONS, A CAUSE OF ACTION FOR BREACH OF CONTRACT, UNDER TORT THEORY, OR OTHERWISE) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS OR REVENUES, EVEN IF MOTOROLA HAS BEEN ADVISED BY CUSTOMER OR ANY THIRD PARTY OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES AND WHETHER OR NOT SUCH DAMAGES OR LOSSES ARE FORESEEABLE.

8.2. DIRECT DAMAGES. EXCEPT FOR PERSONAL INJURY OR DEATH, THE TOTAL AGGREGATE LIABILITY OF THE MOTOROLA PARTIES, WHETHER BASED ON A CLAIM IN CONTRACT OR IN TORT, LAW OR EQUITY, RELATING TO OR ARISING OUT OF THE AGREEMENT WILL NOT EXCEED THE FEES SET FORTH IN THE ORDERING DOCUMENT UNDER WHICH THE CLAIM AROSE. NOTWITHSTANDING THE FOREGOING, FOR ANY SUBSCRIPTION SOFTWARE OR FOR ANY RECURRING SERVICES, THE MOTOROLA PARTIES' TOTAL LIABILITY FOR ALL CLAIMS RELATED TO SUCH PRODUCT OR RECURRING SERVICES IN THE AGGREGATE WILL NOT EXCEED THE TOTAL FEES PAID FOR SUCH SUBSCRIPTION SOFTWARE OR RECURRING SERVICE, AS APPLICABLE, DURING THE CONSECUTIVE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT FROM WHICH THE FIRST CLAIM AROSE.

8.3. ADDITIONAL EXCLUSIONS. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, MOTOROLA WILL HAVE NO LIABILITY FOR DAMAGES ARISING OUT OF (A) CUSTOMER DATA, INCLUDING ITS TRANSMISSION TO MOTOROLA, OR ANY OTHER DATA AVAILABLE THROUGH THE PRODUCTS OR SERVICES; (B) CUSTOMER-PROVIDED EQUIPMENT, NON-MOTOROLA CONTENT, THE SITES, OR THIRD-PARTY EQUIPMENT, HARDWARE, SOFTWARE, DATA, OR OTHER THIRD-PARTY MATERIALS, OR THE COMBINATION OF PRODUCTS AND SERVICES WITH ANY OF THE FOREGOING; (C) LOSS OF DATA OR HACKING, RANSOMWARE, OR OTHER THIRD-PARTY ATTACKS OR DEMANDS; (D) MODIFICATION OF PRODUCTS OR SERVICES BY ANY PERSON OTHER THAN MOTOROLA; (E) RECOMMENDATIONS PROVIDED IN CONNECTION WITH OR BY THE PRODUCTS AND SERVICES; (F) DATA RECOVERY SERVICES OR DATABASE MODIFICATIONS; OR (G) CUSTOMER'S OR ANY AUTHORIZED USER'S BREACH OF THIS AGREEMENT OR MISUSE OF THE PRODUCTS AND SERVICES.

8.4. Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed issues in **Section 8.3 – Additional Exclusions** above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

8.5. Statute of Limitations. Customer may not bring any claims against a Motorola Party in connection with this Agreement or the Products and Services more than one (1) year after the date of accrual of the cause of action.

9. Confidentiality.

9.1. Confidential Information. "**Confidential Information**" means any and all non-public information provided by one Party ("**Discloser**") to the other ("**Recipient**") that is disclosed under this Agreement in oral, written, graphic, machine recognizable, or sample form, being clearly designated, labeled or marked as confidential or its equivalent or that a reasonable businessperson would consider non-public and confidential by its nature. With respect to Motorola, Confidential Information will also include Products and Services, and Documentation, as well as any other information relating to the Products and Services. The nature and existence of this Agreement are considered Confidential Information of the Parties. In order to be considered Confidential Information, information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by Discloser by submitting a written document to Recipient within thirty (30) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.

9.2. Obligations of Confidentiality. During the Term and for a period of three (3) years from the expiration or termination of this Agreement, Recipient will (a) not disclose Confidential Information to any third party, except as expressly permitted in this **Section 9 - Confidentiality**; (b) restrict disclosure of Confidential Information to only those employees (including, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must access the Confidential Information for the purpose of, and who are bound by confidentiality terms substantially similar to those in, this Agreement; (c) not copy, reproduce, reverse engineer, de-compile or disassemble any Confidential Information; (d) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (e) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (f) only use the Confidential Information as needed to fulfill its obligations and secure its rights under this Agreement.

9.3. Exceptions. Recipient is not obligated to maintain as confidential any information that Recipient can demonstrate by documentation (a) is publicly available at the time of disclosure or becomes available to the public without breach of this Agreement; (b) is lawfully obtained from a third party without a duty of confidentiality to Discloser; (c) is otherwise lawfully known to Recipient prior to such disclosure without a duty of confidentiality to Discloser; or (d) is independently developed by Recipient without the use of, or reference to, any of Discloser's Confidential Information or any breach of this Agreement. Additionally, Recipient may disclose Confidential Information to the extent required by law, including a judicial or legislative order or proceeding.

9.4. Ownership of Confidential Information. All Confidential Information is and will remain the property of Discloser and will not be copied or reproduced without the express written permission of Discloser (including as permitted herein). Within ten (10) days of receipt of Discloser's written request, Recipient will return or destroy all Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain (a) one (1) archival copy of the Confidential Information for use only in case of a dispute concerning this Agreement and (b) Confidential Information that has been automatically stored in accordance with Recipient's standard backup or recordkeeping

procedures, provided, however that Recipient will remain subject to the obligations of this Agreement with respect to any Confidential Information retained subject to clauses (a) or (b). No license, express or implied, in the Confidential Information is granted to the Recipient other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. Discloser represents and warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

10. Proprietary Rights; Data; Feedback.

10.1. Data Definitions. The following terms will have the stated meanings: "**Customer Contact Data**" means data Motorola collects from Customer, its Authorized Users, and their end users for business contact purposes, including marketing, advertising, licensing and sales purposes; "**Service Use Data**" means data generated by Customer's use of the Products and Services or by Motorola's support of the Products and Services, including personal information, product performance and error information, activity logs and date and time of use; "**Customer Data**" means data, information, and content, including images, text, videos, documents, audio, telemetry, location and structured data base records, provided by, through, or on behalf of Customer, its Authorized Users, and their end users through the use of the Products and Services. Customer Data does not include Customer Contact Data, Service Use Data, or information from publicly available sources or other Third-Party Data or Motorola Data; **"Third-Party Data"** means information obtained by Motorola from publicly available sources or its third party content providers and made available to Customer through the Products or Services; "**Motorola Data**" means data owned or licensed by Motorola; "**Feedback**" means comments or information, in oral or written form, given to Motorola by Customer or Authorized Users, including their end users, in connection with or relating to the Products or Services; and **"Process"** or **"Processing"** means any operation or set of operations which is performed on personal information or on sets of personal information, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

10.2. Motorola Materials. Customer acknowledges that Motorola may use or provide Customer with access to software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Motorola has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, or derivative works of the foregoing, whether made by Motorola or another party) (collectively, "**Motorola Materials**"). The Products and Services, Motorola Data, Third-Party Data, and Documentation, are considered Motorola Materials. Except when Motorola has expressly transferred title or other interest to Customer by way of an Addendum or Ordering Document, the Motorola Materials are the property of Motorola or its licensors, and Motorola or its licensors retain all right, title and interest in and to the Motorola Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights). For clarity, this Agreement does not grant to Customer any shared development rights in or to any Motorola Materials or other intellectual property, and Customer agrees to execute any documents and take any other actions reasonably requested by Motorola to effectuate the foregoing. Motorola and its licensors reserve all rights not expressly granted to Customer, and no rights, other than those expressly granted herein, are granted to Customer by implication, estoppel or otherwise. Customer will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the Products and Services or other Motorola Materials, or permit any third party to do so.

10.3. Ownership of Customer Data. Customer retains all right, title and interest, including intellectual property rights, if any, in and to Customer Data. Motorola acquires no rights to Customer Data except those rights granted under this Agreement including the right to Process and use the Customer Data as set forth in **Section 10.4 – Processing Customer Data** below and in other applicable Addenda. The Parties agree that with regard to the Processing of personal information which may be part of Customer Data, Customer is the controller and Motorola is the processor, and may engage sub-processors pursuant to **Section 10.4.3 – Sub-processors**.

10.4. Processing Customer Data.

10.4.1. Motorola Use of Customer Data. To the extent permitted by law, Customer grants Motorola and its subcontractors a right to use Customer Data and a royalty-free, worldwide, non-exclusive license to use Customer Data (including to process, host, cache, store, reproduce, copy, modify, combine, analyze, create derivative works from such Customer Data and to communicate, transmit, and distribute such Customer Data to third parties engaged by Motorola) to (a) perform Services and provide Products under the Agreement, (b) analyze the Customer Data to operate, maintain, manage, and improve Motorola Products and Services, and (c) create new products and services. Customer agrees that this Agreement, along with the Documentation, are Customer's complete and final documented instructions to Motorola for the processing of Customer Data. Any additional or alternate instructions must be agreed to according to the Change Order process. Customer represents and warrants to Motorola that Customer's instructions, including appointment of Motorola as a processor or sub-processor, have been authorized by the relevant controller.

10.4.2. Collection, Creation, Use of Customer Data. Customer further represents and warrants that the Customer Data, Customer's collection, creation, and use of the Customer Data (including in connection with Motorola's Products and Services), and Motorola's use of such Customer Data in accordance with the Agreement, will comply with all laws and will not violate any applicable privacy notices or infringe any third-party rights (including intellectual property and privacy rights). It is Customer's responsibility to obtain all required consents, provided all necessary notices, and meet any other applicable legal requirements with respect to collection and use (including Motorola's use) of the Customer Data as described in the Agreement.

10.4.3. Sub-processors. Customer agrees that Motorola may engage sub-processors who in turn may engage additional sub-processors to Process personal data in accordance with this Agreement. When engaging sub-processors, Motorola will enter into agreements with the sub-processors to bind them to data processing obligations to the extent required by law.

10.5. Data Retention and Deletion. Except as expressly provided otherwise under the Agreement, Motorola will delete all Customer Data following termination or expiration of this MCA or the applicable Addendum or Ordering Document, with such deletion to occur no later than ninety (90) days following the applicable date of termination or expiration, unless otherwise required to comply with applicable law. Any requests for the exportation or download of Customer Data must be made by Customer to Motorola in writing before expiration or termination, subject to **Section 13.9 – Notices**. Motorola will have no obligation to retain such Customer Data beyond expiration or termination unless the Customer has purchased extended storage from Motorola through a mutually executed Ordering Document.

10.6. Service Use Data. Customer understands and agrees that Motorola may collect and use Service Use Data for its own purposes, including the uses described below. Motorola may use Service Use Data to (a) operate, maintain, manage, and improve existing and create new products and services, (b) test products and services, (c) to aggregate Service Use Data and combine it with that of other users, and (d) to use anonymized or aggregated data for marketing, research or other business purposes. Service Use Data may be disclosed to third parties. It is Customer's responsibility to notify Authorized Users of Motorola's collection and use of Service Use Data and to obtain any required consents, provide all necessary notices, and meet any other applicable legal requirements with respect to such collection and use, and Customer represents and warrants to Motorola that it has complied and will continue to comply with this Section.

10.7. Third-Party Data and Motorola Data. Motorola Data and Third-Party Data may be available to Customer through the Products and Services. Customer and its Authorized Users may use Motorola Data and Third-Party Data as permitted by Motorola and the applicable Third-Party Data provider, as described in the applicable Addendum. Unless expressly permitted in the applicable Addendum, Customer will not, and will ensure its Authorized Users will not: (a) use the Motorola Data or Third-Party Data for any purpose other than Customer's internal business purposes; (b) disclose the data to third parties; (c) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (d) use such data in violation of applicable laws; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in the applicable Addendum. Any rights granted to Customer or Authorized Users with respect to Motorola Data or Third-Party Data will immediately terminate upon termination or expiration of the applicable Addendum, Ordering Document, or this MCA. Further, Motorola or the applicable Third-Party Data provider may suspend, change, or terminate Customer's or any Authorized User's access to Motorola Data or Third-Party Data if Motorola or such Third-Party Data provider believes Customer's or the Authorized User's use of the data violates the Agreement, applicable law or Motorola's agreement with the applicable Third-Party Data provider. Upon termination of Customer's rights to use any Motorola Data or Third-Party Data, Customer and all Authorized Users will immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Motorola. Notwithstanding any provision of the Agreement to the contrary, Motorola will have no liability for Third-Party Data or Motorola Data available through the Products and Services. Motorola and its Third-Party Data providers reserve all rights in and to Motorola Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.

10.8. Feedback. Any Feedback provided by Customer is entirely voluntary, and will not create any confidentiality obligation for Motorola, even if designated as confidential by Customer. Motorola may use, reproduce, license, and otherwise distribute and exploit the Feedback without any obligation or payment to Customer or Authorized Users and Customer represents and warrants that it has obtained all necessary rights and consents to grant Motorola the foregoing rights.

10.9. Improvements; Products and Services. The Parties agree that, notwithstanding any provision of this MCA or the Agreement to the contrary, all fixes, modifications and improvements to the Services or Products conceived of or made by or on behalf of Motorola that are based either in whole or in part on the Feedback, Customer Data, or Service Use Data (or otherwise) are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements will vest solely in Motorola. Customer agrees to execute any written documents necessary to assign any intellectual property or other rights it may have in such fixes, modifications or improvements to Motorola.

11. Force Majeure; Delays Caused by Customer.

11.1. Force Majeure. Except for Customer's payment obligations hereunder, neither Party will be responsible for nonperformance or delayed performance due to events outside of its reasonable control. If performance will be significantly delayed, the affected Party will provide notice to the other Party, and the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule.

11.2. Delays Caused by Customer. Motorola's performance of the Products and Services will be excused for delays caused by Customer or its Authorized Users or subcontractors, or by failure of any assumptions set forth in this Agreement (including in any Addendum or Ordering Document). In the event of a delay under this **Section 11.2 – Delays Caused by Customer**, (a) Customer will continue to pay the Fees as required hereunder, (b) the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule, and (c) Customer will compensate Motorola for its out-of-pocket costs incurred due to the delay (including those incurred by Motorola's affiliates, vendors, and subcontractors).

12. Disputes. The Parties will use the following procedure to resolve any disputes relating to or arising out of this Agreement (each, a "**Dispute**"):

12.1. Governing Law. All matters relating to or arising out of the Agreement are governed by the laws of the State of Illinois, unless Customer is the United States Government (or an agency thereof), in which case all matters relating to or arising out of the Agreement will be governed by the laws of the State in which the Products and Services are provided. The terms of the U.N. Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act will not apply.

12.2. Negotiation; Mediation. Either Party may initiate dispute resolution procedures by sending a notice of Dispute ("**Notice of Dispute**") to the other Party. The Parties will attempt to resolve the Dispute promptly through good faith negotiations, including timely escalation of the Dispute to executives who have authority to settle the Dispute (and who are at a higher level of management than the persons with direct responsibility for the matter). If a Dispute is not resolved through negotiation, either Party may initiate mediation by sending a notice of mediation ("**Notice of Mediation**") to the other Party. The Parties will choose an independent mediator within thirty (30) days of such Notice of Mediation. Neither Party may unreasonably withhold consent to the selection of a mediator, but if the Parties are unable to agree upon a mediator, either Party may request that the American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute. All in person meetings under this **Section 12.2 – Negotiation; Mediation** will take place in Chicago, Illinois, and all communication relating to the Dispute resolution will be maintained in strict confidence by the Parties. Notwithstanding the foregoing, any Dispute arising from or relating to Motorola's intellectual property rights will not be subject to negotiation or mediation in accordance with this Section, but instead will be decided by a court of competent jurisdiction, in accordance with **Section 12.3 – Litigation, Venue, Jurisdiction** below.

12.3. Litigation, Venue, Jurisdiction. If the Dispute has not been resolved by mediation within sixty (60) days from the Notice of Mediation, either Party may submit the Dispute exclusively to a court in Cook County, Illinois. Each Party expressly consents to the exclusive jurisdiction of such courts for resolution of any Dispute and to enforce the outcome of any mediation.

13. General.

13.1. Compliance with Laws. Each Party will comply with applicable laws in connection with the performance of its obligations under this Agreement, including that Customer will ensure its and its Authorized Users' use of the Products and Services complies with law (including privacy laws), and Customer will obtain any FCC and other licenses or authorizations (including licenses or authorizations required by foreign regulatory bodies) required for its and its Authorized Users' use of the Products and Services. Motorola may, at its discretion, cease providing or otherwise modify Products and Services (or any terms related thereto in an Addendum or Ordering Document), in order to comply with any changes in applicable law.

13.2. Audit; Monitoring. Motorola will have the right to monitor and audit use of the Products, which may also include access by Motorola to Customer Data and Service Use Data. Customer will provide notice of such monitoring to its Authorized Users and obtain any required consents, including individual end users, and will cooperate with Motorola in any monitoring or audit. Customer will maintain during the Term, and for two (2) years thereafter, accurate records relating to any software licenses granted under this Agreement to verify compliance with this Agreement. Motorola or a third party ("**Auditor**") may inspect Customer's and, as applicable, Authorized Users' premises, books, and records. Motorola will pay expenses and costs of the Auditor, unless Customer is found to be in violation of the terms of the Agreement, in which case Customer will be responsible for such expenses and costs.

13.3. Assignment and Subcontracting. Neither Party may assign or otherwise transfer this Agreement without the prior written approval of the other Party. Motorola may assign or otherwise transfer this Agreement or any of its rights or obligations under this Agreement without consent (a) for financing purposes, (b) in connection with a merger, acquisition or sale of all or substantially all of its assets, (c) as part of a corporate reorganization, or (d) to a subsidiary corporation. Subject to the foregoing, this Agreement will be binding upon the Parties and their respective successors and assigns.

13.4. Waiver. A delay or omission by either Party to exercise any right under this Agreement will not be construed to be a waiver of such right. A waiver by either Party of any of the obligations to be performed by the other, or any breach thereof, will not be construed to be a waiver of any succeeding breach or of any other obligation. All waivers must be in writing and signed by the Party waiving its rights.

13.5. Severability. If any provision of the Agreement is found by a court of competent jurisdiction to be invalid, illegal, or otherwise unenforceable, such provision will be deemed to be modified to reflect as nearly as possible the original intentions of the Parties in accordance with applicable law. The remaining provisions of this Agreement will not be affected, and each such provision will be valid and enforceable to the full extent permitted by applicable law.

13.6. Independent Contractors. Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership, or formal business organization of any kind.

13.7. Third-Party Beneficiaries. The Agreement is entered into solely between, and may be enforced only by, the Parties. Each Party intends that the Agreement will not benefit, or create any right or cause of action in or on behalf of, any entity other than the Parties. Notwithstanding the foregoing, a licensor or supplier of third-party software included in the software Products will be a direct and intended third-party beneficiary of this Agreement.

13.8. Interpretation. The section headings in this Agreement are included only for convenience The words "including" and "include" will be deemed to be followed by the phrase "without limitation". This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

13.9. Notices. Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address provided by the other Party by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as FedEx, UPS, or DHL), and will be effective upon receipt.

13.10. Cumulative Remedies. Except as specifically stated in this Agreement, all remedies provided for in this Agreement will be cumulative and in addition to, and not in lieu of, any other remedies available to either Party at law, in equity, by contract, or otherwise. Except as specifically stated in this Agreement, the election by a Party of any remedy provided for in this Agreement or otherwise available to such Party will not preclude such Party from pursuing any other remedies available to such Party at law, in equity, by contract, or otherwise.

13.11. Survival. The following provisions will survive the expiration or termination of this Agreement for any reason: **Section 2.4 – Customer Obligations**; **Section 3.4 – Effect of Termination or Expiration**; **Section 4 – Payment and Invoicing**; **Section 6.5 – Warranty Disclaimer**; **Section 7.3 – Customer Indemnity**; **Section 8 – Limitation of Liability**; **Section 9 – Confidentiality**; **Section 10 – Proprietary Rights; Data**; **Feedback**; **Section 11 – Force Majeure; Delays Caused by Customer**; **Section 12 – Disputes**; and **Section 13 – General**.

13.12. Entire Agreement. This Agreement, including all Addenda and Ordering Documents, constitutes the entire agreement of the Parties regarding the subject matter hereto, and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, and will have the same legal force and effect as if the Parties had executed it as a single document. The Parties may sign in writing or by electronic signature. An electronic signature, facsimile copy, or computer image of a signature, will be treated, and will have the same effect as an original signature, and will have the same effect, as an original signed copy of this document. This Agreement 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 order, acknowledgment, or other form will not be considered an amendment or modification or part of this Agreement, even if a representative of each Party signs such document.

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

Motorola: Motorola Solutions, Inc.	**Customer: [_____]**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Data Processing Addendum _US

This Data Processing Addendum, including its Schedules and Annexes ("DPA"), forms part of the Master Customer Agreement ("MCA" or "Agreement")) to reflect the parties' agreement with regard to the Processing of Customer Data, which may include Personal Data. In the event of a conflict between this DPA, the MCA or any Schedule, Annex or other addenda to the MCA, this DPA must prevail.

When Customer renews or purchases new Products or Services, the then-current DPA must apply and must not change during the applicable Term. When Motorola provides new features or supplements the Product or Service, Motorola may provide additional terms or make updates to this DPA that must apply to Customer's use of those new features or supplements.

1. Definitions.

All capitalized terms not defined herein must have the meaning set forth in the Agreement.

"**Customer Data**" means data including images, text, videos, and audio, that are provided to Motorola by, through, or on behalf of Customer and its Authorized Users or their end users, through the use of the Products and Services. Customer Data does not include Customer Contact Data, Service Use Data, other than that portion comprised of Personal Information, or Third Party Data.

"Customer Contact Data" means data Motorola collects from Customer, its Authorized Users, and their end users for business contact purposes, including without limitation marketing, advertising, licensing, and sales purposes.

"Data Protection Laws" means all data protection laws and regulations applicable to a Party with respect to the Processing of Personal Data under the Agreement.

"Data Subjects" means the identified or identifiable person to whom Personal Data relates.

"Metadata" means data that describes other data.

"Motorola Data" means data owned by Motorola and made available to Customer in connection with the Products and Services.

"Personal Data" or **"Personal Information"** means any information relating to an identified or identifiable natural person transmitted to Motorola by, through, or on behalf of Customer and its Authorized Users or their end users as part of Customer Data. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

"Process" or **"Processing"** means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

"Security Incident" means an incident leading to the accidental or unlawful destruction, loss, alteration or disclosure of, or access to Customer Data, which may include Personal Data, while processed by Motorola.

"**Service Use Data**" means data generated about the use of the Products and Services through Customer's use or Motorola's support of the Products and Services, which may include Metadata, Personal Data, product performance and error information, activity logs, and date and time of use.

"Sub-processor" means other processors engaged by Motorola to Process Customer Data which may include Personal Data.

"Third Party Data" means information obtained by Motorola from publicly available sources or its third party content providers and made available to Customer through the Products or Services.

2. Processing of Customer Data

2.1. Roles of the Parties. The Parties agree that with regard to the Processing of Personal Data hereunder, Customer is the Controller and Motorola is the Processor who may engage Sub-processors pursuant to the requirements of **Section 6** entitled "Sub-processors" below.

2.2. Motorola's Processing of Customer Data. Motorola and Customer agree that Motorola may only use and Process Customer Data, including the Personal Information embedded in Service Use Data, in accordance with applicable law and Customer's documented instructions for the following purposes: (i) to perform Services and provide Products under the Agreement; (ii) analyze Customer Data to operate, maintain, manage, and improve Motorola products and services; and (iii) create new products and services. Customer agrees that its Agreement (including this DPA), along with the Product and Service Documentation and Customer's use and configuration of features in the Products and Services, are Customer's complete and final documented instructions to Motorola for the processing of Customer Data. Any additional or alternate instructions must be agreed to according to the process for amending Customer's Agreement. Customer represents and warrants to Motorola that Customer's instructions, including appointment of Motorola as a Processor or sub-processor, have been authorized by the relevant controller. Customer Data may be processed by Motorola at any of its global locations and/or disclosed to Subprocessors. It is Customer's responsibility to notify Authorized Users of Motorola's collection and use of Customer Data, and to obtain any required consents, provide all necessary notices, and meet any other applicable legal requirements with respect to such collection and use. Customer represents and warrants to Motorola that it has complied with the terms of this provision.

2.3. Details of Processing. The subject-matter of Processing of Personal Data by Motorola hereunder, the duration of the Processing, the categories of Data Subjects and types of Personal Data are set forth on **Annex I** to this DPA.

2.4. Disclosure of Processed Data. Motorola must not disclose to or share any Customer Data with any third party except to Motorola's sub-processors, suppliers and channel partners as necessary to provide the products and services unless permitted under this Agreement, authorized by Customer or required by law. In the event a government or supervisory authority demands access to Customer Data, to the extent allowable by law, Motorola must provide Customer with notice of receipt of the demand to provide sufficient time for Customer to seek appropriate relief in the relevant jurisdiction. In all circumstances, Motorola retains the right to comply with applicable law. Motorola must ensure that its personnel are subject to a duty of

confidentiality, and will contractually obligate its sub-processors to a duty of confidentiality, with respect to the handling of Customer Data and any Personal Data contained in Service Use Data.

2.5. Customer's Obligations. Customer is solely responsible for its compliance with all Data Protection Laws and establishing and maintaining its own policies and procedures to ensure such compliance. Customer must not use the Products and Services in a manner that would violate applicable Data Protection Laws. Customer must have sole responsibility for (i) the lawfulness of any transfer of Personal Data to Motorola, (ii) the accuracy, quality, and legality of Personal Data provided to Motorola; (iii) the means by which Customer acquired Personal Data, and (iv) the provision of any required notices to, and obtaining any necessary acknowledgements, authorizations or consents from Data Subjects. Customer takes full responsibility to keep the amount of Personal Data provided to Motorola to the minimum necessary for Motorola to perform in accordance with the Agreement. Customer must be solely responsible for its compliance with applicable Data Protection Laws. Customer agrees that it has implemented administrative, physical and technical safeguards for Customer's environment and operations that are no less rigorous than accepted industry practices and shall ensure that all such safeguards comply with applicable data protection and privacy laws. Customer agrees that Motorola shall not be liable for any Security Incident arising from Customer's breach of this requirement.

2.6. Customer Indemnity. Customer will defend, indemnify, and hold Motorola and its subcontractors, subsidiaries and other affiliates harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual or threatened third-party claim, demand, action, or proceeding arising from or related to Customer's failure to comply with its obligations under this Agreement and/or applicable Data Protection Laws. Motorola will give Customer prompt, written notice of any claim subject to the foregoing indemnity. Motorola will, at its own expense, cooperate with Customer in its defense or settlement of the claim.

3. Service Use Data. Except to the extent that it is Personal Information, Customer understands and agrees that Motorola may collect and use Service Use Data for its own purposes, provided that such purposes are compliant with applicable Data Protection Laws. Service Use Data may be processed by Motorola at any of its global locations and/or disclosed to Subprocessors.

4. Third-Party Data and Motorola Data. Motorola Data and Third Party Data may be available to Customer through the Products and Services. Customer and its Authorized Users may use the Motorola Data and Third Party Data as permitted by Motorola and the applicable third-party data provider, as described in the Agreement or applicable Addendum. Unless expressly permitted in the Agreement or applicable Addendum, Customer must not, and must ensure its Authorized Users must not: (a) use the Motorola Data or Third-Party Data for any purpose other than Customer's internal business purposes or disclose the data to third parties; (b) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (c) use such data in violation of applicable laws ; (d) use such data for activities or purposes where reliance upon the data could lead to death, injury, or property damage; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in the Agreement or applicable Addendum. Any rights granted to Customer or Authorized Users with respect to Motorola Data or Third-Party Data must immediately terminate upon termination or expiration of the applicable Addendum, Ordering Document, or the MCA. Further, Motorola or the applicable Third Party Data provider may

suspend, change, or terminate Customer's or any Authorized User's access to Motorola Data or Third-Party Data if Motorola or such Third Party Data provider believes Customer's or the Authorized User's use of the data violates the Agreement, applicable law or by Motorola's agreement with the applicable Third Party Data provider. Upon termination of Customer's rights to use of any Motorola Data or Third-Party Data, Customer and all Authorized Users must immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Motorola. Notwithstanding any provision of the Agreement to the contrary, Motorola has no liability for Third-Party Data or Motorola Data available through the Products and Services. Motorola and its Third Party Data providers reserve all rights in and to Motorola Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.

5. Motorola as a Controller or Joint Controller. In all instances where Motorola acts as a Controller it must comply with the applicable provisions of the Motorola Privacy Statement at https://www.motorolasolutions.com/en_us/about/privacy-policy.html#privacystatement as each may be updated from time to time. Motorola holds all Customer Contact Data as a Controller and must Process such Customer Contact Data in accordance with the Motorola Privacy Statement. In instances where Motorola is acting as a Joint Controller with Customer, the Parties must enter into a separate addendum to the Agreement to allocate the respective roles as joint controllers.

6. Sub-processors.

6.1. Use of Sub-processors. Customer agrees that Motorola may engage Sub-processors who in turn may engage Sub-processors to Process Personal Data in accordance with the DPA. A current list of Sub-processors is set forth at **Annex III**. When engaging Sub-processors, Motorola must enter into agreements with the Sub-processors to bind them to obligations which are substantially similar or more stringent than those set out in this DPA.

6.2. Changes to Sub-processing. The Customer hereby consents to Motorola engaging Sub-processors to process Customer Data provided that: (i) Motorola must use its reasonable endeavours to provide at least 10 days' prior notice of the addition or removal of any Sub-processor, which may be given by posting details of such addition or removal at a URL provided to Customer in **Annex III**; (ii) Motorola imposes data protection terms on any Sub-processor it appoints that protect the Customer Data to the same standard provided for by this Addendum; and (iii) Motorola remains fully liable for any breach of this clause that is caused by an act, error or omission of its Sub-processor(s). The Customer may object to Motorola's appointment or replacement of a Sub-processor prior to its appointment or replacement, provided such objection is based on reasonable grounds relating to data protection. In such event, Motorola will either appoint or replace the Sub-processor or, if in Motorola's discretion this is not feasible, the Customer may terminate this Agreement and receive a pro-rata refund of any prepaid service or support fees as full satisfaction of any claim arising out of such termination.

6.3. Data Subject Requests. Motorola must, to the extent legally permitted, promptly notify Customer if it receives a request from a Data Subject, including without limitation requests for access to, correction, amendment, transport or deletion of such Data Subject's Personal Data and, to the extent applicable, Motorola must provide Customer with commercially reasonable cooperation and assistance in relation to any complaint, notice, or communication from a Data Subject. Customer must respond to and resolve promptly all requests from Data Subjects which Motorola provides to Customer. Customer must be responsible for any reasonable costs arising from Motorola's provision of such assistance under this Section.

7. Data Transfers

Motorola agrees that it must not make transfers of Personal Data under this Agreement from one jurisdiction to another unless such transfers are performed in compliance with this Addendum and applicable Data Protection Laws. Motorola agrees to enter into appropriate agreements with its affiliates and Sub-processors, which will permit Motorola to transfer Personal Data to its affiliates and Sub-processors. Motorola agrees to amend as necessary its agreement with Customer to permit transfer of Personal Data from Motorola to Customer. Motorola also agrees to assist the Customer in entering into agreements with its affiliates and Sub-processors if required by applicable Data Protection Laws for necessary transfers.

8. Security. Motorola must implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk posed by the Processing of Personal Data, taking into account the costs of implementation; the nature, scope, context, and purposes of the Processing; and the risk of varying likelihood and severity of harm to the data subjects. The appropriate technical and organizational measures implemented by Motorola are set forth in **Annex III**. In assessing the appropriate level of security, Motorola must weigh the risks presented by Processing, in particular from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to personal data transmitted, stored or otherwise Processed.

9. Security Incident Notification. If Motorola becomes aware of a Security Incident, then Motorola must (i) notify Customer of the Security Incident without undue delay, (ii) investigate the Security Incident and apprise Customer of the details of the Security Incident and (iii) take commercially reasonable steps to stop any ongoing loss of Personal Data due to the Security Incident if in the control of Motorola. Notification of a Security Incident must not be construed as an acknowledgement or admission by Motorola of any fault or liability in connection with the Security Incident. Motorola must make reasonable efforts to assist Customer in fulfilling Customer's obligations under Data Protection Laws to notify the relevant supervisory authority and Data Subjects about such incident.

10. Data Retention and Deletion.

Except for anonymized Customer Data, as described above, or as otherwise provided under the Agreement, Motorola must delete all Customer Data no later than ninety (90) days following termination or expiration of the MCA or the applicable Addendum or Ordering Document unless otherwise required to comply with applicable law.

11. Audit Rights

11.1 Periodic Audit. Motorola will allow Customer to perform an audit of reasonable scope and duration of Motorola operations relevant to the Products and Services purchased under the Agreement, at Customer's sole expense, for verification of compliance with the technical and organizational measures set forth in **Annex II** if (i) Motorola notifies Customer of a Security Incident that results in actual compromise to the Products and/or Services purchased; or (ii) if Customer reasonably believes Motorola is not in compliance with its security commitments under this DPA, or (iii) if such audit is legally required by the Data Protection Laws. Any audit must be conducted in accordance with the procedures set forth in **Section 11.3** of this DPA and may not be conducted more than one time per year. If any such audit requires access to confidential information of Motorola's other customers, suppliers or agents, such portion of the audit may only be conducted by Customer's nationally recognized independent third party auditors in accordance with the procedures set forth in **Section 11.3** of this DPA. Unless mandated by GDPR or

otherwise mandated by law or court order, no audits are allowed within a data center for security and compliance reasons. Motorola must, in no circumstances, provide Customer with the ability to audit any portion of its software, products, and services which would be reasonably expected to compromise the confidentiality of any third party's information or Personal Data.

11.2 Satisfaction of Audit Request. Upon receipt of a written request to audit, and subject to Customer's agreement, Motorola may satisfy such audit request by providing Customer with a confidential copy of a Motorola's applicable most recent third party security review performed by a nationally recognized independent third party auditor, such as a SOC2 Type II report or ISO 27001 certification, in order that Customer may reasonably verify Motorola's compliance with national standards.

11.3 Audit Process. Customer must provide at least sixty days (60) days prior written notice to Motorola of a request to conduct the audit described in **Section 11.1**. All audits must be conducted during normal business hours, at applicable locations or remotely, as designated by Motorola. Audit locations, if not remote will generally be those location(s) where Customer Data is accessed, or Processed. The audit must not unreasonably interfere with Motorola's day to day operations. An audit must be conducted at Customer's sole cost and expense and subject to the terms of the confidentiality obligations set forth in the Agreement. Before the commencement of any such audit, Motorola and Customer must mutually agree upon the time, and duration of the audit. Motorola must provide reasonable cooperation with the audit, including providing the appointed auditor a right to review, but not copy, Motorola security information or materials provided such auditor has executed an appropriate non-disclosure agreement. Motorola's policy is to share methodology and executive summary information, not raw data or private information. Customer must, at no charge, provide to Motorola a full copy of all findings of the audit.

12. Regulation Specific Terms

12.1. HIPAA Business Associate. If Customer is a "covered entity" or a "business associate" and includes "protected health information" in Customer Data as those terms are defined in 45 CFR § 160.103, execution of the MCA includes execution of the Motorola HIPAA Business Associate Agreement Addendum ("BAA"). Customer may opt out of the BAA by sending the following information to Motorola in a written notice under the terms of the Customer's Agreement: "Customer and Motorola agree that no Business Associate Agreement is required. Motorola is not a Business Associate of Customer's, and Customer agrees that it will not share or provide access to Protected Health Information to Motorola or Motorola's subprocessors."

12.2. FERPA. If Customer is an educational agency or institution to which regulations under the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g (FERPA), apply, Motorola acknowledges that for the purposes of the DPA, Motorola is a "school official" with "legitimate educational interests" in the Customer Data, as those terms have been defined under FERPA and its implementing regulations, and Motorola agrees to abide by the limitations and requirements imposed by 34 CFR 99.33(a) on school officials. Customer understands that Motorola may possess limited or no contact information for Customer's students and students' parents. Consequently, Customer must be responsible for obtaining any parental consent for any end user's use of the Online Service that may be required by applicable law and to convey notification on behalf of Motorola to students (or, with respect to a student under 18 years of age and not in attendance at a post-secondary institution, to the student's parent) of any judicial order or lawfully-issued subpoena requiring the disclosure of Customer Data in Motorola's possession as may be required under applicable law.

12.3. CJIS. Motorola agrees to support the Customer's obligation to comply with the Federal Bureau of Investigation Criminal Justice Information Services (CJIS) Security Policy and must comply with the terms of the CJIS Security Addendum for the Term of this Agreement and such CJIS Security Addendum is incorporated herein by reference. Customer hereby consents to allow Motorola "screened" personnel as defined by the CJIS Security Policy to serve as an authorized "escort" within the meaning of CJIS Security Policy for escorting unscreened Motorola personnel that require access to unencrypted Criminal Justice Information for purposes of Tier 3 support (e.g. troubleshooting or development resources). In the event Customer requires access to Service Use Data for its compliance with the CJIS Security Policy, Motorola must make such access available following Customer's request. Notwithstanding the foregoing, in the event the MCA or applicable Ordering Document terminates, Motorola must carry out deletion of Customer Data in compliance with Section 10 herein and may likewise delete Service Use Data within the time frame specified therein. To the extent Customer objects to deletion of its Customer Data or Service Use Data and seeks retention for a longer period, it must provide written notice to Motorola prior to expiration of the 30 day period for data retention to arrange return of the Customer Data and retention of the Service Use Data for a specified longer period of time.

12.4. CCPA / CPRA. If Motorola is Processing Personal Data within the scope of the California Consumer Protection Act ("CCPA") and/or the California Privacy Rights Act ("CPRA") (collectively referred to as the "California Privacy Acts"), Customer acknowledges that Motorola is a "Service Provider" within the meaning of California Privacy Acts. Motorola must process Customer Data and Personal Data on behalf of Customer and, not retain, use, or disclose that data for any purpose other than for the purposes set out in this DPA and as permitted under the California Privacy Acts, including under any "sale" exemption. In no event will Motorola sell any such data, nor will M. If a California Privacy Act applies, Personal Data must also include any data identified with the California Privacy Act or Act's definition of personal data. Motorola shall provide Customer with notice should it determine that it can no longer meet its obligations under the California Privacy Acts, and the parties agree that, if appropriate and reasonable, Customer may take steps necessary to stop and remediate unauthorized use of the impacted Personal Data.

12.5 **CPA, CTDPA, VCDPA.** If Motorola is Processing Personal Data within the scope of the Colorado Privacy Rights Act ("CPA"), the Connecticut Data Privacy Act ("CTDPA"), or the Virginia Consumer Data Protection Act ("VCDPA") Motorola will comply with its obligations under the applicable legislation, and shall make available to Customer all information in its possession necessary to demonstrate compliance with obligations in accordance with such legislation. **Motorola Contact.** If Customer believes that Motorola is not adhering to its privacy or security obligations hereunder, Customer must contact the Motorola Data Protection Officer at Motorola Solutions, Inc., 500 W. Monroe, Chicago, IL USA 90661-3618 or at privacy1@motorolasolutions.com.

Motorola: Motorola Solutions, Inc.	**Customer: [ ]**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

ANNEX I

A. LIST OF PARTIES

Data exporter(s): [*Identity and contact details of the data exporter(s) and, where applicable, of its/their data protection officer and/or representative in the European Union]*

1.

Name: …

Address: …

Contact person's name, position and contact details: …

Activities relevant to the data transferred under these Clauses: …

Signature and date: …

Role (controller/processor): Controller

2.

…

Data importer(s): [*Identity and contact details of the data importer(s), including any contact person with responsibility for data protection]*

1.

Name: Motorola Solutions, Inc.

Address: …

Contact person's name, position and contact details: …

Activities relevant to the data transferred under these Clauses: …

Signature and date: …

Role (controller/processor): Processor

2. …

B. DESCRIPTION OF TRANSFER

Categories of data subjects whose personal data is transferred

Data subjects include the data exporter's representatives and end-users including employees, contractors, collaborators, and customers of the data exporter. Data subjects may also include individuals attempting to communicate or transfer personal information to users of the services provided by data importer. Motorola acknowledges that, depending on Customer's use of the Online Service, Customer may elect to include personal data from any of the following types of data subjects in the Customer Data:

- Employees, contractors, and temporary workers (current, former, prospective) of data exporter;
- Dependents of the above;
- Data exporter's collaborators/contact persons (natural persons) or employees, contractors or temporary workers of legal entity collaborators/contact persons (current, prospective, former);
- Users (e.g., customers, clients, patients, visitors, etc.) and other data subjects that are users of data exporter's services;
- Partners, stakeholders or individuals who actively collaborate, communicate or otherwise interact with employees of the data exporter and/or use communication tools such as apps and websites provided by the data exporter;
- Stakeholders or individuals who passively interact with data exporter (e.g., because they are the subject of an investigation, research or mentioned in documents or correspondence from or to the data exporter);
- Minors; or
- Professionals with professional privilege (e.g., doctors, lawyers, notaries, religious workers, etc.).

Categories of personal data transferred

Customer's use of the Products and Services, Customer may elect to include personal data from any of the following categories in the Customer Data:

- Basic personal data (for example place of birth, street name, and house number (address), Agreemental code, city of residence, country of residence, mobile phone number, first name, last name, initials, email address, gender, date of birth), including basic personal data about family members and children;
- Authentication data (for example user name, password or PIN code, security question, audit trail);
- Contact information (for example addresses, email, phone numbers, social media identifiers; emergency contact details);

- Unique identification numbers and signatures (for example Social Security number, bank account number, passport and ID card number, driver's license number and vehicle registration data, IP addresses, employee number, student number, patient number, signature, unique identifier in tracking cookies or similar technology);

- Pseudonymous identifiers;

- Financial and insurance information (for example insurance number, bank account name and number, credit card name and number, invoice number, income, type of assurance, payment behavior, creditworthiness);

- Commercial Information (for example history of purchases, special offers, subscription information, payment history);

- Biometric Information (for example DNA, fingerprints and iris scans);

- Location data (for example, Cell ID, geo-location network data, location by start call/end of the call. Location data derived from use of wifi access points);

- Photos, video, and audio;

- Internet activity (for example browsing history, search history, reading, television viewing, radio listening activities);

- Device identification (for example IMEI-number, SIM card number, MAC address);

- Profiling (for example based on observed criminal or anti-social behavior or pseudonymous profiles based on visited URLs, click streams, browsing logs, IP-addresses, domains, apps installed, or profiles based on marketing preferences);

- HR and recruitment data (for example declaration of employment status, recruitment information (such as curriculum vitae, employment history, education history details), job and position data, including worked hours, assessments and salary, work permit details, availability, terms of employment, tax details, payment details, insurance details and location, and organizations);

- Education data (for example education history, current education, grades and results, highest degree achieved, learning disability);

- Citizenship and residency information (for example citizenship, naturalization status, marital status, nationality, immigration status, passport data, details of residency or work permit);

- Information processed for the performance of a task carried out in the public interest or in the exercise of an official authority;

- Special categories of data (for example racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, data concerning a natural person’s sex life or sexual orientation, or data relating to criminal convictions or offences); or

- Any other personal data identified under applicable law or regulation.

Sensitive data transferred *(if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.*

…

The frequency of the transfer *(e.g. whether the data is transferred on a one-off or continuous basis).*

Data may be transferred on a continuous basis during the term of the MCA or other agreement to which this DPA applies.

Nature of the processing

The nature, scope and purpose of processing personal data is to carry out performance of Motorola's obligations with respect to provision of the Products and Services purchased under the MCA and applicable Ordering Documents. The data importer utilizes a global network of data centers and management/support facilities, and processing may take place in any jurisdiction where data importer or its sub-processors utilize such facilities

Purpose(s) of the data transfer and further processing

The nature, scope and purpose of processing personal data is to carry out performance of Motorola's obligations with respect to provision of the Products and Services purchased under the MCA and applicable Ordering Documents. The data importer utilizes a global network of data centers and management/support facilities, and processing may take place in any jurisdiction where data importer or its sub-processors utilize such facilities

The period for which the personal data will be retained, *or, if that is not possible, the criteria used to determine that period*

Data retention is governed by Section 10 of this Data Processing Addendum

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing

Transfers to sub-processors will only be for carrying out the performance of Motorola's obligations with respect to provision of the Products and Services purchased under the MCA and applicable Ordering Documents. The data importer utilizes a global network of data centers and management/support facilities, and processing may take place in any jurisdiction where data importer or its sub-processors utilize such facilities. In accordance with the DPA, the data exporter agrees the data importer may hire other companies to provide limited services on data

importer’s behalf, such as providing customer support. Any such sub-processors must be permitted to obtain Customer Data only to deliver the services the data importer has retained them to provide, and they are prohibited from using Customer Data for any other purpose.

ANNEX II

TECHNICAL AND ORGANIZATIONAL MEASURES INCLUDING TECHNICAL AND ORGANIZATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

Measures of pseudonymisation and encryption of personal data

Where technically feasible and when not impacting services provided:

- We minimize the data we collect to information we believe is necessary to communicate, provide, and support products and services and information necessary to comply with legal obligations.
- We encrypt in transit and at rest.
- We pseudonymize and limit administrative accounts that have access to reverse pseudonymisation.

Measures for ensuring ongoing confidentiality, integrity, availability and resilience of processing systems and services

In order to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services, Motorola Solutions Information Protection policy mandates the institutionalization of information protection throughout solution development and operational lifecycles. Motorola Solutions maintains dedicated security teams for its internal information security and its products and services. Its security practices and policies are integral to its business and mandatory for all Motorola Solutions employees and contractors The Motorola Chief Information Security Officer maintains responsibility and executive oversight for such policies, including formal governance, revision management, personnel education and compliance. Motorola Solutions generally aligns to the NIST Cybersecurity Framework as well as ISO 27001.

Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident

Security Incident Procedures Motorola Solutions maintains a global incident response plan to address any physical or technical incident in an expeditious manner. Motorola maintains a record of security breaches with a description of the breach, the time period, the consequences of the breach, the name of the reporter, and to whom the breach was reported, and the procedure for recovering data. For each security breach that is a Security Incident, notification will be made in accordance with the Security Incident Notification section of this DPA.

Business Continuity and Disaster Preparedness Motorola maintains business continuity and disaster preparedness plans for critical functions and systems within Motorola's control that support the Products and Services purchased under the Agreement in order to avoid services disruptions and minimize recovery risks.

Processes for regularly testing, assessing and evaluating the effectiveness of technical and organizational measures in order to ensure the security of the processing

Motorola periodically evaluates its processes and systems to ensure continued compliance with obligations imposed by law, regulation or contract with respect to the confidentiality, integrity, availability, and security of Customer Data, including personal information. Motorola documents the results of these evaluations and any remediation activities taken in response to such evaluations. Motorola periodically has third party assessments performed against applicable industry standards, such as ISO 27001, 27017, 27018 and 27701.

Measures for user identification and authorisation

Identification and Authentication**.** Motorola uses industry standard practices to identify and authenticate users who attempt to access Motorola information systems. Where authentication mechanisms are based on passwords, Motorola requires that the passwords are at least eight characters long and are changed regularly. Motorola uses industry standard password protection practices, including practices designed to maintain the confidentiality and integrity of passwords when they are assigned and distributed, and during storage.

Access Policy and Administration**.**. Motorola maintains a record of security privileges of individuals having access to Customer Data. including personal information. Motorola maintains appropriate processes for requesting, approving and administering accounts and access privileges in connection with the Processing of Customer Data. Only authorized personnel may grant, alter or cancel authorized access to data and resources. Where an individual has access to systems containing Customer Data, the individuals are assigned separate, unique identifiers. Motorola deactivates authentication credentials on a periodic basis.

Measures for the protection of data during transmission

Data is generally encrypted during transmission within the Motorola managed environments. Encryption in transit is also generally required of any sub-processors. Further, protection of data in transit is also achieved through the access controls, physical and environmental security, and personnel security described throughout this Annex II.

Measures for the protection of data during storage

Data is generally encrypted during storage within the Motorola managed environments. Encryption in storage is also generally required of any sub-processors. Further, protection of data in storage is also achieved through the access controls, physical and environmental security, and personnel security described throughout this Annex II.

Measures for ensuring physical security of locations at which personal data are processed

Motorola maintains appropriate physical and environment security controls to prevent unauthorized access to Customer Data, including personal information. This includes appropriate physical entry controls to Motorola facilities such as card-controlled entry points, and a staffed reception desk to protect against unauthorized entry. Access to controlled areas within a facility will be limited by job role and subject to authorized approval. Use of an access badge to enter a controlled area will be logged and such logs will be retained in accordance with Motorola policy. Motorola revokes personnel access to Motorola facilities and controlled areas upon separation of employment in accordance with Motorola policies. Motorola policies impose industry standard

workstation, device and media controls designed to further protect Customer Data, including personal information.

Measures for ensuring personnel security

Access to Customer Data. Motorola maintains processes for authorizing and supervising its employees, and contractors with respect to monitoring access to Customer Data. Motorola requires its employees, contractors and agents who have, or may be expected to have, access to Customer Data to comply with the provisions of the Agreement, including this Annex and any other applicable agreements binding upon Motorola.

Security and Privacy Awareness. Motorola must ensure that its employees and contractors remain aware of industry standard security and privacy practices, and their responsibilities for protecting Customer Data and Personal Data. This must include, but not be limited to, protection against malicious software, password protection, and management, and use of workstations and computer system accounts. Motorola requires periodic Information security training, privacy training, and business ethics training for all employees and contract resources

Sanction Policy. Motorola maintains a sanction policy to address violations of Motorola's internal security requirements as well as those imposed by law, regulation, or contract.

Background Checks. Motorola follows its standard mandatory employment verification requirements for all new hires. In accordance with Motorola internal policy, these requirements must be periodically reviewed and include, but may not be limited to, criminal background checks, proof of identity validation and any additional checks as deemed necessary by Motorola.

Measures for ensuring events logging

Protection, and Response. Motorola assesses organization's effectiveness annually via external assessors who report and share the assessment findings with Motorola Audit Services who tracks any identified remediations. For more information, please see the Motorola Trust Center at https://www.motorolasolutions.com/en_us/about/trust-center/security.html

Measures for certification/assurance of processes and products

Motorola performs internal Secure Application Review and Secure Design Review security audits and Production Readiness Review security readiness reviews prior to service release. Where appropriate, privacy assessments are performed for Motorola's products and services. A risk register is created as a result of internal audits with assignments tasked to appropriate personnel. Security audits are performed annually with additional audits as needed. Additional privacy assessments, including updated data maps, occur when material changes are made to the products or services. Further, Motorola Solution has achieved AICPA SOC2 Type 2 reporting and ISO/IEC 27001:2013 certification for many of its development and support operations.

Measures for ensuring data minimisation

Motorola Solutions policies require processing of all personal information in accordance with applicable law, including when that law requires data minimisation. Further, Motorola Solutions conducts privacy assessments of its products and services and evaluates if those products and services support the principles of processing, such as data minimisation.

Measures for ensuring data quality

Motorola Solutions policies require processing of all personal information in accordance with applicable law, including when that law requires ensuring the quality and accuracy of data. Further, Motorola Solutions conducts privacy assessments of its products and services and evaluates if those products and services support the principles of processing, such as ensuring data quality.

Measures for ensuring limited data retention

Motorola Solutions maintains a data retention policy that provides a retention schedule outlining storage periods for personal data. The schedule is based on business needs and provides sufficient information to identify all records and to implement disposal decisions in line with the schedule. The policy is periodically reviewed and updated.

Measures for ensuring accountability

To ensure compliance with the principle of accountability, Motorola Solutions maintains a Privacy Program which generally aligns its activities to both the Nymity Privacy Management and Accountability Framework and NIST Privacy Framework. The Privacy Program is audited annually by Motorola Solutions Audit Services.

Measures for allowing data portability and ensuring erasure

When subject to a data subject request to move, copy or transfer their personal data, Motorola Solutions will provide personal data to the Controller in a structured, commonly used and machine readable format. Where possible and if the Controller requests it, Motorola Solutions can directly transmit the personal information to another organization.

For transfers to (sub-) processors

If, in the course of providing products and services under the MCA, Motorola Solutions transfers information containing personal data to third parties, said third parties will be subjected to a security assessment and bound by obligations substantially similar, but at least as stringent, as those included in this DPA.

ANNEX III

LIST OF SUB-PROCESSORS

EXPLANATORY NOTE:

This Annex must be completed in case of the specific authorisation of sub-processors The controller has authorised the use of the following sub-processors:

1.

Name: …

Description of processing (including a clear delimitation of responsibilities in case several sub-processors are authorised): …

2.

…

Equipment Purchase and Software License Addendum

This Equipment Purchase and Software License Addendum (this "**EPSLA**") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below or in the MCA ("**Customer**"), and will be subject to, and governed by, the terms of the Master Customer Agreement entered into between the Parties, effective as of [ ] (the "**MCA**"). Capitalized terms used in this EPSLA, but not defined herein, will have the meanings set forth in the MCA.

1. Addendum. This EPSLA governs Customer's purchase of Equipment and license of Licensed Software (and, if set forth in an Ordering Document, related Services) from Motorola, and will form part of the Parties' Agreement.

2. Delivery of Equipment and Licensed Software.

2.1. Delivery and Risk of Loss. Motorola will provide to Customer the Products (and, if applicable, related Services) set forth in an Ordering Document, in accordance with the terms of the Agreement. Motorola will, using commercially reasonable practices, pack the ordered Equipment and ship such Equipment to the Customer address set forth in the applicable Ordering Document or otherwise provided by Customer in writing, using a carrier selected by Motorola. Notwithstanding the foregoing, delivery of Equipment (and any incorporated Licensed Software) will occur, and title and risk of loss for the Equipment will pass to Customer, upon shipment by Motorola in accordance with Ex Works, Motorola's premises (Incoterms 2020). Customer will pay all shipping costs, taxes, and other charges applicable to the shipment and import or export of the Products and Services, as applicable, and Customer will be responsible for reporting the Products for personal property tax purposes. Delivery of Licensed Software for installation on Equipment or Customer-Provided Equipment will occur upon the earlier of (a) electronic delivery of the Licensed Software by Motorola, and (b) the date Motorola otherwise makes the Licensed Software available for download by Customer. If agreed upon in an Ordering Document, Motorola will also provide Services related to such Products.

2.2. Delays. Any shipping dates set forth in an Ordering Document are approximate, and while Motorola will make reasonable efforts to ship Products by any such estimated shipping date, Motorola will not be liable for any delay or related damages to Customer. Time for delivery will not be of the essence, and delays will not constitute grounds for cancellation, penalties, termination, or a refund.

2.3. Beta Services. If Motorola makes any beta version of a software application ("**Beta Service**") available to Customer, Customer may choose to use such Beta Service at its own discretion, provided, however, that Customer will use the Beta Service solely for purposes of Customer's evaluation of such Beta Service, and for no other purpose. Customer acknowledges and agrees that all Beta Services are offered "as-is" and without any representations or warranties or other commitments or protections from Motorola. Motorola will determine the duration of the evaluation period for any Beta Service, in its sole discretion, and Motorola may discontinue any Beta Service at any time. Customer acknowledges that Beta Services, by their nature, have not been fully tested and may contain defects or deficiencies.

3. Licensed Software License and Restrictions.

3.1. Licensed Software License. Subject to Customer's and its Authorized Users' compliance with the Agreement (including payment terms), Motorola hereby grants Customer and its

Authorized Users a limited, non-transferable, non-sublicenseable, and non-exclusive license to use the Licensed Software identified in an Ordering Document, in object code form only, and the associated Documentation, solely in connection with the Equipment provided by Motorola or authorized Customer-Provided Equipment (as applicable, the "**Designated Products**") and solely for Customer's internal business purposes. Unless otherwise stated in an Addendum or the Ordering Document, the foregoing license grant will be limited to the number of licenses set forth in the applicable Ordering Document and will continue for the life of the applicable Designated Product. Except as otherwise permitted in an applicable Addendum or Ordering Document, Customer may install, access, and use Licensed Software only in Customer's owned or controlled facilities, including any authorized mobile sites; provided, however, that Authorized Users using authorized mobile or handheld devices may also log into and access the Licensed Software remotely from any location.

3.2. Subscription License Model. If the Parties mutually agree that any Licensed Software purchased under this EPSLA will be replaced with or upgraded to Subscription Software, then upon such time which the Parties execute the applicable Ordering Document, the licenses granted under this EPSLA will automatically terminate, and such Subscription Software will be governed by the terms of the applicable Addendum under this Agreement.

3.3. Customer Restrictions. Customers and Authorized Users will comply with the applicable Documentation in connection with their use of the Products. Customer will not and will not allow others, including the Authorized Users, to: (a) make the Licensed Software available for use by unauthorized third parties, including via a commercial rental or sharing arrangement; (b) reverse engineer, disassemble, or reprogram the Licensed Software or any portion thereof to a human-readable form; (c) modify, create derivative works of, or merge the Licensed Software with other software or equipment; (d) copy, reproduce, distribute, lend, lease, or transfer the Licensed Software or Documentation for or to any third party without the prior express written permission of Motorola; (e) take any action that would cause the Licensed Software or Documentation to be placed in the public domain; (f) use the Licensed Software to compete with Motorola; or (g) remove, alter, or obscure, any copyright or other notice.

3.4. Copies. Customer may make one (1) copy of the Licensed Software solely for archival, back-up, or disaster recovery purposes during the term of the applicable Licensed Software license. Customer may make as many copies of the Documentation reasonably required for the internal use of the Licensed Software during such Licensed Software's license term. Unless otherwise authorized by Motorola in writing, Customer will not, and will not enable or allow any third party to: (a) install a licensed copy of the Licensed Software on more than one (1) unit of a Designated Product; or (b) copy onto or transfer Licensed Software installed in a unit of a Designated Product onto another device. Customer may temporarily transfer Licensed Software installed on a Designated Product to another device if the Designated Product is inoperable or malfunctioning, if Customer provides written notice to Motorola of the temporary transfer and identifies the device on which the Licensed is transferred. Temporary transfer of the Licensed Software to another device must be discontinued when the original Designated Product is returned to operation and the Licensed Software must be removed from the other device. Customer must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

3.5. Resale of Equipment. Equipment contains embedded Licensed Software. If Customer desires to sell its used Equipment to a third party, Customer must first receive prior written authorization from Motorola and obtain written acceptance of the applicable Licensed Software license terms, including the obligation to pay relevant license fees, from such third party.

4. Term.

4.1. Term. The term of this EPSLA (the "**EPSLA Term**") will commence upon either (a) the Effective Date of the MCA, if this EPSLA is attached to the MCA as of such Effective Date, or (b) the EPSLA Date set forth on the signature page below, if this EPSLA is executed after the MCA Effective Date, and will continue until the later of (i) three (3) years after the first order for Products is placed via an Ordering Document, or (ii) the expiration of all applicable warranty periods (as set forth in **Section 6.1 – Motorola Warranties** below) under this EPSLA, unless this EPSLA or the Agreement is earlier terminated in accordance with the terms of the Agreement.

4.2. Termination. Notwithstanding the termination provisions of the MCA, Motorola may terminate this EPSLA (and any Ordering Documents hereunder) immediately upon notice to Customer if Customer breaches **Section 3 – Licensed Software License and Restrictions** of this EPSLA, or any other provision related to Licensed Software license scope or restrictions set forth in an Ordering Document, EULA, or other applicable Addendum. For clarity, upon termination or expiration of the EPSLA Term, all Motorola obligations under this EPSLA (including with respect to Equipment and Licensed Software delivered hereunder) will terminate. If Customer desires to purchase additional Services in connection with such Equipment or Licensed Software, Customer may enter into a separate Addendum with Motorola, governing such Services. Customer acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Licensed Software and Documentation, and that Customer's breach of the Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, in addition to termination, Motorola will be entitled to all available remedies at law or in equity, including immediate injunctive relief and repossession of all non-embedded Licensed Software and associated Documentation.

4.3. Equipment as a Service. In the event that Customer purchases any Equipment at a price below the MSRP for such Equipment in connection Customer entering into a fixed- or minimum required-term agreement for Subscription Software, and Customer or Motorola terminates the Agreement, this EPSLA, or other applicable Addendum (such as the Addendum governing the purchase of such Subscription Software) prior to the expiration of such fixed- or minimum required-term, then Motorola will have the right to invoice Customer for, and Customer will pay, the amount of the discount to the MSRP for the Equipment or such other amount set forth in the applicable Addendum or Ordering Document. This Section will not limit any other remedies Motorola may have with respect to an early termination.

5. Payment. Customer will pay invoices for the Products and Services provided under this EPSLA in accordance with the invoice payment terms set forth in the MCA. Generally, invoices are issued after shipment of Equipment or upon Motorola's delivery of Licensed Software (in accordance with **Section 2.1 – Delivery and Risk of Loss**), as applicable, but if a specific invoicing or payment schedule is set forth in the applicable Ordering Document, EULA or other Addendum, such schedule will control with respect to the applicable Products and Services referenced therein. Motorola will have the right to suspend future deliveries of Products and Services if Customer fails to make any payments when due.

6. Representations and Warranties; Liability.

6.1. Motorola Warranties. Subject to the disclaimers and exclusions set forth in the MCA and this EPSLA, (a) for a period of one (1) year commencing upon the delivery of Motorola-manufactured Equipment under **Section 2.1 – Delivery and Risk of Loss**, Motorola represents and warrants that such Motorola-manufactured Equipment, under normal use, will be free from

material defects in materials and workmanship; (b) to the extent permitted by the providers of third-party software or hardware included in the Products and Services, Motorola will pass through to Customer any warranties provided by such third parties, which warranties will apply for the period defined by the applicable third party; and (c) for a period of ninety (90) days commencing upon the delivery of Motorola-owned Licensed Software under **Section 2.1 – Delivery and Risk of Loss**, Motorola represents and warrants that such Licensed Software, when used in accordance with the Documentation and the Agreement, will be free from reproducible defects that prevent operation of features critical to the primary functionality or successful operation of the Motorola-developed Licensed Software (as determined by Motorola). The warranty set forth in subsection (c) will be referred to as the "**Motorola Licensed Software Warranty**". As Customer's sole and exclusive remedy for any breach of the Motorola Licensed Software Warranty, Motorola will use commercially reasonable efforts to remedy the material defect in the applicable Licensed Software; provided, however, that if Motorola does not remedy such material defect within a reasonable time, then at Motorola's sole option, Motorola will either replace the defective Licensed Software with functionally-equivalent software, provide substitute software to Customer, or terminate the applicable software license and refund any paid license fees to Customer on a pro-rata basis. For clarity, the Motorola Licensed Software Warranty applies only to the most current version of the Licensed Software issued by Motorola, and issuance of updated versions of any Licensed Software does not result in a renewal or extension of the Motorola Licensed Software Warranty beyond the ninety (90) day warranty period.

6.2. ADDITIONAL EXCLUSIONS. IN ADDITION TO THE EXCLUSIONS FROM DAMAGES SET FORTH IN THE MCA, AND NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) DEFECTS IN OR DAMAGE TO PRODUCTS RESULTING FROM USE OTHER THAN IN THE NORMAL AUTHORIZED MANNER, OR FROM ACCIDENT, LIQUIDS, OR NEGLECT; (B) TESTING, MAINTENANCE, REPAIR, INSTALLATION, OR MODIFICATION BY PARTIES OTHER THAN MOTOROLA; (C) CUSTOMER'S OR ANY AUTHORIZED USER'S FAILURE TO COMPLY WITH INDUSTRY AND OSHA OR OTHER LEGAL STANDARDS; (D) DAMAGE TO RADIO ANTENNAS, UNLESS CAUSED BY DEFECTS IN MATERIAL OR WORKMANSHIP; (E) EQUIPMENT WITH NO SERIAL NUMBER; (F) BATTERIES OR CONSUMABLES; (G) FREIGHT COSTS FOR SHIPMENT TO REPAIR DEPOTS; (H) COSMETIC DAMAGE THAT DOES NOT AFFECT OPERATION; (I) NORMAL WEAR AND TEAR; (J) ISSUES OR OBSOLESCENCE OF LICENSED SOFTWARE DUE TO CHANGES IN CUSTOMER OR AUTHORIZED USER REQUIREMENTS, EQUIPMENT, OR SYSTEMS; (K) TRACKING AND LOCATION-BASED SERVICES; OR (L) BETA SERVICES.

6.3. Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed or excluded issues in the MCA or **Section 6.2 – Additional Exclusions** above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

7. Copyright Notices. The existence of a copyright notice on any Licensed Software will not be construed as an admission or presumption of publication of the Licensed Software or public disclosure of any trade secrets associated with the Licensed Software.

8. Survival. The following provisions will survive the expiration or termination of this EPSLA for any reason: **Section 3 – Licensed Software License and Restrictions**; **Section 4 – Term**; **Section 5 – Payment**; **Section 6.2 – Additional Exclusions**; **Section 8 – Survival**.

Subscription Software Addendum

This Subscription Software Addendum (this "**SSA**") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below or in the MCA ("**Customer**"), and will be subject to, and governed by, the terms of the Master Customer Agreement entered into between the Parties, effective as of [ ] (the "**MCA**"). Capitalized terms used in this SSA, but not defined herein, will have the meanings set forth in the MCA.

1. Addendum. This SSA governs Customer's purchase of Subscription Software (and, if set forth in an Ordering Document, related Services) from Motorola, and will form part of the Parties' Agreement. Additional Subscription Software-specific Addenda or other terms and conditions may apply to certain Subscription Software, where such terms are provided or presented to Customer.

2. Delivery of Subscription Software.

2.1. Delivery. During the applicable Subscription Term (as defined below), Motorola will provide to Customer the Subscription Software set forth in an Ordering Document, in accordance with the terms of the Agreement. Motorola will provide Customer advance notice (which may be provided electronically) of any planned downtime. Delivery will occur upon Customer's receipt of credentials required for access to the Subscription Software or upon Motorola otherwise providing access to the Subscription Software. If agreed upon in an Ordering Document, Motorola will also provide Services related to such Subscription Software.

2.2. Modifications. In addition to other rights to modify the Products and Services set forth in the MCA, Motorola may modify the Subscription Software, any associated recurring Services and any related systems so long as their functionality (as described in the applicable Ordering Document) is not materially degraded. Documentation for the Subscription Software may be updated to reflect such modifications. For clarity, new features or enhancements that are added to any Subscription Software may be subject to additional Fees.

2.3. User Credentials. If applicable, Motorola will provide Customer with administrative user credentials for the Subscription Software, and Customer will ensure such administrative user credentials are accessed and used only by Customer's employees with training on their proper use. Customer will protect, and will cause its Authorized Users to protect, the confidentiality and security of all user credentials, including any administrative user credentials, and maintain user credential validity, including by updating passwords. Customer will be liable for any use of the Subscription Software through such user credential (including through any administrative user credentials), including any changes made to the Subscription Software or issues or user impact arising therefrom. To the extent Motorola provides Services to Customer in order to help resolve issues resulting from changes made to the Subscription Software through user credentials, including through any administrative user credentials, or issues otherwise created by Authorized Users, such Services will be billed to Customer on a time and materials basis, and Customer will pay all invoices in accordance with the payment terms of the MCA.

2.4. Beta Services. If Motorola makes any beta version of a software application ("**Beta Service**") available to Customer, Customer may choose to use such Beta Service at its own discretion, provided, however, that Customer will use the Beta Service solely for purposes of Customer's evaluation of such Beta Service, and for no other purpose. Customer acknowledges and agrees that all Beta Services are offered "as-is" and without any representations or warranties or other commitments or protections from Motorola. Motorola will determine the duration of the evaluation period for any Beta Service, in its sole discretion, and Motorola may discontinue any

Beta Service at any time. Customer acknowledges that Beta Services, by their nature, have not been fully tested and may contain defects or deficiencies.

3. Subscription Software License and Restrictions.

3.1. Subscription Software License. Subject to Customer's and its Authorized Users' compliance with the Agreement, including payment terms, Motorola hereby grants Customer and its Authorized Users a limited, non-transferable, non-sublicenseable, and non-exclusive license to use the Subscription Software identified in an Ordering Document, and the associated Documentation, solely for Customer's internal business purposes. The foregoing license grant will be limited to use in the territory and to the number of licenses set forth in an Ordering Document (if applicable), and will continue for the applicable Subscription Term. Customer may access, and use the Subscription Software only in Customer's owned or controlled facilities, including any authorized mobile sites; provided, however, that Authorized Users using authorized mobile or handheld devices may also log into and access the Subscription Software remotely from any location. No custom development work will be performed under this Addendum.

3.2. Customer Restrictions. Customers and Authorized Users will comply with the applicable Documentation and the copyright laws of the United States and all other relevant jurisdictions (including the copyright laws where Customer uses the Subscription Software) in connection with their use of the Subscription Software. Customer will not, and will not allow others including the Authorized Users, to make the Subscription Software available for use by unauthorized third parties, including via a commercial rental or sharing arrangement; reverse engineer, disassemble, or reprogram software used to provide the Subscription Software or any portion thereof to a human-readable form; modify, create derivative works of, or merge the Subscription Software or software used to provide the Subscription Software with other software; copy, reproduce, distribute, lend, or lease the Subscription Software or Documentation for or to any third party; take any action that would cause the Subscription Software, software used to provide the Subscription Software, or Documentation to be placed in the public domain; use the Subscription Software to compete with Motorola; remove, alter, or obscure, any copyright or other notice; share user credentials (including among Authorized Users); use the Subscription Software to store or transmit malicious code; or attempt to gain unauthorized access to the Subscription Software or its related systems or networks.

4. Term.

4.1. Subscription Terms. The duration of Customer's subscription to the first Subscription Software and any associated recurring Services ordered under this SSA (or the first Subscription Software or recurring Service, if multiple are ordered at once) will commence upon delivery of such Subscription Software (and recurring Services, if applicable) and will continue for a twelve (12) month period or such longer period identified in an Ordering Document (the "**Initial Subscription Period**"). Following the Initial Subscription Period, Customer's subscription to the Subscription Software and any recurring Services will automatically renew for additional twelve (12) month periods (each, a "**Renewal Subscription Year**"), unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. (The Initial Subscription Period and each Renewal Subscription Year will each be referred to herein as a "**Subscription Term**".) Motorola may increase Fees prior to any Renewal Subscription Year. In such case, Motorola will notify Customer of such proposed increase no later than thirty (30) days prior to commencement of such Renewal Subscription Year. Unless otherwise specified in the applicable Ordering Document, if Customer orders any additional Subscription Software or recurring Services under this SSA during an in-process Subscription Term, the subscription for each new Subscription Software or recurring Service will (a) commence upon delivery of such Subscription Software or recurring Service, and continue until the conclusion of Customer's then-

current Subscription Term (a "**Partial Subscription Year**"), and (b) automatically renew for Renewal Subscription Years thereafter, unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. Thus, unless otherwise specified in the applicable Ordering Document, the Subscription Terms for all Subscription Software and recurring Services hereunder will be synchronized.

4.2. Term. The term of this SSA (the "**SSA Term**") will commence upon either (a) the Effective Date of the MCA, if this SSA is attached to the MCA as of such Effective Date, or (b) the SSA Date set forth on the signature page below, if this SSA is executed after the MCA Effective Date, and will continue until the expiration or termination of all Subscription Terms under this SSA, unless this SSA or the Agreement is earlier terminated in accordance with the terms of the Agreement.

4.3. Termination. Notwithstanding the termination provisions of the MCA, Motorola may terminate this SSA (or any Addendum or Ordering Documents hereunder), or suspend delivery of Subscription Software or Services, immediately upon notice to Customer if (a) Customer breaches **Section 3 – Subscription Software License and Restrictions** of this SSA, or any other provision related to Subscription Software license scope or restrictions set forth in an Addendum or Ordering Document, or (b) it determines that Customer's use of the Subscription Software poses, or may pose, a security or other risk or adverse impact to any Subscription Software, Motorola, Motorola's systems, or any third party (including other Motorola customers). Customer acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Subscription Software and Documentation, and that Customer's breach of the Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Customer breaches this Agreement, in addition to termination, Motorola will be entitled to all available remedies at law or in equity (including immediate injunctive relief).

4.4. Wind Down of Subscription Software. In addition to the termination rights in the MCA, Motorola may terminate any Ordering Document and Subscription Term, in whole or in part, in the event Motorola plans to cease offering the applicable Subscription Software or Service to customers.

5. Payment.

5.1. Payment. Unless otherwise provided in an Ordering Document (and notwithstanding the provisions of the MCA), Customer will prepay an annual subscription Fee set forth in an Ordering Document for each Subscription Software and associated recurring Service, before the commencement of each Subscription Term. For any Partial Subscription Year, the applicable annual subscription Fee will be prorated based on the number of months in the Partial Subscription Year. The annual subscription Fee for Subscription Software and associated recurring Services may include certain one-time Fees, such as start-up fees, license fees, or other fees set forth in an Ordering Document. Motorola will have the right to suspend the Subscription Software and any recurring Services if Customer fails to make any payments when due.

5.2. License True-Up. Motorola will have the right to conduct an audit of total user licenses credentialed by Customer for any Subscription Software during a Subscription Term, and Customer will cooperate with such audit. If Motorola determines that Customer's usage of the Subscription Software during the applicable Subscription Term exceeded the total number of licenses purchased by Customer, Motorola may invoice Customer for the additional licenses used by Customer, pro-rated for each additional license from the date such license was activated, and Customer will pay such invoice in accordance with the payment terms in the MCA.

6. Liability.

6.1. ADDITIONAL EXCLUSIONS. IN ADDITION TO THE EXCLUSIONS FROM DAMAGES SET FORTH IN THE MCA, AND NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES, OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CUSTOMER'S OR THIRD PARTIES' SYSTEMS, EQUIPMENT, OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SUBSCRIPTION SOFTWARE OR SERVICES, OR INTERPRETATION, USE, OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES.

6.2. Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed or excluded issues in the MCA or **Section 6.1 – Additional Exclusions** above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

7. Motorola as a Controller or Joint Controller. In all instances where Motorola acts as a controller of data, it will comply with the applicable provisions of the Motorola Privacy Statement at https://www.motorolasolutions.com/en_us/about/privacy-policy.html#privacystatement, as may be updated from time to time. Motorola holds all Customer Contact Data as a controller and shall Process such Customer Contact Data in accordance with the Motorola Privacy Statement. In instances where Motorola is acting as a joint controller with Customer, the Parties will enter into a separate Addendum to the Agreement to allocate the respective roles as joint controllers.

8. Survival. The following provisions will survive the expiration or termination of this SSA for any reason: **Section 4 – Term**; **Section 5 – Payment**; **Section 6.1 – Additional Exclusions**; **Section 8 – Survival**.

Subscription Services Addendum

Exhibit B: ESRI On-Premise Terms

Any customer or end-user of Esri software agrees to:

ESRI On-Premise Terms

1. ESRI OEM SOFTWARE. Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the ESRI OEM Software.

1.1 The use of ESRI OEM Software is restricted to executable code.

1.2 The following are prohibited: (i) transfer of the OEM Software, except for a temporary transfer in the event of a computer malfunction; (ii) assignment, time-sharing, lend or lease, or rental of the OEM Software or use for commercial network services or interactive cable or remote processing services; and (iii) title to the OEM Software from passing to Customer or any other party.

1.3 Also prohibited are the reverse engineering, disassembly, or decompilation of the OEM Software and the duplication of the OEM Software, except for a single archival copy; reasonable Customer backup copies are permitted.

1.4 To the extent permitted by law, ESRI's liability is disclaimed for any damages, or loss of any kind, whether special, direct, indirect, incidental, or consequential, arising from the use of the OEM Software, including damages resulting from any ESRI provided Data (Data is not warranted) and damages resulting from use in High Risk Activities such as the operation of nuclear facilities, aircraft navigation or aircraft communications systems, air traffic control, life support, or weapon systems. ESRI specifically disclaims any express or implied warranty of fitness for High Risk Activities.

1.5 Upon termination of the contract, Customer agrees to certify in writing to Motorola that it has discontinued use and has destroyed or will return to Motorola all copies of the OEM Software and documentation.

1.6 Customer will fully comply with all relevant export laws and regulations of the United States to assure that the OEM Software, or any direct product thereof, is not exported, directly or indirectly, in violation of United States law.

1.7 Customer shall not remove or obscure any copyright, trademark notice, or restrictive legend.

1.8 In any sublicense to the United States Government, the OEM Software shall be provided with "Restricted Rights."

2. ESRI WARRANTY.

2.1 As to ESRI OEM Software, during the term of this Agreement ESRI represents and warrants the Software will substantially perform in conformance with the Specifications and its Documentation, provided the Software is used as specified in the Documentation, and will provide Updates, Upgrades, timely system releases, error corrections, and such improvements outlined in the ESRI life

cycle maintenance policy. The foregoing warranties do not apply to errors, defects, or nonconformities due to: a) misuse of the Software solely by the Customer; b) unauthorized modification of the Software by Customer; or c) failure of Customer to use compatible hardware and software as set forth in the specifications.

2.2. If included under this Agreement, the Data has been obtained from sources believed to be reliable, but its accuracy and completeness is not guaranteed. The Data may contain some nonconformities, defects, errors or omissions. ESRI and Motorola make no warranty with respect to the Data. Without limiting the generality of the preceding sentence, ESRI and Motorola do not warrant the Data will meet the Customer's needs or expectations, the use of Data will be uninterrupted, or that all nonconformities can or will be corrected. ESRI and Motorola are not inviting reliance on the Data, and Customer should always verify actual Data, including, but not limited to, map, spatial, raster and tabular information.

2.3. EXCEPT FOR THE ABOVE EXPRESS LIMITED WARRANTIES, ESRI DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINTERFERENCE, SYSTEM INTEGRATION AND NON-INFRINGEMENT. ESRI DOES NOT WARRANT THAT THE DATA WILL MEET CUSTOMER'S NEEDS OR EXPECTATIONS, THE USE OF THE SAME WILL BE UNINTERRUPTED, OR THAT ALL NONCONFORMITIES CAN OR WILL BE CORRECTED.

2.4. Customer's exclusive remedy and ESRI's entire liability for breach of the limited warranties set forth herein shall be limited, at ESRI's sole discretion, to (a) replacement of any defective media; (b) repair, correction, or a work-around for the Software subject to the ESRI Support Services Policy, (c) return of the license fees paid for the Software, Data, or Documentation that does not meet ESRI's limited warranty, provided that Customer uninstalls, removes, and destroys all copies of the Software, Data, or Documentation and executes and delivers evidence of such de-installation and destruction to ESRI.

3. THIRD PARTY PROVIDED DOCUMENTATION. Non-Motorola authored documentation will be provided in the format available from the vendor and in accordance with the vendors distribution policy

EXHIBIT TO SUBSCRIPTION SOFTWARE ADDENDUM

Microsoft On-Premise Terms

1. SOFTWARE LICENSE. As to any Microsoft Products being furnished, the Microsoft software for those Microsoft Products is sublicensed to Licensee from Motorola pursuant to the Customer's Motorola Software License Agreement and is subject to the additional Microsoft End-User License Agreement terms.

2. CUSTOMER USERS. Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the Microsoft Products. If Customer is acquiring from Motorola a Microsoft SQL Server and/or a Microsoft System Center Operations Manager, then Customer warrants 1) that the number of users that may access the System are correctly indicated in the Exhibits to this Agreement; 2) that Customer is not being licensed the SQL Server or Microsoft System Center Operations Manager under a license from Microsoft, but rather under a sublicense from Motorola' 3) that the copies of the referenced Microsoft Products it receives from Motorola do not entitle it to maintain on its computer systems any more copies of the Microsoft Products than it previously licensed from Motorola or Microsoft; 4) that Customer possesses and will maintain sufficient quantities of fully valid Microsoft licenses to support the maximum number of users and/or devices that may access or use the System under the provisions of the End-User License Agreement, 5) that Microsoft will be an intended third party beneficiary of the End-User License Agreement, with the right to enforce the warranties and any other provisions of the End-User License Agreement provisions and to verify compliance of the End User with the same, 6) that Customer shall not run on a mirrored database server for more than 30 days without obtaining a SQL license for that server, 7) that the Customer grants permission for the disclosure of End-User information by Motorola as required in Motorola's Monthly royalty reports and ordering information reports to Microsoft, 8) that Microsoft does not transfer any ownership rights in any Product, and 9) that Motorola is solely responsible for providing technical support for the Microsoft Products.

3. LIMITATIONS. The rights granted in this Agreement with respect to Microsoft Products are subject to the following limitations: 1) Customer has no copyright interest in the Microsoft Products; 2) Customer may not rent, lease, lend or provide hosting services with the Products; 3) Customer may not reverse engineer, decompile or disassemble any Product; 4) Customer may not remove, modify or obscure any copyrights, trademarks or other proprietary right notices contained in the Products; and 5) The Microsoft Products are not designed or intended for use in any situation where failure or fault of the product could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). Motorola's right to sublicense Microsoft Products excludes the right to use, or distribute the Microsoft Products for Customer's use in, or in conjunction with, High Risk Use, therefore, High Risk Use is strictly prohibited. High Risk use, by way of example, includes aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices under the Federal Food, Drug and Cosmetic Act. Notwithstanding the foregoing, as long as PremierOne CAD is used in a manner for which it was designed and in accordance with the documentation provided, Motorola declares such use is not considered to be High Risk Use as defined by Microsoft.

4. MICROSOFT PRODUCTS WARRANTY. Notwithstanding any provisions herein to the contrary, the following provisions apply to the Microsoft Products:

4.1. Microsoft Products are not fault tolerant or free from errors, conflicts, interruptions or other imperfections. Performance may vary depending upon what hardware platform they are installed on, the interactions with other software applications and each product's configurations.

4.2. Microsoft Corporation is providing the Microsoft Products "as-is" with no warranty of any ind and disclaims all warranties, express and implied, to the maximum extent allowed by applicable law. Microsoft further disclaims any liability of Microsoft for any damages, whether direct, indirect incidental or consequential, as a result of the use or installation of the Products. Additionally, to the extent permitted under applicable law, Microsoft Corporation excludes for itself and its suppliers all warranties of any kind, including:

a. any warranties of title, non-infringement, merchantability and fitness for a particular purpose;

b. any implied warranty arising from course of dealing or usage of trade;

c. any common law duties relating to accuracy or lack of negligence with respect to the Microsoft Products, any Master Copy, and any Software Documentation; and

d. that the products will operate properly in connection with the System, the Motorola products or on any Customer system(s).

If applicable law gives Customer any implied warranties, guarantees or conditions despite the foregoing exclusion, those warranties will be limited to one year and Customer remedies will be limited to the maximum extent allowed by this Agreement.

5. THIRD PARTY PROVIDED DOCUMENTATION. Non-Motorola authored documentation will be provided in the format available from the vendor and in accordance with the vendors distribution policy.

Feedback

Software Products Addendum

This Software Products Addendum (this "**SPA**") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below or in the MCA ("**Customer**"), and will be subject to, and governed by, the terms of the Master Customer Agreement entered into between the Parties, effective as of [ ] (the "**MCA**"), and the applicable Addenda. Capitalized terms used in this SPA, but not defined herein, will have the meanings set forth in the MCA or the applicable Addenda.

1. Addendum. This SPA governs Customer's purchase of certain Motorola software Products, including Software Systems, and will form part of the Parties' Agreement. A "**Software System**" is a solution that includes at least one command center software Product and requires Integration Services to deploy such software Product at a Customer Site or onto any Customer-Provided Equipment or Equipment provided to Customer. In addition to the MCA, other Addenda may be applicable to the Software System or other software Products, including the Subscription Software Addendum ("**SSA**"), with respect to Subscription Software, and the Equipment Purchase and Software License Addendum ("**EPSLA**"), with respect to Licensed Software and Equipment, as further described below. This SPA will control with respect to conflicting or ambiguous terms in the MCA or any other applicable Addendum, but only as applicable to the Software System or other software Products purchased under this SPA and not with respect to other Products and Services.

2. Software Systems; Applicable Terms and Conditions.

2.1. On-Premise Software System. If Customer purchases an "on-premises Software System," where Equipment and Licensed Software are installed at Customer Sites or on Customer-Provided Equipment, then, unless the Ordering Document(s) specify that any software is being purchased on a subscription basis (i.e., as Subscription Software), such Equipment and Licensed Software installed at Customer Sites or on Customer-Provided Equipment are subject to the EPSLA. On-premises Software Systems described in this Section qualify for the System Warranty as described in **Section 5 – On-Premises Software System Warranty** (the "**System Warranty**"). In connection with the on-premises Software System, Customer may also purchase additional Subscription Software that integrates with its on- premises Software System (e.g., CommandCentral Aware) (each, an "**Add-On Subscription**"). Any Add-On Subscription will be subject to the terms and conditions of the SSA and excluded from the System Warranty.

2.2. On-Premise Software System as a Service. If Customer purchases an "on-premises Software System as a service," where Equipment and software Products are installed at Customer Sites or on Customer-Provided Equipment, and such software is generally licensed on a subscription basis (i.e., as Subscription Software), then such Subscription Software will be subject to the SSA and not the EPSLA. Any (a) Equipment purchased, (b) firmware preinstalled on such Equipment, and (c) Microsoft operating system Licensed Software are subject to the EPSLA. On-premises Software Systems as a service described in this Section are provided as a service and, accordingly, do not qualify for the System Warranty. System completion, however, is determined in accordance with the provisions of **Section 3 – Software System Completion** below.

2.3. Cloud Hosted Software System. If Customer purchases a "cloud hosted Software System," where the applicable software is hosted in a data center and provided to Customer as a service (i.e., as hosted Subscription Software), including CommandCentral Products, then

such Subscription Software is subject to the SSA. Any Equipment purchased in connection with a cloud Software System is subject to the EPSLA. Cloud hosted Software Systems described in this Section do not qualify for the System Warranty. System completion, however, is determined in accordance with the provisions of **Section 3 – Software System Completion** below.

2.4. Services. Any Integration Services or Maintenance and Support Services purchased in connection with, or included as a part of, a Software System are subject to the MCA, and as described in the applicable Ordering Document.

3. Software System Completion. Any Software System described in an Ordering Document hereunder (including the Products, Integration Services, and all other components thereof) will be deemed completed upon Customer's (or the applicable Authorized User's) Beneficial Use of each Product that is included in the Software System (unless alternative acceptance procedures are set forth in the applicable Ordering Document) (the "**System Completion Date**"). Customer will not unreasonably delay Beneficial Use of any Product within a Software System, and in any event, the Parties agree that Beneficial Use of a Product will be deemed to have occurred thirty (30) days after functional demonstration. For clarity, if a Software System is comprised of more than one Product, Motorola may notify Customer that all Integration Services for a particular Product within the Software System have been completed, and Customer may have Beneficial Use of such Product prior to having Beneficial Use of other Products in the Software System, or of the Software System as a whole. In such case, the Integration Services applicable to such Product will be deemed complete upon Customer's Beneficial Use of the Product ("**Product Completion Date**"), which may occur before the System Completion Date. As used in this Section, "**Beneficial Use**" means use by Customer or at least one (1) Authorized User of the material features and functionalities of a Product within a Software System, in material conformance with Product descriptions in the applicable Ordering Document. This Section applies to Products purchased as part of a Software System notwithstanding the delivery provisions of the Addendum applicable to such Products, such as the SSA or EPSLA, and this Section will control over such other delivery provisions to the extent of a conflict.

4. Payment. Customer will pay invoices for the Products and Services covered by this SPA in accordance with the invoice payment terms set forth in the MCA. Fees for Software Systems will be invoiced as of the System Completion Date, unless another payment process or schedule or milestones are set forth in an Ordering Document or applicable Addendum. In addition to Equipment, Licensed Software, Subscription Software and Integration Services (as applicable) sold as part of a Software System, the Ordering Documents for a Software System may also include post-deployment Integration Services or other Services which are to be provided following the date of functional demonstration ("**Post-Deployment Services**"). Post- Deployment Services will be invoiced upon their completion and paid by Customer in accordance with the terms of the MCA.

5. On-Premises Software System Warranty. Subject to the disclaimers in the MCA and any other applicable Addenda, Motorola represents and warrants that, on the System Completion Date for an on-premises Software System described in **Section 2.1 – On-Premises Software System**, or on the applicable Product Completion Date for a specific Product within such on-premises Software System, if earlier, (a) such Software System or Product will perform in accordance with the descriptions in the applicable Ordering Documents in all material respects, and (b) if Customer has purchased any Equipment or Motorola Licensed Software (but, for clarity, excluding Subscription Software) as part of such on-premises Software System, the warranty period applicable to such Equipment and Motorola Licensed Software will continue

for a period of one (1) year commencing upon the System Completion Date for the Software System that includes such Products, or on the applicable Product Completion Date, if earlier, instead of commencing upon delivery of the Products in accordance with the terms and conditions set forth in **Section 6 – Representations and Warranties; Liabilities** of the EPSLA. The warranties set forth in the applicable Addenda are not otherwise modified by this SPA.

6. Prohibited Use. Customer will not integrate or use, or permit a third party or an Authorized User to integrate or use, any Non-Motorola Content with or in connection with a Software System or other software Product provided by Motorola under this SPA, without the express written permission of Motorola.

7. API Support. Motorola will use commercially reasonable efforts to maintain its Application Programming Interface ("**API**") offered sold in connection with any Software System. APIs will evolve and mature over time, requiring changes and updates. Motorola will use reasonable efforts to continue supporting any version of an API for 6 months after such version is introduced, but if Motorola determines, in its sole discretion, to discontinue support of an API for any reason, Motorola will provide reasonable advance notification to Customer. If an API presents a security risk, Motorola may discontinue an API without prior notice.

8. Support of Downloaded Clients. If Customer purchases any software Product that requires a client installed locally on any Customer-Provided Equipment or Equipment in possession of Customer, Customer will be responsible for downloading and installing the current version of such client, as it may be updated from time to time. Motorola will use reasonable efforts to continue supporting any version of a client for forty-five (45) days following its release, but Motorola may update the current version of its client at any time, including for bug fixes, product improvements, and feature updates, and Motorola makes no representations or warranties that any software Product will support prior versions of a client.

9. Applicable End User Terms. Additional license terms apply to third-party software included in certain software Products which are available online at www.motorolasolutions.com/legal-flow-downs. Customer will comply, and ensure its Authorized Users comply, with all such additional license terms.

10. Additional Terms for On-Premise Software System as a Service. The terms set forth in this **Section 10 – Additional Terms for On-Premise Software System as a Service** apply in the event Customer purchases an on-premises Software System as a service under this SPA.

10.1. Transition to Subscription License Model. If the Parties mutually agree that any on-premises Subscription Software purchased under this SPA as part of an on-premises Software System as a service will be replaced with or upgraded to Subscription Software hosted in a data center, then upon such time which the Parties execute the applicable Ordering Document, (a) the licenses granted to such on-premises Subscription Software under the applicable Ordering Document will automatically terminate, (b) Customer and its Authorized Users will cease use of the applicable on-premises copies of Subscription Software, and (c) the replacement hosted Subscription Software provided hereunder will be governed by the terms of the SSA and this SPA.

10.2. Transition Fee. Motorola will not charge additional Fees for Services related to the transition to hosted Subscription Software, as described in **Section 10.1 – Transition to Subscription License Model**. Notwithstanding the foregoing, subscription Fees for the applicable hosted Subscription Software are subject to the SSA and the applicable Ordering Document, and may be greater than Fees paid by Customer for on-premises Subscription Software.

10.3. Software Decommissioning. Upon (a) transition of the on-premises Software System as a service to Subscription Software hosted in a data center or (b) any termination of the Subscription Software license for the on-premises Software System as a service, Motorola will have the right to enter Customer Sites and decommission the applicable on-premises Subscription Software that is installed at Customer's Site or on Customer-Provided Equipment. For clarity, Customer will retain the right to use Licensed Software that is firmware incorporated into Equipment purchased by Customer from Motorola and any Microsoft operating system Licensed Software.

11. Additional Terms for CAD and Records Products. The terms set forth in this **Section 11 – Additional Terms for CAD and Records Products** apply in the event Customer purchases any Computer Aided Dispatch ("**CAD**") or Records Products under this SPA.

11.1. Support Required. Customer acknowledges and agrees that the licenses granted by Motorola under the Agreement to CAD and Records Products for on-premises Software Systems are conditioned upon Customer purchasing Maintenance and Support Services for such Products during the term of the applicable license. If at any time during the term of any such license, Customer fails to purchase associated Maintenance and Support Services (or pay the fees for such Services), Motorola will have the right to terminate or suspend the software licenses for CAD and Record Products, and this SPA or the applicable Ordering Document.

11.2. CJIS Security Policy. Motorola agrees to support Customer's obligation to comply with the Federal Bureau of Investigation Criminal Justice Information Services ("**CJIS**") Security Policy and will comply with the terms of the CJIS Security Addendum for the term of the Addendum or Ordering Document for the applicable Product. Customer hereby consents to Motorola screened personnel serving as the "escort" within the meaning of CJIS Security Policy for unscreened Motorola personnel that require access to unencrypted Criminal Justice Information for purposes of Product support and development.

12. Additional Cloud Terms. The terms set forth in this **Section 12 – Additional Cloud Terms** apply in the event Customer purchases any cloud-hosted software Products.

12.1. Data Storage**.** Motorola will determine, in its sole discretion, the location of the stored content for cloud hosted software Products. All data, replications, and backups will be stored at a location in the United States for Customers in the United States.

12.2. Data Retrieval**.** Cloud hosted software Products will leverage different types of storage to optimize software, as determined in Motorola's sole discretion. For multimedia data, such as videos, pictures, audio files, Motorola will, in its sole discretion, determine the type of storage medium used to store the content. The type of storage and medium selected by Motorola will determine the data retrieval speed. Access to content in archival storage may take up to twenty-four (24) hours to be viewable.

12.3. Availability. Motorola will make reasonable efforts to provide monthly availability of 99.9% for cloud hosted software Products with the exception of maintenance windows. There are many factors beyond Motorola's control that may impact Motorola's ability to achieve this goal.

12.4. Maintenance. Scheduled maintenance of cloud-hosted software Products will be performed periodically. Motorola will make commercially reasonable efforts to notify customers one (1) week in advance of any such maintenance. Unscheduled and emergency maintenance may be required from time to time. Motorola will make commercially reasonable efforts to notify customers of any unscheduled or emergency maintenance twenty-four (24) hours in advance.

13. Survival. The following provisions will survive the expiration or termination of this SPA for any reason: **Section 1 – Addendum**; **Section 2 – Software Systems; Applicable Terms and Conditions**; **Section 6 – Prohibited Use**; **Section 9 – Applicable End User Terms**; **Section 13 – Survival**.

MAINTENANCE, SUPPORT AND LIFECYCLE MANAGEMENT ADDENDUM

This Maintenance, Support and Lifecycle Management Addendum (this "**MSLMA**") is entered into between Motorola Solutions, Inc., with office at 500 W. Monroe, suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below or in the MCA ("**Customer**") and will be subject to, and governed by, the terms of the Master Customer Agreement entered into between the Parties, effective as of [_____] the ("**MCA**"). Capitalized terms used in this MSLMA, but not defined herein, will have the meanings set forth in the MCA.

1. Addendum. This MSLMA governs Customer's purchase of Maintenance, Support and Lifecycle Management (as defined below) services (and, if set forth in an Ordering Document, related Services) from Motorola and will form part of the Parties' Agreement. In addition to the MCA, other Addenda may be applicable to the MSMLA, including the Equipment Purchase and Software License Addendum ("**EPSLA**"), with respect to Licensed Software and Equipment, and the Communications System Addendum ("**CSA**") as further described below. This MSMLA will control with respect to conflicting terms in the MCA or any other applicable Addendum, but only as applicable to the Maintenance, Support and Lifecycle Management services purchased under this MSMLA and not with respect to other Products and Services.

2. Scope

Motorola will provide break/fix maintenance, technical support, or other Services (such as software integration Services) ("Maintenance and Support Services") and/or upgrade services ("Lifecycle Management") as further described in the applicable Ordering Documents.

3. Terms and conditions

3.1 Maintenance and Support services

3.1.1 Purchase Order Acceptance. Purchase orders for additional, continued, or expanded maintenance and software support, during the Warranty Period or after the Warranty Period, become binding only when accepted in writing by Motorola.

3.1.2 Start Date. The "Start Date" for Maintenance and Support Services will be indicated in the applicable Ordering Document.

3.1.3 Auto Renewal. Unless the applicable Ordering Documents specifically states a termination date or one Party notifies the other in writing of its intention to discontinue the Maintenance and Support Services, this Agreement will renew for an additional one (1) year term on every anniversary of the Start Date. At the anniversary date, Motorola may adjust the price of the Services to reflect the renewal rate.

3.1.4 Termination. Written notice of intent to terminate must be provided thirty (30) days or more prior to the anniversary date. If Motorola provides Services after the termination or expiration of this MSLMA, the terms and conditions in effect at the time of termination or expiration will apply to those Services and Customer agrees to pay for those services on a time and materials basis at Motorola's then effective hourly rates. This provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision.

3.1.5 Equipment Definition. For maintenance and support services, Equipment will be defined to mean the hardware specified in the applicable Ordering Documents.

3.1.6 Additional Hardware. If Customer purchases additional hardware from Motorola that becomes part of the Communications System, the additional hardware may be added to this MSLMA and will be billed at the applicable rates after the warranty period for that additional equipment expires. Such hardware will be included in the definition of Equipment.

3.1.7 Maintenance. Equipment will be maintained at levels set forth in the manufacturer's product manuals and routine procedures that are prescribed by Motorola will be followed. Motorola parts or parts of equal quality will be used for Equipment maintenance.

3.1.8 Equipment Condition. All Equipment must be in good working order on the Start Date or when additional equipment is added to the MSLMA. Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment. Customer must promptly notify Motorola in writing when any Equipment is lost, damaged, stolen or taken out of service. Customer's obligation to pay maintenance and support fees for this Equipment will terminate at the end of the month in which Motorola receives the written notice. If Equipment cannot, in Motorola's reasonable opinion, be properly or economically maintained for any reason, Motorola may modify the scope of Services related to that Equipment; remove that Equipment from the Agreement; or increase the price to maintain that Equipment.

3.1.9 Equipment Failure. Customer must promptly notify Motorola of any Equipment failure. Motorola will respond to Customer's notification in a manner consistent with the level of Service purchased as indicated in this MSLMA and applicable Ordering Documents.

3.1.10 Intrinsically Safe. Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.

3.1.11 Excluded Services.

a) Service excludes 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.

b) Unless specifically included in this MSLMA or the applicable Ordering Documents, Service excludes items that are consumed in the normal operation of the Equipment, such as batteries or magnetic tapes.; upgrading or reprogramming Equipment; accessories, belt clips, battery chargers, custom or special products, modified units, or software; 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.

3.1.12 Time And Place. Service will be provided at the location specified in this MSLMA and/or the applicable Ordering Documents. When Motorola performs maintenance, support, or installation at Customer's location, Customer will provide Motorola, at no charge, a non-

hazardous work environment with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Motorola or its subcontractors will not be imposed as a site access requirement. Customer will provide all information pertaining to the hardware and software elements of any system with which the Equipment is interfacing so that Motorola may perform its Services. Unless otherwise stated in this MSLMA or applicable Ordering Documents, the hours of Service will be 8:30 a.m. to 4:30 p.m., local time, excluding weekends and holidays. Unless otherwise stated in this MSLMA or applicable Ordering Documents, the price for the Services exclude any charges or expenses associated with helicopter or other unusual access requirements; if these charges or expenses are reasonably incurred by Motorola in rendering the Services, Customer agrees to reimburse Motorola for those charges and expenses.

3.1.13 Customer Contact. Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be available twenty-four (24) hours per day, seven (7) days per week, and an escalation procedure to enable Customer's personnel to maintain contact, as needed, with Motorola.

3.2 **Lifecycle Management Services**

3.2.1 The Software License terms included in the MCA and its Addendum applies to any Motorola Software provided as part of the Lifecycle Management transactions.

3.2.2 The term of this MSLMA is _____ years, commencing on _____, 201_. The Lifecycle Management Price for the ____ years of services is $_____,

excluding applicable sales or use taxes but including discounts as more fully set forth in the pricing pages. Because the Lifecycle Management is a subscription service as more fully described in the applicable Ordering Documents, payment from Customer is due in advance and will not be in accordance with any Payment Milestone Schedule.

3.2.3 The Communications System upgrade will be scheduled during the subscription period and will be performed when Motorola's upgrade operation resources are available. Because there might be a significant time frame between when this MSLMA is executed and when a Communications 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.

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

3.2.5 The Warranty Period for any Equipment or Motorola Software provided under a Lifecycle Management transaction will commence upon shipment and not on Communications 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 Ordering Documents.

3.2.6 In addition to the description of the Lifecycle Management services and exclusions provided in the applicable Ordering Documents, the following apply:

a) Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment.

b) Lifecycle Management 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 MSLMA or the applicable Ordering Documents, Lifecycle Management 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 Lifecycle Management services.

3.2.7 The Lifecycle Management 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.

3.2.8 If Customer terminates this Maintenance and Support or Lifecycle Management service and contractual commitment before the end of the _ 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 __ year commitment. This provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision.

4. **Payment**

4.1 Unless alternative payment terms are stated in this MSLMA, Motorola will invoice Customer in advance for each payment period. All other charges will be billed monthly, and the Customer must pay each invoice in U.S. dollars within thirty (30) days of the invoice date. Customer will reimburse Motorola for all property taxes, sales and use taxes, excise taxes, and other taxes or

assessments that are levied as a result of Services rendered under this Agreement (except income, profit, and franchise taxes of Motorola) by any governmental entity.

4.2 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).

END



Proposal

City of Tucson, AZ

PremierOne® Essential Maintenance and Support Agreement

RFP #240225 Computer Aided Dispatch Solutions and Related Services

December, 2024

SAMPLE

The design, technical, and price information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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PS-000123456

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Maintenance and Support Agreement

Motorola Solutions Inc., (Motorola), a Delaware corporation, having a place of business located at 7237 Church Ranch Blvd, Suite 406 Westminster, CO 80021 and the City of Tucson (Customer), having a place of business located at 255 W. Alameda Street, Tucson, AZ 85701, enter into this Maintenance and Support Agreement (Agreement), pursuant to which Customer will purchase and Motorola will sell the maintenance and support services as described below and in the attached exhibits. Motorola and Customer may be referred to individually as "party" and collectively as "parties."

For good and valuable consideration, the parties agree as follows:

Section 1 Exhibits

The Exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement will take precedence over the Exhibits and any inconsistency between the Exhibits will be resolved in the order in which they are listed below.

Exhibit A	"Covered Products, Support Options and Pricing"
Exhibit B	PremierOne® "Customer Support Plan"
Exhibit C	PremierOne® "Services Statement of Work"
Exhibit D	"Labor Rates"

Section 2 Definitions

"Equipment" means the physical hardware purchased by Customer from Motorola pursuant to a separate System Agreement, Products Agreement, or other form of Agreement.

"Motorola" means Motorola Solutions, Inc., a Delaware corporation.

"Motorola Software" means Software that Motorola owns. The term includes Product Releases, Standard Releases, Cumulative Updates, and On Demand Releases.

"Non-Motorola Software" means Software that a Third Party other than Motorola owns.

"Optional Technical Support Services" means fee-based technical support services that are not covered as part of the standard Technical Support Services.

"Principal Period of Maintenance" or "PPM" means the specified days and times during the days, that maintenance and support services will be provided under this Agreement. The PPM selected by the Customer is indicated in the Covered Products, Support Options and Pricing Exhibit.

"Patch" means a specific change to the Software that does not require a Release.

"Products" means the Equipment (as indicated in the Covered Products Exhibit) and Software provided by Motorola.

"Releases" means an Update or Upgrade to the Motorola Software and are characterized as "On Demand Releases," "Cumulative Updates," "Standard Releases," or "Product Releases." The content and timing of Releases will be at Motorola's sole discretion.

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A “Cumulative Update” is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates will be superseded by the next issued Cumulative Update.

A “Standard Release” is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that is reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release).

A “Product Release” is defined as a release of Motorola Software considered to be the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola’s opinion will prevail, provided that Motorola treats the Product offering as a new Product or feature for its end user customers generally.

On Demand Releases are identified by the fifth character of the five-character release number, shown here as underlined: “1.2.0.4.**a**,” Cumulative Updates by the fourth digit: “1.2.0.**4.**a,” Standard Releases by the second digit: “1.**2**.0.4.a,” and Product Releases by the first digit: “**1**.2.0.4.a.”

“Residual Error” means a software malfunction or a programming, coding, or syntax error that causes the Software to fail to conform to the Specifications.

“Services” means those maintenance and support services described in the Customer Support Plan Exhibit and provided under this Agreement.

“Software” means the Motorola Software and Non-Motorola Software (Third Party) that is furnished with the System or Equipment.

“Specifications” means the design, form, functionality, or performance requirements described in published descriptions of the Software, and if also applicable, in any modifications to the published specifications as expressly agreed to in writing by the parties.

“Standard Business Day” means Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding established Motorola holidays.

“Standard Business Hour” means a sixty (60) minute period of time starting at notification within a Standard Business Day(s).

“Start Date” means the date upon which this Agreement begins. The Start Date is specified in the Covered Products, Support Options and Pricing Exhibit.

“System” means the Products and Services provided by Motorola as a system and are more fully described in the Technical and Implementation Documents attached as Exhibits to the applicable system agreement between Customer and Motorola.

“Technical Support Services” means the remote support provided by Motorola on a standard and centralized basis concerning the Covered Products, including diagnostic services and troubleshooting to assist the Customer in ascertaining the nature of a problem being experienced by the Customer. Technical Support Services includes minor assistance concerning the use of the Software (including advising or assisting the Customer in attempting data/database recovery, database set up, client-server advice), and minor assistance or advice on installation of Releases provided under this Agreement.

“Update” means an On Demand Release, Cumulative Update, or Standard Release.

“Upgrade” means a Product Release.

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Section 3 Scope and Term of Service

3.1. In accordance with the provisions of this Agreement and in consideration of the payment by Customer of the price for the Services, Motorola will provide to the Customer the Services as described in the Statement of Work Exhibit for the Support Services package listed above and as indicated in the Covered Products, Support Options and Pricing Exhibit. Services will apply only to the Products described in the Covered Products Exhibit.

3.2. Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, the term of this Agreement is Number spelled out (xxx) year(s), beginning on the Start Date. Following the initial term period, this Maintenance and Support Agreement will automatically renew upon the anniversary date for successive one (1) year periods unless either party notifies the other of its intention to not renew the Agreement (in whole or part) not less than thirty (30) days before the anniversary date or requests an alternate term or this Agreement is terminated for default by a party.

3.3. This Agreement covers all copies of the specified Products listed in the Covered Products, Support Options and Pricing Exhibit that are licensed by Motorola to the Customer. If the price for Services is based upon a per unit fee, such price will be calculated on the total number of units of the Products that are licensed to Customer as of the beginning of the maintenance and support period. If, during a maintenance and support period, Customer acquires additional Products that will be covered by this Agreement, the price for maintenance and support services for the additional Products will be calculated and added to the total price either (1) if and when the maintenance and support period is renewed or (2) immediately when Customer acquires additional Products, as determined by Motorola. Motorola may adjust the price of the maintenance and support services at the time of a renewal if it provides to Customer notice of the price adjustment at least forty-five (45) days before the expiration of the maintenance and support period. If Customer notifies Motorola of its intention not to renew this Agreement as permitted by Section 3.2 and later wishes to reinstate this Agreement, it may do so with Motorola's consent provided (a) Customer pays to Motorola the amount that it would have paid if Customer had kept this Agreement current, (b) Customer ensures that all applicable Equipment is in good operating conditions at the time of reinstatement, and (c) all copies of the specified Software listed in the Description of Covered Products are covered.

3.4. When Motorola performs Services at the location of installed Products, Customer agrees to provide to Motorola, at no charge, a non-hazardous environment for work with shelter, heat, light, and power, and with full and free access to the covered Products. Customer will provide all information pertaining to the hardware and software with which the Products are interfacing to enable Motorola to perform its obligations under this Agreement.

3.5. All Customer requests for covered Services will be made initially with the call intake center identified in the Covered Products, Support Options and Pricing Exhibit.

3.6. Motorola will provide to the Customer Technical Support Services and Releases as follows:

3.6.1. Motorola will provide Technical Support Services and correction of Residual Errors during the PPM in accordance with the Exhibits. The level of Technical Support depends upon the Customer's selection as indicated in this agreement and the Covered Products, Support Options and Pricing Exhibit. Any Technical Support Services that are performed by Motorola outside the contracted PPM and any Residual Error corrections that are outside the scope will be billed at the then current hourly rates. The objective of Technical Support Services will be to investigate specifics about the functioning of covered Products and to determine whether there is a defect in the Product. Technical Support Services will not be used in lieu of training on the covered Products.

3.6.2. Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, Motorola will provide to Customer without additional license fees an available Cumulative Update, or Standard Release for Motorola's PremierOne® Applications after receipt of a request from the Customer. The Customer must pay for any installation or other services and any necessary Equipment or third party software or training provided by Motorola in connection with Standard Releases. On Demands and Cumulative Updates are designed to be delivered remotely. Services for onsite delivery related to On Demands and Cumulative Updates as requested by Customer will be quoted at the time of the request. Any services will be performed in accordance with a mutually agreed schedule.

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3.6.3. Motorola will provide to Customer an available Product Release after receipt of a request from Customer, but Customer must pay for all additional license fees, any installation or other services, and any necessary Equipment provided by Motorola in connection with such Product Release. Motorola's duty as described in this paragraph is contingent upon Customer's then-current installation at the time of Customer's request being within two (2) Standard Release versions of the new Standard Release available for general release. Any services will be performed in accordance with a mutually agreed schedule.

3.6.4. Along with maintenance Software Releases, Motorola will make available new purchasable products, features and modules which are separate and distinct from the mainstream PremierOne® line of Products. Newly released Products may have PremierOne® as a pre-requisite and/or share some portion of the PremierOne® code base. Customers are not entitled to these products, features and modules, or upgrades to them within this Maintenance and Support Agreement, if they have not purchased the required licenses.

3.6.5. As part of the Software development process Motorola makes every reasonable effort to lessen impact to customer operations. Any change to existing functionality is done after thorough review of customer feedback and with announcement of said change. When it's not technically feasible to meet a particular requirement Motorola will proactively communicate the changes. Beyond these efforts Motorola does not warrant that a Release will meet Customer's particular requirement, be uninterrupted or error-free, be backward compatible, or that all errors will be corrected. Errors addressed as part of the Software Release will be corrected. Full compatibility of a Release with the capabilities and functions of earlier versions of the Software may not be technically feasible. If it is technically feasible, Motorola will make available services to integrate these capabilities and functions to the updated or upgraded version of the Software, which services may be fee based.

3.6.6. Motorola's responsibilities under this Agreement to provide Technical Support Services in accordance with the package selected by the customer and as further detailed in the statement of work, customer support plan will be limited to the current Standard Release plus the two (2) prior Standard Releases (collectively referred to in this section as "Covered Standard Releases"). Notwithstanding the preceding sentence, Motorola will provide Technical Support Services for a Severity Level 1 or 2 error concerning a Standard Release that precedes the Covered Standard Releases unless such error has been corrected by a Covered Standard Release (in which case Customer will need to have the Standard Release that fixes the reported error installed or terminate this Agreement as to the applicable Software).

3.6.7. Motorola's responsibilities under this Agreement to provide Technical Support Services will be limited to the current Standard Release concerning the following Software: Customer Service Request, Case Management, Integration Framework, and Integration Framework Express.

3.7. The maintenance and support Services described in this Agreement are the only covered services. Unless optional or a la carte Technical Support Services are purchased, these Services specifically exclude and Motorola will not be responsible for:

3.7.1. Any service work required due to incorrect or faulty operational conditions, including but not limited to Equipment not connected directly to an electric surge protector, or not properly maintained in accordance with the manufacturer's guidelines. Other services may be available for an additional fee and will be addressed with an amendment to the Agreement.

3.7.2. The repair or replacement of Products or parts resulting from failure of the Customer's facilities, Customer's personal property and/or devices connected to the System (or interconnected to devices) whether or not installed by Motorola's representatives.

3.7.3. The repair or replacement of Equipment that has become defective or damaged due to physical or chemical misuse or abuse, Customer's negligence, or from causes such as lightning, power surges, or liquids.

3.7.4. Any transmission medium, such as telephone lines, computer networks, or the worldwide web, or for Equipment malfunction caused by such transmission medium.

3.7.5. Accessories, custom or Special Products; modified units; or modified Software.

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3.7.6. The repair or replacement of parts resulting from the tampering by persons unauthorized by Motorola or the failure of the System due to extraordinary uses.

3.7.7. Operation and/or functionality of Customer's personal property, equipment, and/or peripherals and any application software not provided by Motorola.

3.7.8. Services for any replacement of Products or parts directly related to the removal, relocation, or reinstallation of the System or any System component.

3.7.9. Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.

3.7.10. Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements, or modifications in the Customer's platform or in the Software.

3.7.11. Services to correct errors found to be caused by Customer-supplied data, machines, or operator failure.

3.7.12. Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.

3.7.13. Third-party software unless specifically listed on the Covered Products Exhibit.

3.7.14. Support of any interface(s) beyond Motorola-provided port or cable, or any services that are necessary because third party hardware, software or supplies fail to conform to the specifications concerning the Products.

3.7.15. Services related to customer's failure to back up its data or failure to use a UPS system to protect against power interruptions.

3.7.16. Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.

3.8. The Customer hereby agrees to:

3.8.1. Maintain any and all electrical and physical environments in accordance with the System manufacturer's specifications.

3.8.2. Provide standard industry precautions (e.g. back-up files) ensuring database security, per Motorola's recommended backup procedures.

3.8.3. Ensure System accessibility, which includes physical access to buildings as well as remote electronic access. Remote access can be stipulated and scheduled with the Customer; however, remote access is required and will not be substituted with on-site visits or proxies if access is not allowed or available.

3.8.4. Appoint one or more qualified employees to perform System Administration duties, including acting as a primary point of contact to Motorola's Technical Support organization for reporting and verifying problems and performing System backup. At least one member of the System Administrators group must have completed Motorola's End-User training and System Administrator training (if available). The combined skills of this System Administrators group includes proficiency with: the Products, the system platform upon which the Products operate, the operating system, database administration, network capabilities such as backing up, updating, adding, and deleting System and user information, and the client, server and stand alone personal computer hardware. The System Administrator will follow the Residual Error reporting process described herein and make all reasonable

SAMPLE

efforts to duplicate and verify problems and assign a Severity Level according to definitions provided herein. Customer agrees to use reasonable efforts to ensure that all problems are reported and verified by the System Administrator before reporting them to Motorola. Customer will assist Motorola to confirm that errors are not the product of the operation of an external system, data links between system, or network administration issues. If a Severity Level 1 or 2 Residual Error occurs, any Customer representative may contact Motorola's Customer Support by telephone, but the System Administrator must follow up with Motorola's Customer Support as soon as practical thereafter. A full list of customer system management responsibilities is provided in the Customer Support Plan section 5.2.

3.9. In performing repairs under this Agreement, Motorola may use parts that are not newly manufactured but which are warranted to be equivalent to new in performance. Parts replaced by Motorola will become Motorola's property.

3.10. Customer will permit and cooperate with Motorola so that Motorola may periodically conduct audits of Customer's records and operations pertinent to the Services, Products, and usage of application and database management software. If the results of any such audit indicate that price has been understated, Motorola may correct the price and immediately invoice Customer for the difference (as well as any unpaid but owing license fees).

3.11. If Customer replaces, upgrades, or modifies equipment, or replaces, upgrades, or modifies hardware or software that interfaces with the covered Products, Motorola will have the right to adjust the price for the Services to the appropriate current price for the new configuration.

3.12. Customer agrees not to attempt or apply any update(s), alteration(s), or change(s) to the database software without the prior approval of Motorola.

Section 4 Right to Subcontract and Assign

Except as provided herein, neither party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work; however, subcontracting will not relieve Motorola of its duties under this Agreement.

Section 5 Pricing, Payment, and Terms

5.1. Prices in United States dollars are shown in the Covered Products, Support Options and Pricing Exhibit. At the time of contract execution, Customer is committing to ____ years of Maintenance and Support for a total price of $_____. The term prices shown in the Covered Products, Support Options and Pricing Exhibit will be invoiced annually in advance of the period of service. Customer affirms that a purchase order or notice to proceed is not required for the duration of this services contract and will appropriate funds each year through the contract end date. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement. Motorola will provide to Customer an invoice, and Customer will make payments to Motorola within thirty (30) days after the date of each invoice.

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Payments when due, will be in the form of a check, cashier's check, or wire transfer drawn on a United States financial institution.

5.2. Motorola's annual maintenance and support pricing for Motorola products increases each year 5% over the previous term's pricing. Third-party products will increase annually based on a current vendor supplied maintenance and support quote. In addition, if the Covered Products or Support Options change, the pricing will correspondingly change.

5.3. Overdue invoices will bear simple interest at the rate of ten percent (10%) per annum, unless such rate exceeds the maximum allowed by law, in which case it will be reduced to the maximum allowable rate.

5.4. If Customer requests, Motorola may provide services outside the scope of this Agreement or after the termination or expiration of this Agreement and Customer agrees to pay for those services. These terms and conditions and the prices in effect at the time such services are rendered will apply to those services.

5.5. Price(s) are exclusive of any taxes, duties, export or customs fees, including Value Added Tax or any other similar assessments imposed upon Motorola. If such charges are imposed upon Motorola, Customer will reimburse Motorola upon receipt of proper documentation of such assessments.

5.6. If Customer is purchasing Services for multiple years, if the Pricing includes a multiyear discount, and if Customer terminates this Agreement before the expiration of the full Term, then Customer will pay to Motorola upon termination an early termination fee in an amount equal to the multiyear discount applicable to the three (3) years immediately preceding the early termination.

5.7. If Customer is purchasing Upgrade or similar Services where the annualized price is based on the fulfillment of a two-year payment cycle, if Customer terminates this service during a two-year cycle except for Motorola's default, and if the Upgrade for the two-year cycle has been implemented before the termination, then Customer will pay to Motorola upon termination an early termination fee in an amount equal to the balance of payments owed for the two-year cycle.

Section 6 Limitation of Liability

Except for personal injury or death, Motorola total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 7 Default/Termination

7.1. If Motorola breaches a material obligation under this Agreement (unless Customer or a Force Majeure causes such failure of performance); Customer may consider Motorola to be in default. If Customer asserts a default, it will give Motorola written and detailed notice of the default. Motorola will have thirty (30) days thereafter either to dispute the assertion or provide a written plan to cure the default that is acceptable to Customer. If Motorola provides a cure plan, it will begin implementing the cure plan immediately after receipt of Customer's approval of the plan.

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7.2. If Customer breaches a material obligation under this Agreement (unless Motorola or a Force Majeure causes such failure of performance); if Customer breaches a material obligation under the Software License Agreement that governs the Software covered by this Agreement; or if Customer fails to pay any amount when due under this Agreement, indicates that it is unable to pay any amount when due, indicates it is unable to pay its debts generally as they become due, files a voluntary petition under bankruptcy law, or fails to have dismissed within ninety (90) days any involuntary petition under bankruptcy law, Motorola may consider Customer to be in default. If Motorola asserts a default, it will give Customer written and detailed notice of the default and Customer will have thirty (30) days thereafter to (I) dispute the assertion, (ii) cure any monetary default (including interest), or (iii) provide a written plan to cure the default that is acceptable to Motorola. If Customer provides a cure plan, it will begin implementing the cure plan immediately after receipt of Motorola's approval of the plan.

7.3. If a defaulting party fails to cure the default as provided above in Sections 7.1 or 7.2, unless otherwise agreed in writing, the non-defaulting party may terminate any unfulfilled portion of this Agreement and may pursue any legal or equitable remedies available to it subject to the provisions of Section 6 above.

7.4. Upon the expiration or earlier termination of this Agreement, Customer and Motorola will immediately deliver to the other Party, as the disclosing Party, all Confidential Information of the other, including all copies thereof, which the other Party previously provided to it in furtherance of this Agreement. Confidential Information includes: (a) proprietary materials and information regarding technical plans; (b) any and all other information, of whatever type and in whatever medium including data, developments, trade secrets and improvements, that is disclosed by Motorola to Customer in connection with this Agreement; (c) all geographic information system, address, telephone, or like records and data provided by Customer to Motorola in connection with this Agreement that is required by law to be held confidential.

7.5. Any termination by Customer prior to the expiration of the multi-year term, for any reason other than Motorola default, will result in an early termination fee equal to the discount applied to the invoices for the multi-year term, which will be due and payable upon such early termination. Annual discounts, if any, for the multi-year term can be found on the Covered Products, Support Options and Pricing Exhibit.

Section 8 General Terms and Conditions

8.1. Notices required under this Agreement to be given by one party to the other must be in writing and either delivered in person or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service), or by facsimile with correct answerback received, and will be effective upon receipt.

Customer: _____

Attn: _____

_____

_____

Motorola Solutions, Inc.
Attn: Legal, Corporate Communications and Government Affairs
500 W. Monroe St., Floor 43
Chicago, IL 60661

8.2. Neither party will be liable for its non-performance or delayed performance if caused by an event, circumstance, or act of a third party that is beyond such party's reasonable control.

8.3. Failure or delay by either party to exercise any right or power under this Agreement will not operate as a waiver of such right or power. For a waiver to be effective, it must be in writing signed by the waiving party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

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8.4. Customer may not assign any of its rights under this Agreement without Motorola's prior written consent.

8.5. This Agreement, including the exhibits, constitutes the entire agreement of the parties regarding the covered Maintenance and Support Services and supersedes all prior and concurrent agreements and understandings, whether written or oral, related to the services performed. Neither this Agreement nor the Exhibits may be altered, amended, or modified except by a written agreement signed by authorized representatives of both parties. Customer agrees to reference this Agreement on all purchase orders issued in furtherance of this Agreement. Neither party will be bound by any terms contained in Customer's purchase orders, acknowledgements, or other writings (even if attached to this Agreement).

8.6. This Agreement will be governed by the laws of the United States to the extent that they apply and otherwise by the laws of the State to which the Products are shipped if Licensee is a sovereign government entity or the laws of the State of Illinois if Licensee is not a sovereign government entity.

Section 9 Certification Disclaimer

Motorola specifically disclaims all certifications regarding the manner in which Motorola conducts its business or performs its obligations under this Agreement, unless such certifications have been expressly accepted and signed by an authorized signatory of Motorola.

Section 10 Compliance with Applicable Laws

The Parties will at all times comply with all applicable regulations, licenses and orders of their respective countries relating to or in any way affecting this Agreement and the performance by the Parties of this Agreement. Each Party, at its own expense, will obtain any approval or permit required in the performance of its obligations. Neither Motorola nor any of its employees is an agent or representative of Customer.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed as of the day and year first written above:

Motorola Solutions, Inc.	**{{Customer Name}}**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

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Exhibit A: Covered Products, Support Options, and Pricing

Maintenance and Support Agreement

SA/USC

Term: {{Month Day, Year}}

Customer Agency		Billing Agency	
{{Customer Agency Name}}		{{Billing Agency Name}}	
Address		Address	
City, State, Zip		City, State, Zip	
Contact Name		**Contact Name**	**Accounts Payable**
Telephone Number		Telephone Number	
Email Address		Email Address	

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: **(800) MSI-HELP** (800-674-4357).

Site Identification Numbers	
Product Group	**Site Identification Number**
PremierOne® CAD	
PremierOne® Mobile	
PremierOne® Records	

Motorola Essential Support Services Include:

- Access to Users Group Site
- Case Management 24x7
- Customer Support Plan
- HPE Defective Media Retention
- On-site Support (when applicable)
- Software Releases, as defined
- Technical Support 9x5
- Third-party Vendor Coordination
- Virtual Private Network VPN Tool

Motorola Advanced Support Services Include:

All the services in Essential Referenced Above

- Managed Detection Response (MDR)
- System Monitoring

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- Security Update Services (SUS)
- Managed Detection Response (MDR)

Motorola Supported Products

Product	Description	Service Level	Qty	Full Term Fees
PremierOne® CAD™ Software				
PremierOne® CAD		Essential		**$0.00**

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Product	Description	Service Level	Qty	Full Term Fees
PremierOne® Interfaces				
PremierOne® Interfaces		Essential		**$0.00**
PremierOne® Mobile Software				
			Motorola Software Supported Total	**$0.00**

Third-Party Vendor Supported Products

Vendor	Description	Vendor Service Level	Full Term Fees
HPE	HPE Servers		
	Nimble Storage		
F5	F5 Load Balancers		
Esri	Esri Embedded Software		
Extreme Network	Extreme Network Switches		
Fortinet	Fortigate Devices		
CommSys	CommSys Software		
VMWare	VMWare Licenses		
SolarWinds	SolarWinds Licenses		**$0.00**
		Third-Party Vendor Supported Total	**$0.00**

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Third-Party Vendor Equipment List

Vendor	Description	Serial Numbers
HPE	(Qty) DL360 Gen10 Servers	
	(Qty) Nimble Storage	
CDW	(Qty) F5 Load Balancers	
Extreme Network	(Qty) Extreme Network Switches	
Fortinet	(Qty) Fortigate Devices	
CommSys	CommSys Software	
VMWare	(Qty) vCenter, (Qty) vSphere with 2 CPUs, (Qty) vSphere with 1 CPU	**N/A**
{{Vendor}}	{{Description}}	{{Serial Numbers}}

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Optional Services Available

**Requires Multi-Year Agreement*

- Onsite GIS Administration - GeoFile Services
- Onsite System Administration
- Remote System Administration
- Report Writing
- Special Events
- Summit Advanced Purchase**

****Summit Advanced Purchase Option**					
Summit Attendance	Year		Attendees	Qty	Full Term Fees
			Standard Attendance[1]		
			Registration Only		

Standard Attendance Fees Include the following:

- Registration fee
- Round trip travel for event (booked by Motorola)
- Hotel accommodations (booked by Customer Agency per Motorola website instructions)
- Ground Transportation (booked by Motorola)
- Daily meal allowance[2]

[1] Standard Attendance includes above accommodations for the regular conference days. Any offer for pre-training outside of the standard conference days is not included in this offer. Customers who wish to attend pre-conference training may do so at their own lodging and food expense. Adjustment to travel dates and times to attend pre-conference training is allowed.

[2] Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

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Optional Support Services

Service	Description	SOW Reference	Qty	Term Fees
Service Level	24x7 Technical Support	Exhibit C	1	Included
Summit	Annual Summit Training	Exhibit A	Qty	$0.00
			OPTIONAL SUPPORT SERVICES TOTAL	$0.00

Support Fees Summary

Product	Service Level	Term Fees
Motorola Product™	xx	$.00
Added Motorola Product™	xx	$.00
	Multi-System Discount - x%	($.00)
	Multi-Year Discount - 2%	($.00)
	Subtotal Motorola Support	**$.00**
Vendor Product	xx	$.00
Added Vendor Product	xx	$.00
	Subtotal Third Party Support	**$.00**
Optional Support Service	xx	$.00
Added Optional Support Service	xx	$.00
	Subtotal Optional Support Services	**$.00**
	Grand Total	**$.00**
	Monthly Fees (Remove if not Applicable)	**$.00**

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Exhibit B: PremierOne® Customer Support Plan

Maintenance and Support Agreement

Term: {{Month Day, Year}}

Quick Contact Matrix	
Support Center	
Toll Free Phone#	1-800-MSI-HELP (1-800-674-4357)
Email	PSACASE@Motorolasolutions.com
Motorola Portal	Customer Support Portal
Provide the following information:	Site Name Your Name Your Call Back Number A Brief Description of the Problem Priority (Critical, High, Medium, Low)
Warranty and/or Service Agreement Information	
Customer Name:	Contract #:
Service Agreement Start/End Date:	Service Level: Essential/Advanced
Account Manager	**Customer Success Advocate**
Name:	Name:
Mobile:	Mobile:
Email:	Email:

Escalation Plan

Our goal is to ensure our customers receive the best possible support from Motorola. If you feel that your support or maintenance needs are not being met, as a direct Motorola Customer, we provide an escalation process for your request to the next Motorola department or manager.

Your initial call should always be to the first department or person on the list below. If, after making this initial contact you still have unresolved issues, please see below for escalation contact information.

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Escalation Plan			
	Level 1	**Level 2**	**Level 3**
Support Center	Support Center Managers: Mark Richins – Western mark.richins@motorolasolutions.com Ashley Beek – Central ashley.beek@motorolasolutions.com Todd Conklin – North East todd.conklin@motorolasolutions.com Marcelo Cravinhos – South East marcelo.cravinhos@motorolasolutions.com	Tim Heddlesten Senior Manager, Technical Support tim.heddlesten@motorolasolutions.com	Tim Leach Head of Software Enterprise Centralized Managed and Support Operations tim.leach@motorolasolutions.com

Customer Support Plan Overview

Serving Our Customer's Needs

Motorola is committed to helping people be their best in the moments that matter. We appreciate the opportunity to provide the following support services (Support Services) pursuant to this Customer Support Plan (CSP), which has been tailored specifically for your PremierOne® Solution. Our Service Delivery Team is focused on the health, system performance and reliability of the PremierOne® Solution (PremierOne® Solution). You will work with an account manager or service contract manager who will maintain regular communications with you and will continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola products or support.

Your Support Plan may be amended from time to time to align with industry best practices and customer needs. Our goal is to build a service relationship you can trust.

PremierOne® Support Services

Motorola Essential Support Services provides basic support delivered through a combination of centralized resources within Motorola Centralized Managed Support Operations (CMSO) Technical Services Organization (TSO) team collaborating with product development resources that are experienced in managing mission critical systems and associated technologies. The TSO team operates 24/7/365, leveraging remote access to customer systems for complete resolution methods.

Open communication is the key to effective support service delivery and relationship building.

The Support Plan covers the customer locations in the table below.

Site ID	Product Group	Site Name
	PremierOne® CAD	
	PremierOne® Mobile	

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Motorola CMSO and Service Desk

The CMSO TSO is the central point of contact to report PremierOne® Solution incidents and submit change requests. The TSO team can be reached 24/7 to assist with your service needs via:

- Toll Free Telephone: 1-800-MSI-HELP (800-647-4357) and convey the request
- Customer Support Portal: low priority requests only, (estimated 24 hour turnaround)
- Email: PSACASE@motorolasolutions.com (estimated 24 hour turnaround)

NOTE: Critical and high priority incidents should not be reported via email or the Customer Portal.

Product and system technical resources are ready to receive and take action on requests for service.

The CMSO TSO will respond to reporting incidents according to the priority levels and response times defined in Section 1.5 Priority Level Definitions and Response Times.

Case Management via Customer Support Portal

The Customer Support Portal provides customers with an interface into our Incident Management system. Customer Support Portal gives valuable system and service information whenever you need it along with complete case management details from submission to close.

- Customer Support Portal provides the ability to:
- Create low priority tickets
- Obtain status updates on existing tickets
- Supply additional information on tickets 24/7
  - When updating ticket notes, please provide contact information, which includes phone number, email, etc.

Motorola does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-647-4357)

Ticket Initiation via Email

An alternative customer support tool is available for PremierOne® Solution customers. Along with the toll-free phone number and Customer Support Portal, customers can request technical support by email. For many customers who use their handheld devices as a means to open tickets, email provides additional flexibility for initiating tickets.

For proper ticket management and contractual response, email ticketing is only available for priority levels 3 or 4. To process a ticket via email, the email must be formatted exactly as described below:

1. Address email to: PSACASE@motorolasolutions.com
2. Email Subject: Type “PSA Service Request” and a brief description of the system issue (this will become the ticket title)
3. Use the following template for the body of the email. Copy and paste from below, adding the accurate and specific needs of the request following the bold items listed:

   A. **Site ID**: Site ID

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B. **Product Type**: followed by the product family type. Choose from the following list:
   i. PremierOne® CAD
   ii. PremierOne® Mobile (including Handheld or PMDC)
   iii. PremierOne® Records
C. **Contact First Name**: first name or the person support personnel are to contact
D. **Contact Last Name**: last name or the person support personnel are to contact
E. **Phone Number**: phone number, including area code, where the contact person may be reached
F. **Priority Level**: indicate either priority level 3 or 4. All priority level 1 or 2 tickets must be opened via the toll-free TSO number.
G. **Problem Description**: a comprehensive description of the problem

4. Once the email is sent, the customer will receive an email with a ticket number for future reference. If an email response is not received, or if a priority level 1 or 2 ticket needs to be opened, please contact the toll-free TSC number.

CJIS Compliance

Motorola will maintain industry standard security measures to protect the Solution from intrusion, breach, corruption or security risks. The customer is responsible for maintaining security controls for their managed networks and infrastructure, including but not limited to servers, boundary protection devices and information flow enforcement. During the term of the Agreement, if the Solution enables direct or indirect access to FBI defined Criminal Justice Information (CJI), Motorola will comply with the FBI Criminal Justice Information (CJI) Security Policy. Any additional security measures desired by the customer may be available for an additional fee.

Motorola will provide the necessary information for its personnel that access customer CJI to submit to a background check based on submission of FBI fingerprint cards, complete CJIS Security Awareness Training and execute the CJIS Security Addendum. It is the customer's responsibility to determine when the background credentialing process is required by Motorola personnel.

Customer is independently responsible for due diligence and establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Service provided. Customer must also establish and ensure compliance with access control and identification and authentication policies and procedures, including password security measures, lost and stolen credentials, account disabling, account validation, log retention capacity planning and customer jurisdiction specific data retention requirements. Further, Customer must maintain industry standard security and protective data privacy measures. Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed, viewed or removed from the information system by customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, or their role in CJIS Security Policy compliance. Motorola reserves the right to terminate the Service if customer’s failure to maintain or comply with industry standard security and control measures negatively impacts the Service, Solution or Motorola own security measures.

Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries to include CJIS Security Policy reporting.

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Summary

Our Support Plan includes the following key services elements:

- Single point of contact - Customer Success Advocate who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.
- Systems Support Center: One place to report incidents and place requests - Reported incidents are correlated with alerts received from the NOC for reduced root cause determination.
- Emergency Call Management Portal: Enhanced access to case status and resolution details.
- Network Security Operations Center: Continuous monitoring and response of the Motorola PremierOne® Solution as well as providing notification of critical and high security alerts.
- Technical Support Center: Staffed with subject matter experts to handle escalated tickets.

Benefits to Your Agency

- **Maximize Performance**. Increase system uptime and quality of service through fast detection of service disruptions and restoration of services
- **Save Time**. Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests
- **Rely on a Trusted Support Team**. Depend on our skilled team to be the first line of defense and have greater peace of mind
- **Reduce Risk**. Gain visibility, enhance performance and increase cyber security with our full suite of NSOC offerings.

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Exhibit C: PremierOne® Essential Services Statement of Work

1.1 Overview

Motorola's PremierOne® Essential Services (Essential Services) provides an integrated and comprehensive sustainment program for PremierOne® systems. Essential Services do not include mobile devices, portable devices, or network backhaul equipment maintenance.

Advanced Services consist of the following service elements:

- Remote Technical Support
- Hardware Repair Coordination
- Software Maintenance
- Software Upgrade Services
- Cybersecurity Services (Managed Detection and Response)
- System Upgrades
- On-site System Administrator (Optional)
- Remote System Administrator (Optional)
- On-site GIS Administrator (Optional)
- Custom Report Writing (Optional)
- Special Event Support (Optional)

Each of these elements is summarized below and expanded upon in 1.4 Essential Services Detailed Description. In the event of a conflict between the descriptions below and an individual subsection of 1.4 Essential Services Detailed Description, 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) and the Agency (Agency).

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 Master Support Agreement.

Remote Technical Support

Motorola CMSO Technical Support Center (TSC) provides remote consultation with technical and product development resources skilled with diagnosing and resolving PremierOne® platform performance and operation issues.

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Hardware Repair

Motorola will coordinate repair of select third-party infrastructure equipment supplied by Motorola. Motorola CMSO coordinates the equipment repair logistics process with the vendor if it is sourced from Motorola as a part of the contract.

Software Maintenance

As new software becomes available for your PremierOne® system, Motorola will provide access to the latest software updates so that software performance and equipment operates to its specifications and functionality. Software releases can be scheduled by the Customer and are delivered through the customer support portal. The delivery of the software releases under the Software Maintenance does include resources to perform the Software Upgrade.

Cybersecurity Services (Managed Detection and Response)

Motorola's Managed Detection and Response (MDR) service provides monitoring of the PremierOne® CAD by specialized cybersecurity analysts with extensive experience working with mission-critical networks. The Motorola's Security Operations Center (SOC) employs experienced, highly-trained and certified security professionals staffed 24/7. The SOC analysts will coordinate with the Customer through the ActiveEye^{SM} Security Platform to identify and assist the mitigation of threats to the Customer's system.

On-site System Administrator (OSA) (Optional)

The Service includes a dedicated full-time resource from Motorola's global support and managed services organization to administer the Customer's PremierOne® System. The fully trained expert would augment the Customer's existing team to support the performance and availability of the PremierOne® system. The resource will be able to troubleshoot, diagnose, and resolve issues and enable the Customer to focus on delivering the mission to the key stakeholders.

Remote System Administrator (Optional)

The Remote System Administrator service includes a qualified remote resource from Motorola's global support and managed services organization to assist with patches or provisioning/configuration changes up to 12 hours per month.

On-site GIS Administrator (Optional)

The On-site GIS System Administrator (GIS OSA) is an optional add-on service to the Advanced Services package agreement. Motorola GIS OSA provides a dedicated resource to perform addition and correction of streets, common places, address points, service boundaries and other layers deemed necessary for CAD by the Customer, loading of geodatabase to the CAD system, creation and maintenance of CAD mapping files, creation and maintenance of routing services on the ArcGIS Servers, creation and maintenance of mobile mapping files, creation and maintenance of Handheld mapping files (if applicable), diagnose, triage and coordinate with Motorola TSC, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported GIS incidents/problems.

Custom Report Writing (Optional)

Motorola will configure the data in the system to collect and organize specific critical information via reports (outside of standard reports) to make day-to-day or business processes more efficient. Motorola will create custom reports, and train Customer to create your own reports, based on your specific data and analysis needs.

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Special Event Support (Optional)

Motorola provides additional on-site staffing for special events with the potential for high incidents, such as holidays, major sporting events, and election days. During these events, Motorola designated staff will assist Customer as the technological expert.

1.2 Motorola Service Delivery Ecosystem

Essential Services are delivered through a tailored combination of centralized teams equipped with a sophisticated service delivery platform, a customer support portal, and applicable third party vendors. 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.

1.2.1 Centralized Managed Support Operations

The cornerstone of Motorola's support process is the Centralized Managed Support Operations (CMSO) organization, which includes the Service Desk and technical support teams. The CMSO is staffed 24/7/365 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, and third-party subcontractors. The Service Desk processes service requests, service incidents, change requests, and dispatching, and communicates with stakeholders in accordance with predefined response times.

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

1.2.2 Account Manager

A Motorola Account Manager (AM) will be the Customer's key point of contact for defining and managing services. The AM's initial responsibility is to provide maintenance and support contract and 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 division of responsibilities between the Customer and Motorola are detailed in this SOW.

1.3 Customer Support and Maintenance Expectations

In order to successfully deliver the services outlined in this SOW, the Customer is expected to assist Motorola with performing tasks related to administration, maintenance, and support. The customer will provide a properly trained technical resource responsible for administration, maintenance, and support of your PremierOne® Solution, and who is familiar with the operation of the PremierOne® Solution. If the customer has opted for an OSA, the OSA will assist the Customer's trained technical resource with

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the mutually agreed upon administration, maintenance, and support responsibilities outlined below for your PremierOne® Solution.

The customer technical resource will be suitably skilled and trained as the on-site expert when requested by the TSC. They will validate issue resolution prior to close of the ticket in a timely manner.

Note - If the customer has opted for an OSA, the customer technician on-site presence is required when requested by the TSC during times the OSA is not on site.

The Customer support personnel are responsible for the following:

- Initiate Service Request Tickets. Contact Motorola through authorized tools and processes outlined in the Motorola CSP to initiate technical support tickets.
- Assess Priority Level. Assist in assessing the urgency and impact of the issue so the correct Priority Level is assigned, as found in the SOW and CSP.
- Escalate Appropriately. Contact Motorola to add information, make changes to existing technical support tickets or escalate service requests to Motorola management. Motorola CMSO TSC contact information is provided in the CSP.
- VPN connectivity. Provide VPN connectivity and telephone access to Motorola personnel, if applicable.
- Physical Workstation Maintenance. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
- CAD client maintenance. Apply upgrades such as OS patches, administrative tools, and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to PremierOne® Solution Products latest published Anti-Virus Exclusions List.).
  - Apply any Microsoft Critical Security patch to their PremierOne® Solution that fits within the security and sustainability processes of the agency. Motorola recommends agencies follow Microsoft's guidance related to the application of Critical Security patches.
    - If Security Patching Services are purchased from Motorola the Customer will be responsible for rebooting servers and workstations to apply the deployed patches.
- Mobile Client Maintenance: Apply upgrades such as OS patches, administrative tools and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to latest released PremierOne® Solution Products Anti-Virus Exclusions List.).
  - Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).
  - Note: The Mobile Client Maintenance will be completed by the OSA if the OSA has been purchased.

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- Custom Reports: Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola. In an event that Motorola is creating reports for the Customer, it will be supported by Motorola Support teams.
- CAD Client Upgrade Testing: Test PremierOne® Solution Software Releases (includes Standard, Cumulative Upgrades (CU) and On Demand Releases (OD). Report and supply data for any problems that are discovered with the software to Motorola for review and correction. Ensure that minimum software/hardware requirements are met.
- Third-Party Maintenance:
  - Net - Install, upgrade, configure, and maintain .net framework software as per minimum requirements outlined by Motorola.
  - Server - Install, upgrade, configure, and maintain all servers hosting third-party products that interface to Motorola products. See Physical Server Maintenance section above for additional explanation.
  - SQL - Install, upgrade, configure, and maintain MS SQL application. Make resource optimization changes pertaining to best practices as required by Motorola.
  - SQL Express - Install, upgrade, configure, and maintain MS SQL Express application. Make resource optimization changes pertaining to best practices as required by Motorola.
  - Unembedded Third-Party Licensing - Maintain and apply all third-party licensing for products not specifically embedded within a Motorola proprietary product.
- Mobile Client Install and Testing: Test PremierOne® Solution Software Releases (includes Standard, CU, and ODs). Report and supply data for any problems that are discovered with the software to Motorola for review and correction. Ensure that minimum software/hardware requirements are met.
- GIS Updates: PremierOne® Solution Map Maintenance
  - Ensure validity and integrity of all GIS related data introduced to the system.
  - Record modifications made to GIS files, and confirm expected behavior within the PremierOne® Solution.
  - Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients.
- Anti-Virus and Windows UAC: Install, configure, and upgrade chosen anti-virus software. Appropriately configure the user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola via ticket entry. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the Customer will be responsible for diagnosing and correcting the issue. Per request, Motorola will make every reasonable effort to test and verify specific anti-virus patches against a replication of the Customer's application if a problem cannot be resolved internally.

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- System Backups: With the assistance of the OSA, perform and confirm successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes, and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne® Solution SQL Server Management Studio (SSMS) full and incremental database backups completing successfully, report related SCOM notifications to Motorola.
  - Note: Tape Backups and HD Backups are the sole responsibility of the Customer, even if a dedicated OSA is purchased.
- Provisioning knowledge of the system: Customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne® Solution Provisioning. Provisioning changes should be tracked. This information should be supplied to Motorola to aid in troubleshooting efforts should a problem be experienced. Motorola now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the Customer as a failsafe.
- Gathering Issue Logs (Server and Client): During non-business hours, supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola, must be furnished. Absence of requested data may lead to ticket closure. (The OSA will assist with this task during normal business hours).
- Customer Data Archiving: Customer is responsible for all PremierOne® Solution Data Archival as per their internal requirements and needs. Adequate storage space should be maintained, and data must not be stored in a manner that adversely impacts the PremierOne® Solution or component operations.
- Network Bandwidth and Stability: Install, monitor, and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola products and related system components.
- Remote Access: Customer must provide remote access to requesting Motorola personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne® Solution domain access, and access to all system elements that pertain to the operation of the PremierOne® Solution and functionality.
- Backup Power: Install and maintain backup power source to ensure the effective operation of the PremierOne® Solution System and all its components in the event of a primary power source failure.
- End User Training: Ensure that all end users of Motorola products are trained to perform their duties and not cause harm or upset of system functionality. Motorola does offer additional training if necessary for an additional cost.
- Change Management: Notify Motorola of any changes made to the PremierOne® Solution, associated interfaces, related hardware, software, network, or any other system element that may adversely impact operation or system functionality.
- Note - Motorola is not liable for any loss of functionality related to any changes or updates made to the solution by customer or third parties. We strongly recommend that customer advise Motorola of any proposed changes or third party integrations before undertaking same to ensure that functionality will not be adversely affected.

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1.4 Essential 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.

Note - Delayed, incomplete, or inaccurate customer-provided information may have a significant impact on the project schedule and deliverables.

1.4.1 Hardware Repair Coordination

Motorola will collaborate on the hardware repair of PremierOne® system components that are supplied by Motorola with third party vendors as listed on Exhibit A (Covered Products, Support Options and Pricing).

1.4.1.1 Description of Service

At Motorola's discretion, the third-party infrastructure may be sent to the original equipment manufacturer or vendor for repair.

Network Hardware Repair is also known as Infrastructure Repair.

1.4.1.2 Scope

Repair requests are assessed by the CMSO Technical Support team, which is available on a 24/7 basis. The Technical Support team will coordinate repairs with applicable third party vendors as listed in Exhibit A (Covered Products, Support Options and Pricing).

1.4.1.3 Inclusions

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

1.4.1.4 Motorola Responsibilities

- Provide the Customer access to the CMSO TSC, operational 24/7 to request repair service.
- CMSO TSC will work with third-party vendors to coordinate the repair process and enable remote work for the service.
- Create a ticket with third-party vendors to initiate the repair process of faulty equipment.

1.4.1.5 Limitations and Exclusions

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

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- All Motorola 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.
- Physical, lightning, water, or shock damaged infrastructure components.
- Third-party equipment not shipped by Motorola.
- 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.
- Non-standard configurations, customer-modified infrastructure, and certain third party infrastructure.
- Firmware or software upgrades.

1.4.1.6 Customer Responsibilities

- Contact or instruct servicer to contact the Motorola CMSO to request the third party repair process.
- 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 or third-party infrastructure components being sent in for service were subjected to physical, lightning, shock, or water damage.
- Follow Motorola and third-party vendors 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 and the Customer will collaborate to agree on a 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 third-party with proper software and firmware information to reprogram equipment after repair, unless current software has caused this malfunction.

Note - Inaccurate or incomplete information provided by customer or other delay by customer will result in delay of repair by the third party vendor and may incur additional charges.

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1.4.2 Software Maintenance

1.4.2.1 Description of Service

Motorola Essential service includes remote upgrades of any On Demand (OD) and Cumulative Update (CU) Motorola software releases that may be available. Motorola will only provide releases that have been analyzed, pre-tested and certified in a dedicated test lab.

The customer will be responsible for scheduling remote support for the application of upgrades with the Motorola TSC.

1.4.2.2 Scope

Software releases, as well as any detailed documentation needed to implement the release, are posted to the customer support portal for customer retrieval.

Releases means an Update or Upgrade to the Motorola Software and are characterized as “On Demand Releases,” “Cumulative Updates,” “Standard Releases,” or “Product Releases.” The content and timing of PremierOne® Solution releases will be at Motorola sole discretion.

- An “On Demand Release” is a release of Motorola Software that is done on demand to address critical issues like stability, performance or priority 1 or 2 functional issues.
- A “Cumulative Update” is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates may contain product enhancements and improvements. Cumulative Updates will be superseded by the next issued Cumulative Update.
- A “Standard Release” is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that are reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release).
- A “Product Release” is defined as a release of Motorola Software considered the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola opinion will prevail, if Motorola treats the Product offering as a new Product or feature for its end user customers generally.

Note - An extra fee is required for Standard Release upgrades, which may contain product enhancement and must be performed on-site.

1.4.2.3 Motorola Responsibilities

- Provide access to software release via the customer support portal.
- Provide access to detailed documentation to support the application of software releases.

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1.4.2.4 Limitations and Exclusions

- Provisioning efforts.
- Motorola implementation or on-site upgrade and expansion services.

1.4.2.5 Customer Responsibilities

- Schedule remote support for software release application.

1.4.3 On-Site System Administrator (Optional)

The Motorola CMSO Software Enterprise Support provides twenty-four-hour availability to respond to service requests. Customers request technical assistance through the CMSO based on the level of service and entitlement as outlined in the contract. In addition to remote telephone support, pursuant to this Agreement, Motorola will provide a dedicated On-site System Administrator (OSA) during business hours. To meet the individual needs of the Customer, the OSA may be dedicated to the applications support or infrastructure support. In addition, Motorola offers a GIS OSA for GIS support which is detailed in Section 1.4.5: On-site GIS System Administrator (Optional).

1.4.3.1 Description of Service

Motorola's OSA offer provides a dedicated resource who is responsible for delivering Technical Services as herein defined. The resource will be available to the Customer, onsite if preferred by the Customer, based on predefined business hours as set forth in this SOW.

The dedicated OSA will be provided the reasonably necessary training to accomplish the tasks outlined in this document. The dedicated OSA, with Customer's guidance, will develop an understanding of the assigned agency's specific environment, Customer-specific requirements, and configurations. The OSA will act as the interface between Motorola CMSO technical support teams to achieve the goals outlined by their respectively assigned Customer. The resource will be equipped to perform diagnostic assistance, provide preliminary hardware and software problem evaluation, and possess the expertise reasonably necessary to repair all contractually covered items negotiated in the Scope.

There are three common types of OSA for PremierOne®: application administration for CAD/Mobile, application administration for RMS, and technical administration for server and network infrastructure. Customers can select multiple onsite administrators from these roles and where possible may be able to mix roles into one or more administration.

1.4.3.2 Scope

The OSA service provides dedicated support full-time, Monday through Friday, between local normal business hours. On-site support shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola and the Customer. Any such variance will necessitate a separately attached addendum.

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Note - The Motorola OSA will provide full-time support except for Motorola holidays, paid time off (PTO) benefits, sick leave and training events outlined in Section 1.4.5.6: Resource Training and Section 1.4.5.7: Dedicated System Administrator Placement, Terms and Conditions below throughout the term of this Agreement. Each day shall be defined as normal business hours M-F 8:00 a.m. to 5:00 p.m. and shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola and the Customer. Any such variance will necessitate a separately attached addendum.

1.4.3.2.1 Motorola Responsibilities

- Diagnose, triage, gather logs, and coordinate with Motorola Technical Support, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- Monitor system(s) to determine any negative performance impacts, and engage appropriate resources when necessary.
- Work with Customer staff to identify and resolve reported system incidents/problems.
- Perform periodic system maintenance and software patching, in accordance with Motorola supplied guidelines, on physical and virtual servers covered within the scope of the Maintenance and Service Agreement.
- Ensure that reported incidents/problems are documented, analyzed, validated, and escalated (when necessary) through full resolution.
- Run diagnostics using approved Motorola tools.
- Assist with technical system requirements analysis.
- Provide system performance reporting using approved Motorola tools when requested.
- Assist with contractually covered database system back-ups.
- Assist with upgrade planning and installations.
- Understand system dependencies and related connections.
- Provide incident/problem information to track reported issues and progress towards resolution.
- Assist Customer with training plan development for users and system functionalities. Engage appropriate Motorola subject matter experts when necessary.
- Coordinate with Motorola and/or Customer Project Management as applicable.
- Assist in the development of internal documentation pertaining to system configuration, administration, and troubleshooting.
- Specific to PremierOne® Records System:
  - Creation of security groups and user roles to appropriately grant/limit system privileges as provided by Customer.
  - Assist with the management of the Customer's Custom Code Tables and Pick Lists.
  - Configure and Maintain Org Builder to follow the approval workflow of documents within the PremierOne® Records system.
  - Manage the flow of documents through the PremierOne® Records system and execute requested changes after appropriate analytical review.
  - Maintain general system configuration, make changes to default views and color coding as requested by the Customer.
  - Maintain Central Index Mapping, CAD Incident Import, and Duplicate Primary configuration settings.

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  - Possess knowledge of the business practices of each end user area and how to use their perspective modules within the PremierOne® Records Management System.
  - Possess knowledge of the Advanced Configuration Tool, and be able to execute appropriate changes to existing Records Management modules, or create new modules.
  - Possess knowledge of the SSRS Reporting System, and be able to generate end-user reports as requested.
  - User Configuration - Entering and maintaining users within the PremierOne® CAD System (applicable only to suite environments), and directly into PremierOne® RMS when standalone.
- Specific to PremierOne® CAD and Mobile:
  - Assist with the management of Dispatcher hardware changes where appropriate.
  - Convert, develop, and test CAD-related custom utilities and scripts, reports, etc.
  - Assist CAD Validators with test plans.
  - Assist in the review and evaluation of CAD Vendor conversions.
  - Present newly available CAD/PMDC system features, and provide advice/assistance during need and usability review.
  - Follow AGENCY required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
  - Work closely with support teams and contractually covered third-party vendors to provide any additional information required by Technicians to analyze and resolve incidents/problems (i.e. logs, output, etc.).
  - Assist in establishing “pilot groups” for new CAD/PMDC system enhancements or problem resolution analysis in order to review and provide feedback.
- As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
- In cases where the resource has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.
- Provide case activity reports to Customer. Work cohesively with Customer to identify and prioritize issues of greatest concern.

1.4.3.2.2 Limitations and Exclusions

- The OSA will be on-site during normal business, not to exceed more than 40 hours per week. Any extended hours will be mutually agreed upon between Motorola and Customer, following local and state labor laws.

1.4.3.2.3 Customer Responsibilities

- Upon report of any incident/problem, provide pertinent and specific details of the issue, as well as information regarding actions already taken.
- Allow the dedicated Motorola OSA full and free access to equipment, including any connectivity/monitoring equipment, necessary to deliver the services outlined in this statement of work.

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- Provide all information pertaining to external hardware and software that covered products interface with to enable the resource to perform their obligations under this Agreement.
- Initially report all active incidents or technical requests of any Severity to the CMSO Technical Support Organization at 800-MSI-HELP to obtain a case number. Provide the case number to OSA.
- Allow Motorola continuous remote access to obtain system availability and performance data.
- Notify OSA and Motorola Technical Support when performing any activity that impacts the system. (This may include but is not limited to, installing software or hardware upgrades, performing network maintenance or upgrades, disabling system peripherals to perform maintenance, etc.).
- Maintain and store all relevant software and system backups in an easily accessible location. Motorola recommends that at least one back-up file is stored in an off-site location.
- Coordinate and assist with troubleshooting efforts and restoration attempts during cases in which the OSA is responding to a system failure.
- Provide the OSA, at no charge, a non-hazardous environment including shelter, heat, light, power, and all other reasonable accommodations.
- Validate issue resolution in a timely manner, prior to closure of the incident/problem.
- Adhere to all other applicable guidelines referenced in the separate Motorola CSP.
- Assist in agency-specific knowledge development for the OSA.

1.4.3.3 Resource Training

In order to maintain and expand product and technical knowledge as our technologies and customer environments evolve, the On-site System Administrator will be required to attend up to 120 hours of annual training. Some training may be available on a remote basis, but other training will require the Resource travel to a remote site to complete training. Potential travel time is not included in the estimated 120 hours of annual training. On-going training is designed to enhance and expand the Resources knowledge and capabilities in an effort to continuously improve the services provided. Motorola will provide adequate advanced notice, generally 30 days, of any training requirements for the On-site System Administrator.

Motorola will provide case management as described in the Case Management Services description. The PSA Technical Support Organization will continuously track and manage Cases from creation to close through an automated case tracking process. This case management allows for Motorola to provide Case Activity Reports.

The terms and conditions of this SOW are an integral part of Motorola's Maintenance and Support Agreement Terms and Conditions.

1.4.3.4 Dedicated System Administrator Placement, Terms and Conditions

The below terms and conditions are in addition to and form an integral part of Customer's Agreement:

- Motorola will make a good faith effort to secure a local resource with suitable abilities and qualifications for the duration of the agreement. If Customer objects in good faith to a proposed Dedicated System Administrator assignment, the Parties shall attempt to resolve Customer's concerns on a mutually agreeable basis.

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- Customer may request Motorola remove and replace a Dedicated System Administrator for any valid performance or business reason, provided that Customer does not request the removal of any such person for reasons prohibited by law, and further provided that reasonable notice (which may be immediate, depending on the circumstances surrounding the removal) is given.
- In the event Customer refuses the placement or requests removal of a qualified Dedicated System Administrator, Motorola shall have the right to terminate the Agreement in whole or in part.

1.4.4 On-Site GIS System Administrator (Optional)

The On-site GIS System Administrator (GIS OSA) service provides a dedicated resource responsible for performing tasks related to the maintenance of Customer's GIS data, geodatabases, and CAD mapping files.

1.4.4.1 Description of Service

The GIS OSA will coordinate with Customer to create, maintain, and implement Customer identified GIS data into the CAD system. The GIS OSA is responsible for performing the following tasks PremierOne® Solution CAD, Mobile, and Handheld (if applicable):

- Add and or correct street names, common places, address points, service boundaries, and other layers deemed necessary for CAD by the Customer.
- Load Customer geodatabases into the CAD system.
- Create and maintain routing services on the ArcGIS Servers.
- Create and maintain CAD mapping files.

1.4.4.1.1 Create and maintain Mobile mapping files.

- Create and maintain Handheld mapping files, if applicable.
- Diagnose, triage, and coordinate with Motorola TSC, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.

1.4.4.2 Scope

OSA GIS will perform routine updates to the CAD system to ensure accurate GIS and mapping data is reflected in the CAD system. Routine updates, and their associated responsibilities, are defined in the following subsections.

1.4.4.2.1 Update Street Centerlines

At Customer request, the GIS OSA will update street segments in the GIS data, to the extent technically feasible. The street modifications include street additions, deletions and attributes changes. New streets must be submitted on hardcopy and/or digital maps depicting the geographic location along with the street name and address (see the Source Maps appendix for an acceptable source map example). Motorola will also accept street attribute changes in a text file or hardcopy list where the former attributes and new attributes are clearly represented.

Motorola Responsibilities

- Accomplish street segment modifications based on Customer-supplied source maps or data.

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- Verify the GIS street modifications in the product.
- Run automated assign processes to assign the new and modified streets and intersections to the CAD geodatabase and mapping files.

Customer Responsibilities

- Supply Motorola with source maps that clearly depict the street changes.
- Answer questions and resolve any resource discrepancies with the mapping files as they arise during the street modification process.
- If provided by Motorola, review street discrepancies and provide resolution for the next update cycle.

1.4.4.2.2 Completion Criteria

This task is considered complete after each update cycle.

1.4.4.2.3 Update Boundaries

On a predetermined basis, Motorola will modify boundaries in the GIS data. Modifications include additions, deletions and attribute modifications of map layers categorized as boundaries (i.e., City, Police, Fire, EMS, etc.). If a geographic or name change is made to a boundary, the streets, common places and intersections will be assigned to the new boundary name. The Customer must submit boundary shape modifications and additions on maps clearly depicting the change. Attribute changes, such as the name, agency, response or message code, may be submitted in a file or a list clearly defining the former attribute along with the new attribute.

Motorola Responsibilities

- Accomplish boundary modifications based on Customer-supplied source maps or data.
- Run automated assign processes to assign the boundaries to the CAD geodatabase and mapping files.
- If necessary, submit to the Customer a list of boundary discrepancies that require clarification.

Customer Responsibilities

- Supply Motorola with source maps that clearly depict the boundary changes.
- Answer questions and resolve any resource discrepancies with the mapping files as they arise during the boundary update process.
- If provided by Motorola, review boundary discrepancies and provide resolution for the next update cycle.

Completion Criteria

This task is considered complete after each update cycle.

1.4.4.2.4 Update Common Places

On a predetermined basis, Motorola will modify common places in the GIS data. Modifications include commonplace additions, deletions, and attribute changes. The Customer must submit new and changed common places in a manner that clearly depicts the name, address and city location. Changed common places may be submitted on maps clearly depicting the change or in a file or a list

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containing the old name, address and city code along with the new name, address, and city code. Common places that do not match a street address will be returned to the Customer for clarification.

Motorola Responsibilities

- Accomplish commonplace modifications based on Customer requests.
- Run automated assign processes to assign new or modified common places to CAD geodatabase and mapping files.
- If required, submit to the Customer a list of commonplace discrepancies that require clarification.

Customer Responsibilities

- Submit the source maps or lists that clearly depict the commonplace modifications.
- If provided by Motorola, review commonplace discrepancies and provide resolution for the next update cycle.
- Answer questions and resolve any resource discrepancies with the mapping files as they arise during the common place update process.

Completion Criteria

This task is considered complete after each update cycle.

1.4.4.2.5 Coordinate CAD Map/Geodata Updates

Motorola will coordinate updates to the Customer's CAD system with the Customer's CAD Administrator. Motorola will complete the load process to update the GIS SQL database as well as the updated map. Updates are coordinated with the Customer. Once updates are applied to the CAD system, the Customer is responsible for updating the appropriate CAD parameter files based on the Geofile changes. For instance, if a new law dispatch zone is added to the GIS data, an entry must be made in the CAD Plan File containing the associated team, area, and district information. The updates to the CAD Plan File are accomplished by the Customer. Once the GIS changes are applied to the CAD system, Motorola will review the status reports generated during the CAD update.

Motorola Responsibilities

- Coordinate with the Customer's CAD Administrator for loading the new GIS database and switching the active database.
- Review the error log table and CAD status reports for any discrepancies identified during the MGU processes.
- Communicate service boundary changes and additions to the Customer's system administrator.

Customer Responsibilities

- Accomplish required CAD menu changes when new service boundaries are created.
- If necessary, coordinate CAD data transactions with appropriate personnel.

Completion Criteria

This task is considered complete after each update cycle.

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1.4.4.2.6 Creation and Maintenance of PremierOne® Solution CAD Mapping Files

Motorola will also generate the CAD mapping files required for deployment to the CAD client. The Customer's system administrator will distribute the updated CAD mapping files.

Motorola Responsibilities

- Generate current mapping files.
- If requested by the Customer, modify specified map element styles, fonts, and colors.
- Supply updated map package to the Customer for deployment.

Customer Responsibilities

- Distribute updated map package to the CAD clients.

Completion Criteria

This task is considered complete after each update cycle.

1.4.4.2.7 Update Routing Services

Motorola will modify routing services in the GIS data. Modifications include speed limit, geographic changes and routing corrections. The Customer must submit new and changed routing issues in a manner that clearly depicts the street name, address, city location and action required. Changed streets may be submitted on maps clearly depicting the change or in a file or a list containing the issue with the street name, address, and city code.

Motorola Responsibilities

- Update the street network with the Customer specified changes.
- Rebuild the routing network to include the changes.
- Load approved routing service to the ArcGIS Server.

Customer Responsibilities

- Provide required changes to the routing service.
- Answer questions and resolve any resource discrepancies as they arise during the routing service update process.

1.4.4.2.8 Creation and Maintenance of PremierOne® Solution Mobile mapping files

Motorola will also generate the mobile mapping files required for deployment to the mobile client. The Customer's system administrator will distribute the updated mobile mapping files.

Motorola Responsibilities

- Generate current mapping files.
- If requested by the Customer, modify specified map element styles, fonts, and colors.
- Supply updated map package to the Customer for deployment.

Customer Responsibilities

- Distribute updated map package to the mobile clients.

Completion Criteria

SAMPLE

This task is considered complete after each update cycle.

1.4.4.2.9 Update Handheld Map (if applicable)

If the Customer is utilizing PremierOne® Solution Handheld, Motorola will maintain and update the maps on the ArcGIS Server.

Motorola Responsibilities

- Generate updated handheld maps based on Customer-supplied changes.
- If requested by the Customer, modify specified map element styles, fonts, and colors.
- Load approved handheld map to the ArcGIS Server.

Customer Responsibilities

- Approve handheld map for publication by the GIS OSA.

Completion Criteria

This task is considered complete after each update cycle.

1.4.4.3 General Responsibilities

1.4.4.3.1 Motorola Responsibilities

- Where applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
- In cases where the resource has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.
- Provide case activity reports to Customer and work cohesively with Customer to identify and prioritize issues of greatest concern.
- Provide dedicated support full-time, minus Motorola holidays, paid time off (PTO) benefits, and training events throughout the term of this agreement. Each day shall be defined as normal business hours M-F 8:00 a.m. to 5:00 p.m. and shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola and the Customer. Any such variance will necessitate a separately attached addendum.
- Addition and correction of streets, common places, address points, service boundaries, and other layers deemed necessary for CAD by the Customer.
  - Loading of geodatabase to the CAD system.
  - Creation and maintenance of CAD mapping files.
  - Creation and maintenance of routing services on the ArcGIS servers.
  - Creation and maintenance of mobile mapping files.
  - Creation and maintenance of Handheld mapping files, if applicable.

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1.4.4.3.2 Customer Responsibilities

- Provide accurate base GIS data to Motorola for use in the PremierOne® Solution applications. Motorola makes no claims to the accuracy of any streets or features added from Customer-provided GIS data.
- Conduct any agency specific security clearances including background checks, facility access clearance, etc. for the GIS OSA.
- Upon report of any incident/problem, provide pertinent and specific details of the issue, as well as information regarding actions already taken.
- Allow the GIS OSA full and free access to equipment, including any connectivity/monitoring equipment, necessary to deliver the services outlined in this statement of work.
- Provide all information pertaining to external hardware and software that covered products interface with to enable the resource to perform their obligations under this Agreement.
- Initially report all active incidents or technical requests of any Priority to the Motorola TSC at 800-MSI-HELP to obtain a ticket number. Provide the ticket number to GIS OSA.
- Allow Motorola continuous remote access to obtain system availability and performance data.
- Notify GIS OSA and Motorola Technical Support when performing any activity that impacts the system. (This may include but is not limited to, installing software or hardware upgrades, performing network maintenance or upgrades, disabling system peripherals to perform maintenance, etc.).
- Maintain and store all relevant software and system backups in an easily accessible location. Motorola recommends that at least one back-up file is stored in an off-site location.
- Coordinate and assist with troubleshooting efforts and restoration attempts during cases in which the GIS OSA is responding to a system failure.
- Provide the GIS OSA, at no charge, a non-hazardous environment including shelter, heat, light, power, and all other reasonable accommodations.
- Validate issue resolution in a timely manner, prior to closure of the incident/problem.
- Adhere to all other applicable guidelines referenced in the separate Motorola CSP.
- Assist in agency-specific knowledge development for the GIS OSA.
- The Customer must supply acceptable hardcopy and/or digital source maps a minimum of 10 days prior to the start of GIS data updates. The source maps must have no copyright restrictions, allowing Motorola to utilize as an authoritative source that requires no additional verification.

1.4.4.4 Resource Training

In order to maintain and expand product and technical knowledge as our technologies and Customer environments evolve, the GIS OSA will be required to attend up to one hundred twenty (120) hours of annual training. Some training may be available on a remote basis, but other training will require the resource to travel to a remote site to complete training. Potential travel time is not included in the estimated 120 hours of annual training. On-going training is designed to enhance and expand the resources knowledge and capabilities for continuous improvement of the services provided. Motorola will provide advanced notice, generally thirty (30) days, of any training requirements for the GIS OSA.

Motorola will provide case management. The Motorola TSC will continuously track and manage Tickets from creation to close through an automated ticket tracking process. This case management allows Motorola to provide case activity reports.

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1.4.4.5 Dedicated System Administrator Placement, Terms and Conditions

Motorola will make commercially reasonable efforts to secure a local resource with suitable abilities and qualifications for the duration of the Agreement. If Customer objects in good faith to a proposed Dedicated OSA assignment, the Parties shall attempt to resolve Customer's concerns on a mutually agreeable basis.

Customer may request Motorola remove and replace a Dedicated OSA for materially reasonable cause, provided that Customer does not request the removal of any such person for reasons prohibited by law, and further provided that reasonable notice under the circumstances given.

In the event that Customer refuses the placement of or requests the removal of a qualified Dedicated OSA without material cause, Motorola shall have the right to terminate the Agreement in whole or in part.

If Customer terminates the contractual commitment before the end of the {{TermLength}} 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 {{TermLength}} year commitment.

To enable Motorola to perform the Services, Customer will provide to Motorola reasonable access to relevant Customer information, personnel, systems and office space when Motorola employees are working on Customer's premises, and other general assistance. If the Statement of Work contains assumptions that affect the Services or Deliverables, Customer will verify that they are accurate and complete. Any information that Customer provides to Motorola concerning the Services or Deliverables will be accurate and complete in all material respects. Customer will make timely decisions and obtain any required management approvals that are reasonably necessary for Motorola to perform the Services and its other duties under this Agreement. Unless the Statement of Work states the contrary, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions and Customer-provided information, decisions and approvals described in this paragraph.

During the term of this Agreement and for twelve months thereafter, Customer will not actively solicit the employment of any Motorola personnel who is involved directly with providing any of the Services.

1.4.5 Remote System Administrator (Optional)

Motorola Remote System Administrator provides a dedicated resource who is responsible for delivering technical services as outlined in this section.

1.4.5.1 Description of Service

The dedicated Remote System Administrator will act as a liaison between the Customer and Motorola software and hardware technical support teams. The Remote System Administrator is trained in PremierOne® Solution products and capable of accomplishing tasks related to diagnostic assistance, provide preliminary hardware and software problem evaluation and possess the knowledge reasonably necessary to repair systems outlined in this SOW.

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1.4.5.2 Scope

The Remote System Administrator service provides dedicated support for 12 hours a month. This provision may vary by mutual agreement between Motorola and Customer. Any such variance will necessitate a separately attached addendum.

1.4.5.3 Motorola Responsibilities

- Contact Motorola through authorized tools and processes outlined in this SOW to initiate technical support request ticket.
- Assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this SOW.
- Diagnose, triage and coordinate with Motorola technical support, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- Supply all requested logs for problems that need to be diagnosed and resolved.
- Follow Customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
- Records ACT: Only trained users of ACT should attempt to use ACT to maintain their system. New module creation, or existing module changes, should first be completed and tested within a non-production environment. Apply changes to the production environment by running a buildset, or importing the ash file(s). All changes made in ACT should be tracked via Motorola supplied excel files. These files must be made available upon request to aid in Motorola troubleshooting efforts. ACT additions, changes, and maintenance are the sole responsibility of the Customer.
- Possess knowledge of the business practices of each end-user area and use of their perspective modules within the PremierOne® Solution RMS.
- Possess knowledge of the Advanced Configuration Tool, and be able to execute appropriate changes to existing RMS modules, or create new modules.
- Possess knowledge of the SSRS Reporting System and be able to generate end-user reports as requested.
- User Configuration - Entering and maintaining users within the PremierOne® Solution CAD System (applicable only to suite environments), and directly into PremierOne® Solution RMS when standalone.
- Assist with the management of Dispatcher hardware changes where appropriate.
- Convert, develop, and test CAD-related custom utilities and scripts, reports, etc.
- Assist CAD Validators with test plans.
- Assist in the review and evaluation of CAD Vendor conversions.
- Present newly available CAD/PMDC system features, and provide advice/assistance during need and usability review.
- Work closely with support teams and contractually covered third-party vendors to provide any additional information required by technicians to analyze and resolve incidents/problems (i.e. logs, output, etc.).
- Assist in establishing “pilot groups” for new CAD/PMDC system enhancements or problem resolution analysis in order to review and provide feedback.

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- As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
- In tickets where the resource has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.
- Provide ticket activity reports to Customer. Work cohesively with Customer to identify and prioritize issues of greatest concern.

1.4.5.4 Customer Responsibilities

- Provide a properly trained technical resource responsible for supporting the Remote System Administrator with maintenance and support of your PremierOne® solution.
- Initiate service requests tickets through authorized tools and processes outlined in the CSP.
- Assist in assessing and assigning initial and correct Incident Priority Levels, as defined in 1.5 PremierOne® Priority Level Definitions and Response Times.
- Contact Motorola to add information, make changes to existing technical support tickets, or escalate service requests to Motorola management. Motorola SCC contact information is provided in the SOW.

1.4.6 CyberSecurity Services (Managed Detection and Response) (Optional)

Motorola ActiveEye^{SM} Managed Detection and Response provides endpoint monitoring by experienced, specialized cybersecurity analysts with extensive experience working with PremierOne® mission-critical networks.

The following elements are available as part of the Managed Security Service:

- ActiveEye^{SM} Security Management Platform.
  - Applicable service modules. These modules use Service Connectors to integrate specific network components into the ActiveEye^{SM} monitoring platform and SOC services.
  - Technical Support for troubleshooting.
- Security Operations Center (SOC) monitoring and support.
  - Monitoring and response for applicable ActiveEye^{SM} service modules.

The following sections describe these elements.

1.4.6.1 Project Deployment

In order to establish initial expectations for deployment, Motorola will work with Customer to help you understand the impact of introducing a new solution and your preparedness for the implementation and support of ActiveEye^{SM} Managed Detection and Response.

1.4.6.1.1 Motorola Responsibilities

- Motorola will schedule a service kick-off meeting with the Customer and provide information-gathering documents to the Customer. The kick-off meeting will be conducted remotely at the earliest mutually available opportunity.

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- Motorola will provide detailed requirements regarding Customer infrastructure preparation actions within one week of the kick-off meeting.
- Motorola will provision tools in accordance with the requirements of this Service, and consistent with information gathered in earlier phases. Motorola will also provide required Customer deployment actions within one-week of the completion of all infrastructure readiness tasks.

1.4.6.1.2 Customer Responsibilities

- The Customer must attend the kick-off meeting and complete information gathering documents as quickly and accurately as possible.
- The Customer must accomplish all infrastructure preparation tasks as quickly as possible.
- The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements.

Note - Failure to complete the actions above will delay the accomplishment of the implementation.

1.4.6.2 ActiveEye℠ Security Management Platform

1.4.6.2.1 Description of Service

The ActiveEye℠ Security Platform will collect, analyze, and automate the investigation of IT and security activity. The web-based ActiveEye℠ portal enables the Customer to view threat insights, perform investigations, create security reports, and view threat advisories. In addition, the Customer will be able to use the ActiveEye℠ portal to manage notification settings and communications with the Motorola SOC.

The ActiveEye℠ platform collects data directly to its cloud service interface.

1.4.6.2.2 Scope

Motorola will provide 24/7 access to the ActiveEye℠ Security Management Platform. Motorola will notify the Customer if access will be affected, such as by scheduled maintenance.

1.4.6.2.3 Motorola Responsibilities

- Provide access to the ActiveEye℠ portal for the Customer and any identified, approved users. After initial deployment, the Customer will have self-service access to add/remove/update user access as needed.
- Provide the subscribed services.
- Resolve platform issues and technical errors as documented by the Customer.
- Retain security logs within ActiveEye℠ for thirty days. Security logs will be archived for one year by the long-term storage policy.

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1.4.6.2.4 Customer Responsibilities

- Provide reasonable assistance to Motorola to perform the Service, as described in this SOW. This assistance includes, but is not limited to, smart hands assistance with issues that may require physical access to the devices affected by this Service, or virtual assistance with virtual environment issues that require administrative access to devices affected by this Service.
- Provide all technical, license, and service information requested in the implementation documents prior to the commencement of the Service.
- Perform all network and system integrations necessary for ActiveEye[SM] Service. This includes providing external Internet connectivity for ActiveEye[SM] security components.
- Install agents on in-scope systems and devices, as required.
- Configure all necessary components of Customer's infrastructure to integrate with ActiveEye[SM].
- Provide the name, email, landline telephone numbers, and mobile telephone number for all shipping, installation, and security Points-of-Contact (POC).
- Securely manage user access to the ActiveEye[SM] portal, creating new user accounts when needed and removing a user's access when it is no longer required.

1.4.6.2.5 Endpoint Detection and Response

ActiveEye[SM] managed Endpoint Detection and Response integrates endpoint detection and response (EDR) tools with the ActiveEye[SM] Security Management Platform to provide additional threat intelligence, automated investigation, and orchestrated response actions to optimize protection of critical systems.

EDR integration with ActiveEye[SM] accelerates investigations by making necessary information available for analysts in a single platform, where they can quickly access details of what caused an alert, its context, and its history.

The platform enables analysts to initiate response actions (i.e. isolate host, block list a file, allow list a file, and remove file) on endpoints to respond to detection of verified malicious activity within the Customer's system. Available responses are determined by the Customer's EDR tool and security policies.

A third-party license for the EDR solution may apply to Customer's use of this service unless the applicable EDR solution is separately procured by the Customer. See also the Limitations and Exclusions section.

Motorola Responsibilities

- Work with the Customer to integrate ActiveEye[SM] Service Connector(s) necessary to monitor and interact with the Customer's EDR solution and deploy remotely EDR in the server environment.
- Provide ports and protocols to the Customer for the EDR solution.

Customer Responsibilities

- Deploy and maintain EDR agents to Customer managed equipment.
- Configure networking infrastructure to allow EDR agents to communicate over the internet with the cloud.
- Configure EDR solution to enable ActiveEye[SM] connection for event/alert collection and response actions.

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- Comply/consent with the terms of applicable licenses, privacy statements, or other third-party agreements to the extent third-party software or services are utilized or provided by/through Motorola, including applicable EDR solution provider's end user license agreements (EULAs), if any.
- Obtain any third-party consents required to enable Motorola to provide the monitoring service, if applicable.

1.4.6.2.6 Advanced Threat Insights

With Advanced Threat Insights, Motorola provides continuous surface, deep, and dark web monitoring, alerts and notifications, Customer risk reviews, organization-specific threat intelligence and industry-level threat intelligence. Trained cybersecurity analysts will search the surface, deep, and dark web looking for indications that any of the Customer's systems, Customer user accounts in the monitored domain, or data sets have been compromised. In addition, cybersecurity analysts will search for evidence that the Customer's organization or primary applications may be the target of a threat actor campaign.

Motorola's cybersecurity analysts will develop threat reports and review them with the Customer. Analysts perform threat intelligence gathering using a combination of automated and human methods. They review threat intelligence findings during normal US business hours 8x5 on standard US business days: Monday through Friday 8 a.m. to 5 p.m. local time, excluding US Holidays.

There are four main aspects of this service:

- Named Analyst - A dedicated analyst will work with the Customer to understand the organization's operating environment and architecture in more detail and depth. This approach enables the analyst to provide detailed recommendations for improving the Customer's overall risk posture from a consistent single point of contact.
- Proactive Threat Hunting - The analyst will dedicate time each month (number of hours dependent on subscription) to evaluate available threat intelligence and sensor information (log analysis, EDR, NIDs, etc.) to identify areas of concern. This manual investigation can uncover previously undetected threats that exist outside of the scope of typical security alerting and provide a starting point for remediation and security recommendations to improve the Customer's overall security posture. The focus of this work can be directed by the Customer toward the most critical assets or those assets most at risk given the threat landscape at the time.
- Surface, Deep, and Dark Web insights - Risks go beyond the visible boundaries of the organization. Monitoring for key assets on the surface, deep, and dark web provides actionable insights into how the organization is being targeted and what assets are at risk, such as lost or exposed credentials and sensitive data.
- Monthly Summary and Discussion of Findings - The assigned analyst will present key findings for the past month, discuss new threats to consider, and suggest any additional security measures relevant to the Customer's organization.

Motorola Responsibilities

- Coordinate with the Customer to collect relevant information necessary to execute threat intelligence searches on the dark web.
- Deliver a monthly risk report detailing threat intelligence specific to the Customer.
- Provide the Customer with a monthly Public Safety Industry intelligence report detailing threat intelligence related to the Public Safety community as a whole.

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- Hold recurring formal risk reviews with the Customer to evaluate threats facing the Customer and intelligence discoveries. This review also serves as an opportunity to refine the list of critical information the threat team needs to proactively search for.
- Alert the Customer immediately when critical threats or information breaches are discovered.

Customer Responsibilities

- Coordinate with Motorola to maintain relevant information necessary to execute threat intelligence searches on the dark web.
- Obtain for Motorola all rights, if any, that may be necessary to permit requested threat intelligence searches on the dark web.

Disclaimer

Scope of services do not include employee related investigative services, such as those that may target any specific employees (or other individuals) or implicate privacy rights, alleged or suspected internal conduct, or rights that may be protected or regulated by law, e.g. information bearing on an individual's character, general reputation, personal characteristics, mode of living., etc. Motorola reserves the right to withhold from Customer any information deemed outside the scope of the engagement or otherwise subject to legal restrictions and take any other action it deems to be required by law.

Customer understands that some information shared with Customer through the Advanced Threat Insights service will, by its nature, be unverifiable, will be delivered on an as-is basis, and may or may not be correct. Customer agrees any information shared is for Customer's internal business purpose use only and shall not be further distributed by Customer.

Motorola does not represent that it will identify, fully recognize, discover, or resolve all security events or threats, system vulnerabilities, malicious codes or data, backdoors, or other system threats or incompatibilities as part of the service, or that the agreed upon cadence/time of delivery will be sufficient to identify, mitigate or prevent any cyber incident.

For subscribers of the Advanced Threat Insights service, Motorola disclaims any warranty and does not guarantee to be able to locate all threat intelligence on the surface, deep or dark web. Motorola will perform an expansive search but cannot cover every forum and information source.

ActiveEye^{SM} Security Platform Technical Support

ActiveEye^{SM} Security Management Platform Technical Support provides the Customer with a toll-free telephone number and email address for ActiveEye^{SM} Security Management Platform support requests, available Monday-Friday 8 a.m. to 7 p.m. CST. Support requests are stored in a ticketing system for accountability and reporting.

Motorola Responsibilities

- Notify the Customer of any scheduled maintenance or planned outages, if required.
- Provide technical support, security control, and service improvements related to ActiveEye^{SM}.

Customer Responsibilities

- Provide sufficient information to allow Motorola technical support agents to diagnose and resolve the issue.

Limitations and Exclusions

- Technical support is limited to the implementation and use of the ActiveEye^{SM} Security Management Platform and does not include use or implementation of third-party components.

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1.4.6.3 Security Operations Center 24/7 Coverage

Motorola cybersecurity analysts at our SOC will provide remote support to the Customer and your connected networks, applications, and devices for security threats on a 24/7 basis. To initiate the SOC Monitoring service to function, Motorola and the Customer must perform the support tasks and responsibilities described in the following sections.

1.4.6.3.1 Description of Services

Motorola delivers SOC Monitoring using one or more SOC facilities. The SOC includes any centralized hardware and software used to deliver this Service. The SOC and its centralized hardware and software are housed within an SSAE-18 compliant data center.

Motorola's SOC is staffed with security experts who will use ActiveEye^{SM} Security Management Platform to monitor Customer systems. In addition, SOC staff will take advantage of their extensive experience to investigate and triage detected threats, and to recommend responses to the Customer.

1.4.6.3.2 Scope

Motorola's SOC will provide continuous 24/7 monitoring through automated tools and review by trained security analysts. Motorola will analyze events and notify the Customer in accordance with Table 1-2: Notification Procedures.

Motorola will start monitoring the Service in accordance with Motorola processes and procedures after deployment, as described in Section 1.4.8.1: Project Deployment.

The Customer will be able to open a support request for the SOC via a toll-free telephone number or email address, available 24/7. Support requests are stored in a ticketing system for accountability and reporting.

1.4.6.3.3 Ongoing Service Responsibilities

Motorola Responsibilities

- If a probable security incident is detected, provide phone and email support to:
  - Engage the Customer's defined incident response process.
  - Attempt to determine the root cause and extent of compromise using existing monitoring capabilities in place as part of the Service.
  - Analysis and support to help the Customer determine if the Customer's corrective actions are effective.
  - Continuous monitoring, in parallel with analysis, to support incident response.

Customer Responsibilities

- Provide Motorola with accurate and up-to-date information, including the name, email, landline telephone numbers, and mobile telephone numbers for all designated, authorized Customer escalation POC.
- Provide a Network Map detailing the Customer's network architecture for network(s) in scope for the Service, if applicable.
- Provide a timely response to SOC security incident tickets or investigation questions.

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- Provide an established service window in which qualified IT personnel will be able to respond to major event escalations.
- Notify Motorola at least 24 hours in advance of any scheduled maintenance, network administration activity, or system administration activity that would affect Motorola's ability to perform the Managed Security Operations Center Service, as described in this SOW.

1.4.6.4 Service Module Specific Security Operations Center Services

With this service, the Motorola SOC will provide specific services for ActiveEye℠ Security Management Platform the Customer is subscribed to.

The following describe these security operations modules.

1.4.6.4.1 Endpoint Detection and Response

The Motorola SOC will consult with the Customer on the appropriate deployment of the EDR solution. The SOC will advise, on an ongoing basis, what security policies should be updated to optimize threat detection.

The SOC will consult with Customer to define a response automation plan that outlines the scenarios where the SOC should take automatic response actions on systems within the Customer environment. In cases outside the automatic response scenarios, the SOC will open Security Cases with the Customer with recommended actions and await approval before taking actions.

Motorola Responsibilities

- Provide recommendations on endpoint security policy and configuration to optimize threat identification.
- Maintain, with input from Customer, an automatic response plan for defined endpoint security scenarios or malware types.

Customer Responsibilities

- Initiate response actions on endpoint solutions when not defined as automatic actions or not available as remote actions on the EDR solution in use.

1.4.6.5 Response Times, Notification, and Tuning

1.4.6.5.1 Response Times

Motorola will analyze events created and/or aggregated by the Service, assess their type, and notify the Customer in accordance with the following table.

Table 1-1: Priority Level Definitions and Response Times for Cybersecurity Services

Priority Level	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 PremierOne® system or information stored within it. Effort to recover from the incident may be significant. Examples:	Response provided 24 hours, 7 days a week, including US Holidays.

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Priority Level	Incident Definition	Response Time
	Malware that is not quarantined by anti-virus Evidence that a monitored component has communicated with suspected malicious actors.	
High P2	Security incidents that have localized impact, but are viewed as having the potential to become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant. Examples: 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: 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. Informational events. 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.
Low P4	These are typically service requests from the Customer.	Response provided Monday through Friday 8 a.m. to 5 p.m. local time, excluding US Holidays.

1.4.6.5.2 Notification

Motorola will establish notification procedures with the Customer, generally categorized in accordance with the following table.

Table 1-2: Notification Procedures

Notification Procedure	Details
Routine Notification Procedure	The means, addresses, format, and desired content (within the capabilities of the installed technology) for Events of Interest. These can be formatted for automated processing, e.g., by ticketing systems.
Urgent Notification Procedure	Additional, optional means and addresses for notifications of Events of Interest that require urgent notification. These usually include telephone notifications.

Motorola will notify the Customer according to the escalation and contact procedures defined by the Customer and Motorola during the implementation process.

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1.4.6.5.3 Tuning

Motorola will assess certain events to be environmental noise, potentially addressable configuration issues in the environment, or false positives. Motorola may recommend these be addressed by the Customer to preserve system and network resources.

Motorola will provide the Customer with the ability to temporarily suppress alerts reaching ActiveEye[SM], enabling a co-managed approach to tuning and suppressing events or alarms. The SOC may permanently suppress particular alerts and alarms if not necessary for actionable threat detection.

Tuning Period Exception

The tuning period is considered to be the first thirty (30) days after each service module has been confirmed properly deployed and configured, and starts receiving data. During the tuning period, Motorola may make recommendations to the Customer to adjust the configurations of their installed software so that Services can be effectively delivered. Service Availability will not be applicable during the tuning period and responses or notifications may not be delivered. However, Motorola will make reasonable efforts to provide responses and notifications during this period.

Motorola may continue to recommend necessary tuning changes after this period, with no impact on Service Availability.

1.4.6.5.4 Motorola Responsibilities

- Motorola will monitor the service and check in-scope assets are properly forwarding logs or events and that system scans are functioning. Motorola will notify the Customer of any exceptions. Motorola will begin monitoring any properly connected, in-scope sources after the tuning period.
- Motorola will conduct initial tuning of the events and alarms in the service, as well as set up initial reports (User Access, Administration Events, and Configuration Findings Reports).

1.4.6.5.5 Customer Responsibilities

- The Customer must provide appropriate Internet connectivity for all in-scope assets to the service and address any exceptions noted by Motorola. Failure to do so will delay completion of future phases and will prevent Motorola from monitoring those sources.
- The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements. The Customer must engage the SOC team in discussing the tuning approach and confirm the configurations requested.

1.4.6.6 Limitations and Exclusions

This section applies to all cybersecurity services contained in the Statement of Works. Managed Detection and Response does NOT include services to perform physical containment and/or remediation of confirmed security incidents, remote or onsite. The Customer may choose to purchase additional Incident Response professional services to assist in the creation of and/or execution of a Customer's Incident Response Plan.

Motorola's scope of services does not include responsibilities relating to recovery of data available through the products or services, or remediation or responsibilities relating to the loss of data, ransomware, or hacking.

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Motorola does not represent that it will identify, fully recognize, discover or resolve all security events or threats, system vulnerabilities, malicious codes, files or malware, indicators of compromise or internal threats or concerns.

NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES, OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CUSTOMER'S OR THIRD PARTIES' SYSTEMS, EQUIPMENT, OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SERVICES, OR INTERPRETATION, USE, OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES.

1.4.6.6.1 Service Limitations

Cybersecurity services are inherently limited and will not guarantee that the Customer's system will be error-free or immune to security breaches as a result of any or all of the services described in this SOW. Motorola does not warrant or guarantee that this service will identify all cybersecurity incidents that occur in the Customer's system. Services and deliverables are limited by, among other things, the evolving and often malicious nature of cyber threats, conduct/attacks, as well as the complexity/disparity and evolving nature of Customer computer system environments, including supply chains, integrated software, services, and devices. To the extent we do offer recommendations in connection with the services, unless otherwise stated in the statement of work, our recommendations are necessarily subjective, may or may not be correct, and may be based on our assumptions relating to the relative risks, priorities, costs and benefits that we assume apply to you.

1.4.6.6.2 Processing of Customer Data in the United States and/or Other Locations.

Customer understands and agrees that data obtained, accessed, or utilized in the performance of the services may be transmitted to, accessed, monitored, and/or otherwise processed by Motorola in the United States (US) and/or other Motorola operations globally. Customer consents to and authorizes all such processing and agrees to provide, obtain, or post any necessary approvals, consents, or notices that may be necessary to comply with applicable law.

1.4.6.6.3 Customer and Third-Party Information

Customer understands and agrees that Motorola may obtain, use and/or create and use, anonymized, aggregated and/or generalized Customer Data, such as data relating to actual and potential security threats and vulnerabilities, for its lawful business purposes, including improving its services and sharing and leveraging such information for the benefit of Customer, other customers, and other interested parties. For avoidance of doubt, so long as not specifically identifying the Customer, Customer Data shall not include, and Motorola shall be free to use, share and leverage security threat intelligence and mitigation data generally, including without limitation, third-party threat vectors and IP addresses (i.e., so long as not defined as personal information under applicable law), file hash information, domain names, malware signatures and information, information obtained from third-party sources, indicators of compromise, and tactics, techniques, and procedures used, learned or developed in the course of providing Services, which data shall be deemed Service Use Data (i.e., Motorola data).

1.4.6.6.4 Third-Party Software and Service Providers, Including Resale

Motorola may use, engage, license, resell, interface with or otherwise utilize the products or services of third-party processors or sub-processors and other third-party software, hardware, or services providers

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(such as, for example, third-party endpoint detection and response providers). Such processors and sub-processors may engage additional sub-processors to process personal data and other Customer Data. Customer understands and agrees that the use of such third-party products and services, including as it relates to any processing or sub-processing of data, is subject to each respective third-party's own terms, licenses, EULAs, privacy statements, data processing agreements and/or other applicable terms. Such third-party providers and terms may include the following, if applicable, or as otherwise made available publicly, through performance, or upon request:

Carbonblack (VMWare)
Terms of Service: https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/downloads/eula/vmware-cloud-services-universal-tos.pdf Data Processing Agreement: https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/downloads/eula/vmware-data-processing-addendum.pdf

Motorola disclaims any and all responsibility for any and all loss or costs of any kind associated with security events. Motorola disclaims any responsibility for Customer use or implementation of any recommendations provided in connection with the services. Implementation of recommendations does not ensure or guarantee the security of the systems and operations evaluated.

1.4.7 Custom Report Writing (Optional)

1.4.7.1 Description of Service

Motorola uses PremierOne® SSRS (SQL Server Reporting Services) tool to extract reporting data, statistics, and other operational information in order to deliver customized reports to the Customer. These reports will benefit the Customer's organization to determine the resource efficiency, to increase incident, and staffing awareness.

The following types of reports may be generated for the Customer:

- Statistical
- Comp Stats
- Analytical
- Dashboards
- Workload\Procedural\Housekeeping
- Drill Through Reports (detailed reports with links)
- Visual Heat Maps (Bing Maps only)
- Sub Reports (Reports within a report)

1.4.7.2 Scope

Motorola will build a custom report model per Customer requirement so the Customer's can run the reports at their preferred cadence (daily/weekly/monthly) and distribute to the appropriate staff or media as required.

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This service includes the following tasks:

- Data Collection Set up – Reporting data configured and set up in the Customer system by Motorola.
- Data Reporting – A suite of reports can be generated and shared by the Customer.

1.4.7.3 Inclusions

- Data must be present in the data reporting warehouse.

1.4.7.4 Motorola Responsibilities

- Collect reporting data through defined interfaces.
- Provide the custom reports to the Customer as agreed in the Scope.
- Provide a Motorola point of contact, upon request, for questions the Customer has about the findings or reports provided by Motorola.
- Upon request, discuss custom reports with Customer.

1.4.7.5 Limitations and Exclusions

- Custom reports are available only for PremierOne® CAD systems.

1.4.7.6 Customer Responsibilities

- Provide necessary access to the PremierOne® environment.
- Designate an authorized reporting contact to work with Motorola to address any questions.
- When necessary, perform corrective actions identified by Motorola's project team as outside the scope of Motorola's responsibilities.

1.4.8 Special Event Support (Optional)

1.4.8.1 Description of Service

Motorola will partner with the Customer to provide on-site or remote support to assist with augmentation of Customer staff or capabilities during times of need. Examples of support include emergency training, on-site monitoring, dedicated remote system monitoring, or on-site availability during large Customer projects (e.g. network restructuring).

1.4.8.2 Scope

Motorola will deploy trained resources qualified to assist with the Customer's specific request at the determined Scope.

Special Event Support provides 40 hours of on-site or remote support, depending on the Customer's request. Additional hours of support beyond the contracted Scope will be billed separately.

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1.4.8.3 Motorola Responsibilities

- Provide the appropriately trained resource to match the Scope.

1.4.8.4 Limitations and Exclusions

- Special Event Support is available for customers with PremierOne® CAD systems.

1.4.8.5 Customer Responsibilities

- Allow Motorola's support technician, when required, access to equipment, including any connectivity or monitoring equipment, if remote service is not possible.
- Allow Motorola's support technician, when required, access to remove Motorola-owned monitoring equipment upon cancellation of service.
- For requests to engage with CMSO for Special Event support, create a ticket using the template outlined in the CSP and send it to PSACASE@motorolasolutions.com.

1.5 PremierOne® Priority Level Definitions and Response Times

Table 1-6: PremierOne® Priority Level Definitions and Response Times

Priority Level	Incident Definition	Response Time
Critical P1	An incident is deemed CRITICAL if one or multiple critical functions are unavailable, or severely degraded such that the customers' core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the customers' business is such that focus and resources must be applied to restoration or mitigation. Full system outage, systemic inability to process mission-critical commands (e.g. incident creation), extreme systemic slowness, or majority of clients unable to connect to the system, etc.	Telephone conference within 1 Hour of initial voice notification
High P2	An incident is deemed HIGH if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions. Loss of a critical redundancy, subsystem or critical interface (e.g. CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, systemic recurring disruptive issues that frequently impact users.	Telephone conference within 3 Hours of initial voice notification during normal business hours
Medium P3	An incident is deemed MEDIUM if business functions are available, however, there is a deviation from the expected or agreed upon level of service or other service condition not aligned with the other defined impact levels.	Telephone conference within 8 Hours of initial notification during normal business hours

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Priority Level	Incident Definition	Response Time
	Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g. interfaces installed on RDW), RDW or reporting problems, etc. *System must be .within N-2 standards for these tickets	
Low **P4**	A request is deemed LOW for minor requests. This level is meant to represent minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions and product or service Update requests. *System must be within N-2 standards for these tickets	Telephone conference within 2 Business Days of initial notification

1.6 Conditions and Exclusions

1.6.1 Conditions

Motorola services enhance performance of your CAD systems. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- Remote monitoring, troubleshooting and restoration require that the Customer provides direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.
- The Customer must operate hardware and software in accordance with the applicable Agreement between Motorola and the Customer. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse or used in a manner for which it was not designed.
- Equipment must be operated in a normal environment and protected from adverse conditions, which may impact performance and/or damage equipment.

1.6.2 Exclusions

Motorola service and support obligations hereunder will not apply to any Motorola supported software or hardware if correction of an error, adjustment, repair or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, electric surge, shock, water damage, failure of the Customer and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and/or software by the Customer or others, unless otherwise approved in writing by Motorola.

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- Connection of another machine, device, application or interface to Motorola supported equipment (hardware and/or software) by the Customer or others, which has caused damage to Motorola supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- Failure or degradation in performance of Motorola supported equipment (hardware and/or software) due to the installation of another machine, device, application, or interface not specifically certified and approved by Motorola for use in the Customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.
- Incompatible or faulty Customer hardware and/or software interfaces.
- Modifications made without Motorola written approval to the OS, network, hardware or software environment or software applications.
- Cosmetic repairs, furnishing consumables, supplies, or accessories, making accessory changes, system administration, or adding additional devices or non-approved Motorola software applications.

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SAMPLE

Exhibit D: Labor Rates

Maintenance and Support Agreement

Term {{Month Day, Year}}

The following are Motorola's current labor rates, subject to an annual change.

The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	$223 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	$334 per hour, 2 hours minimum

The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	$446 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	$668 per hour, 2 hours minimum

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.

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Exhibit F: Summit Pre-Paid Tickets Solution Description

Motorola Solutions, Inc. (Motorola) invites you to attend our annual users' conference, Summit.This document outlines details and policies for using pre-paid tickets to attend the event.

Please contact software.summit@motorolasolutions.com if you have any questions about Summit pre-paid tickets or this policy.

Summit Overview

Summit is Motorola's largest annual gathering of public safety customers. Attendees convene for in-depth classes, hands-on training, product vision, networking, and feedback sessions. Summit offers hundreds of hours of educational courses designed for every customer role, including technical administrators, call takers, dispatchers, records and corrections personnel, analysts, patrol, and command staff.

The Purpose of Pre-Paid Tickets

To ensure that personnel get the critical training they need to improve adoption of their solutions, many customers pay for Summit ahead of time, as part of a contract or annual maintenance agreement. Under this approach, Motorola applies the fees already paid by the customer to cover all reasonable, business-related expenses for that customer to attend the conference.

Types of Pre-Paid Tickets

Customers can choose from two types of pre-paid tickets:

1. **Pre-Paid Registration Only:** Includes the conference registration fee only.
2. **Pre-Paid Travel Package:** Includes the conference registration fee; hotel; either choice of airfare with airport transportation OR car rental; and additional meals not included by the conference.

Purchasing Pre-Paid Tickets

Customers should work with their sales representatives to initiate a new contract with Summit pre-paid tickets or add Summit pre-paid tickets to another order. Multi-year contracts may "lock in" current year Summit pricing for the remainder of the contract.

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Redemption of Pre-Paid Tickets

Registration for Summit opens approximately 4-5 months prior to the event. Customers should work with their Customer Success Advocates to make sure that agency personnel receive the regularly emailed invitations to register. Attendees choosing to register using pre-paid tickets should select the **Pre-Paid Registration Only** or **Pre-Paid Travel Package** registration option.

Both pre-paid registration options will go through a hold process while funds are verified. Once funds are confirmed, the attendee's conference registration will be completed. Attendees who are redeeming a Pre-Paid Travel Package ticket will then receive instructions to complete their travel arrangements.

Once available pre-paid tickets are depleted, customer agencies can send additional attendees at the regular conference rate and should register using the **Standard Registration** option.

Assumption of Agency Permission

When customers begin their registration and select either pre-paid ticket option, they will be cautioned that they are about to exercise an option that will reduce the applicable pre-paid tickets from their agency's available balance. It is the agency's responsibility to ensure that only authorized attendees select this option.

Pre-Paid Travel Details and Policies

A Pre-Paid Travel Attendee is defined as a Motorola customer who has opted to use the agency's available pre-paid tickets to pay for the Pre-Paid Travel Package registration option.

This option includes the conference registration fee, the attendee's choice of either airfare with airport transfer OR car rental, hotel lodging, and additional meals not covered by the conference.

Note: Due to multi-year contracts, some customers have locked-in pre-paid attendance at different prices from those published with each year's conference. Each agency's rate will be determined by the price listed in its own agreement.

Travel Package Inclusion

The Pre-Paid Travel Package includes the following reasonable and necessary business-related travel expenses as defined below:

- Summit conference registration fee, which includes access to all training sessions, breakfasts and lunches, and all special events and meals.
- The attendee's choice of the following, both to be booked with Motorola's approved travel partner (Travel Partner), within parameters approved by Motorola:
  - Round-trip airfare with airport transfers.

  OR
  - Round-trip car rental.
- Hotel accommodations at a Summit host hotel, booked with Travel Partner.
- Stipend for additional meals not covered through the conference (see **Covered Meals** below).

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Travel Package Policies

General

- Upon registration and confirmation of available pre-paid tickets, Pre-Paid Travel Attendees will receive detailed instructions for booking travel logistics.
- Attendees are only to book travel through Travel Partner and are not to book hotel, airfare, or transportation on their own. Reimbursement for travel expenses incurred by any customer attendee is not allowed.

Hotel

- The Pre-Paid Travel Package covers hotel nights directly associated with the conference dates. It may be possible to make adjustments to arrival and departure dates, but attendees are responsible for any *additional* hotel nights (before and after the official conference dates). Travel Partner may be able to assist with additional pre- or post-conference travel plans, but the attendee will be responsible to pay for additional hotel room nights and will need to put a personal card on file upon check-in at the hotel.
- Hotel accommodations at a Summit host hotel (single/double occupancy only) include hotel room and applicable state and local taxes at a discounted Motorola conference rate. Additional services (e.g. additional phone charges, laundry, entertainment, amenities, etc.) are at the attendee's expense.
- A personal credit card WILL be required upon check-in to the hotel. PLEASE NOTE THAT THE PERSONAL CREDIT CARD WILL NOT BE CHARGED for the room and tax expenses. This is a standard hotel requirement to cover any incidental expenses that may be incurred.
- Attendees staying in their rooms past checkout time may be billed one (1) additional night's stay to their personal credit card. Late checkout may be provided based on availability and upon request through the hotel, although some charges may apply. Early departure fees may apply if a group attendee checks out prior to the confirmed dates. Motorola is not responsible for this charge, which will be applied to the personal credit card on file for incidentals.

Airfare

- The Pre-Paid Travel Package will cover round-trip airfare (using Motorola's negotiated rates with major airlines), as well as airport transfers to and from the destination airport. Air reservations must be made ONLY through Travel Partner.
- Airfare must be economy class or standard coach with a fare cap of $600. Any travel above $600 will be routed by Travel Partner to Motorola for approval and must be accompanied by a valid business reason. Attendees are encouraged not to delay making their airfare selections, as selections made closer to the travel dates will likely fall outside of the allowed range.
- Any airfare changes must be made through Travel Partner.
- Pre-approved travel dates are for the official conference dates. Attendees choosing to travel outside these parameters will require additional approval from Motorola. Any resulting fare differences due to altered travel dates are the responsibility of the traveler (including airfare and hotel and ground transportation).
- Additional fees, tips, and surcharges, including (but not limited to) remote access charges, change fees, upgrade fees, and baggage fees are not covered as part of the Motorola Solutions travel policy.

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- Airport transfers to and from the destination airport will be provided to attendees. If an attendee chooses to extend their stay either pre- or post-conference, that attendee will be responsible to pay for additional transportation required for the extended stay.

Car Rental

- Customers may opt for car rental coverage instead of airfare. The Pre-Paid Travel Package will cover the expense of a rental car using Motorola's negotiated rates. Reservations must be made ONLY through Travel Partner.
- When renting a vehicle for Summit, Motorola will include the Loss Damage Waiver covering the vehicle at the base rate at participating locations.
- The rental will also include the Prepaid Gas Option providing the first tank of gas to the renter and allowing the renter to return the vehicle with less than a full tank. Additional Liability Insurance (ALI), Personal Effects Protection (PEP), and Personal Accident Insurance (PAI) are not covered by Motorola, but the attendee may purchase them at the time of the reservation or rental with a personal credit card.

Covered Meals

As part of this event, Motorola will provide meals to all attendees as part of the regular conference registration fee according to the published Summit agenda.

In addition to the covered conference meals, any attendee registering with a Pre-Paid Travel Package will receive a credit, voucher, or meal access to any breakfast, lunch, or dinner not provided on official conference dates. The method used to cover these additional meals may vary from year to year, based on venue, but will be communicated in advance to Pre-Paid Travel Attendees.

Daily meal allowance is determined by Motorola, based on published guidelines. In no event will the amount provided exceed attendee's applicable agency rules regarding meal expenses, provided that the attendee or agency notifies Motorola Solutions in advance of the conference of any restrictions, prohibitions, or limitations.

Expenses Not Covered

Non-reimbursable expenses include, but are not limited to:

- Hotel telephone charges (local as well as long distance)
- Personal travel (e.g., gas, side trips, extended stay outside official conference dates)
- Traffic or parking violations
- Additional travel accident insurance
- Personal entertainment
- Airline upgrades
- Spouse or guest expenses
- Alcoholic beverages (minibar), non-food related items
- Gift shop
- Movies
- Laundry
- Late checkout, hotel early departure, or no-show fees
- Valet parking

SAMPLE

- Baggage handling
- Airport parking fees
- Miscellaneous tips
- Upgraded hotel internet connection
- Transportation to and from home airport
- Change in airline departure dates, times, or names
- Excess baggage fees charged by airlines
- Additional equipment on rental cars (e.g. GPS, baby seat, etc.)
- Gas
- Tolls
- Additional guests staying in the same guest room, which results in additional hotel charges

Note: Motorola reserves the right to decline any expense that is not within the scope of this policy. It is not Motorola's intent to ever exceed an attendee's applicable agency policies or guidelines regarding any related travel accommodation. It is the customer agency or attendee's responsibility to notify Motorola in advance of any booking, if any restrictions, prohibitions, or limitations apply.

Terms and Conditions

The Prepaid Travel Package is provided pursuant to the terms and conditions of the applicable agreement between the Agency and Motorola Solutions, Inc. ("Motorola") covering the relevant maintenance services (the "Prime Agreement"). In addition to the terms and conditions of the Prime Agreement, the following applies:

The Agency confirms that all related expenses, including airfare, hotel, meals, and entertainment associated with the Summit do not violate any local laws, regulations, or policies associated with your organization. The Agency acknowledges that Motorola may use information provided by the Agency as part of Motorola's compliance with reporting on government travel sponsorship.

Motorola is facilitating travel arrangements between the Agency and Motorola Solutions' approved travel partner American Express Global Business Travel (Travel Partner). All bookings must be made through, and tickets and reservations will be provided by Travel Partner. Motorola is not acting as an agent for the provision of these services and Motorola is not the source or supplier of the travel reservations, tickets, or services. Motorola reserves the right to change the Travel Partner.

The Agency acknowledges that the suppliers whose names appear in the information supplied by Travel Partner are the ones actually responsible for providing the travel services purchased. The Agency consents to and requests the use of those suppliers and agrees not to hold Motorola responsible should any of these suppliers: 1) fail to provide the travel services purchased; 2) fail to comply with any applicable law; or 3) engage in any negligent act or omission that causes me any sort of injury, damage, delay or inconvenience.

The Agency further understands and acknowledges that travel may involve the risk of a variety of hazards to health and/or safety, including but not limited to disease, crime, terrorism and warfare, and Motorola is not responsible for any such threats.

Travel documents, such as identification, for an attendee are to be provided by the Agency or attendee. Motorola is not responsible if identification documents do not match information provided to Travel Partner. If necessary for travel, the Agency and/or attendee is required to obtain and comply with any

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Motorola Solutions

SAMPLE

visa requirements. The Agency acknowledges that most airfares typically involve restrictions and that changing any aspect of the arrangements may result in the payment of additional fees or forfeit of the full amount paid.

Motorola is not responsible for travel insurance. Travel insurance is strongly recommended to cover certain risks inherent in travel, such as supplier bankruptcy and the inability to travel due to a medical or personal emergency.

Motorola is not responsible for the services and policies imposed by the applicable airlines. Airline schedules and flights are subject to change without notice. Motorola is not responsible for penalties incurred for tickets, international or domestic, due to schedule and/or flight changes.

Additional terms and conditions from suppliers and vendors will apply to Attendee’s reservation and the Agency’s purchase of travel-related goods and services. Please read these additional terms and conditions carefully. In particular, if airfare is purchased, please ensure that the Agency reads and complies with the full terms and conditions of carriage issued by the supplier. The Agency agrees to abide by the terms and conditions of purchase imposed by any supplier with whom the Agency deals in its travel selections, including, but not limited to, compliance with the supplier/vendor's rules and restrictions regarding availability and use of fares, products, or services.

SAMPLE

Exhibit 7

Exceptions & Clarifications to RFP Requirements

Computer Aided Dispatch Solutions and Related Services | December 6, 2024

City of Tucson, AZ

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Motorola Solutions

Section 1

Exhibit 7: Exceptions & Clarifications to RFP Requirements

Motorola Solutions has provided their Exceptions and Clarifications to the RFP Requirements and Terms and Conditions on the following pages.

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Motorola Solutions

EXCEPTIONS & CLARIFICATIONS

Motorola Solutions' ("Motorola") proposal is subject to the enclosed responses, including any exceptions and clarifications to the City of Tucson, Arizona ("Customer") Request for Proposal for Computer **Aided Dispatch Solutions and Related Services - RFP NO. 240225**, published on October 15, 2024, and to the terms and conditions of the enclosed Master Customer Agreement ("MCA"), its Exhibits and applicable Addenda or, in the alternative, a negotiated version thereof.

This proposal was prepared in accordance with Motorola's understanding of the City of Tucson's requirements based on the information provided and on good systems design techniques. All certifications are made to the best of Motorola's knowledge and understanding at the time and date of submission of this bid.

Computer Aided Dispatch Solutions and Related Services - RFP NO. 240225		
CONTRACT TERMS AND CONDITIONS, including Special and Standard Terms and Conditions		
	Exception	Motorola respectfully takes exception to the City of Tucson's terms and conditions and Attachment E, and submits its proposal subject to the enclosed responses, including any exceptions and clarifications to the City of Tucson's Request for Proposal for Computer Aided Dispatch Solutions and Related Services - RFP NO. 240225, published on October 15, 2024, and to the terms and conditions of the enclosed Master Customer Agreement ("MCA"), its Exhibits and applicable Addenda or, in the alternative, a negotiated version thereof.
Sections C.24. & C.25. Axia Cooperative, and ATTACHMENT E – AXIA COOPERATIVE		
	Exception	Motorola will comply subject to the following clarification: Motorola's proposal is limited to state and local government & public-funded agencies and is subject to the enclosed responses, including any exceptions and clarifications to the City of Tucson's Request for Proposal for Computer Aided Dispatch Solutions and Related Services - RFP NO. 240225, published on October 15, 2024, and to the terms and conditions of the enclosed Master Customer Agreement ("MCA"), its Exhibits and applicable Addenda or, in the alternative, a negotiated version thereof. Pricing will be negotiated as part of any subsequent agreement in accordance with the pricing model outlined in Motorola's response to Section C.6. Pricing. The City of Tucson RFP NO. 240225 will be subject to additional discounting that will not apply to the cooperative agreement, as outlined in the clause 4.7 of the proposed MCA as part of Motorola's response.
Section B.1. Turnkey Solution		
	Comply with Clarification	Motorola will comply subject to the following clarification: This proposal has been prepared in accordance with our

		understanding of your requirements based on the information provided and on good systems design techniques. However, the actual results in your particular operations (including, among other aspects, coverage, personnel requirements, and costs) may vary from those indicated in the proposal due to factors outside the scope of this proposal such as variations in sites, equipment, volume, environment, personnel and other factors outside of Motorola's control.
Section C.6. Pricing		
	Comply with Clarification	Motorola's pricing will be subject to the attached pricelist in Exhibit C. Motorola's pricing offer is based upon a pricelist of software, products and services that are subject to a firm discount as described therein. The discount will remain firm for the term of the agreement with the exception of any mutually agreed upon changes to discount levels by both parties subsequently after contract is awarded. The discount will be applied to the list-price of the product or service being purchased at the time. Any pricing presented in this solicitation or Exhibit C will not be construed as a fixed price for the term of the agreement, but used to illustrate the price to then purchaser with the firm mutually agreed upon discount applied as part of the agreement. Any prices submitted to the OpenGov pricing as part of this solicitation is strictly to comply with requirement and is no representation of firm pricing for the subsequent agreement with either Tucson or Axia Cooperative for future purchases.
Section C.21. Warranty		
	Comply with Clarification	Motorola will comply subject to Section 6 Representation and Warranties of the Motorola Customer Agreement ("MCA"), its Exhibits and applicable Addenda.
Section C.10. Service Level Agreement, and Section C.22. Maintenance and Support		
	Comply with Clarification	Motorola will comply subject to Motorola's Statement of Work and the Maintenance Support and Lifecycle Management Addendum of the Motorola Customer Agreement ("MCA"), its Exhibits and applicable Addenda. Any changes to the standard warranty (extension on a day-by-day basis) would result in revised pricing. Motorola proposes the standard warranty as outlined in the attached MCA. Motorola would be open to maintenance credits for any performance that fails to meet SLAs that would be negotiated and mutually agreed upon after contract award.
Section D.7. Payment Discounts Section E.5. Price, B. Payment Discounts, & Section K.1. Discounts		
	Comply with Clarification	Motorola will comply subject to following Clarification: Motorola does not offer any payment discount periods.
Section D.8. Taxes		
	Comply with Clarification	Motorola will comply subject to following Clarification: Motorola understands that the city is exempt from taxes, however, tax statements in the proposed MCA must remain due to the cooperative agreement in which taxes may apply to other entities and agencies for future purchases.
Section H.1. Additional purchase		
	Comply with Clarification	Motorola will comply subject to following Clarification:

		Motorola wishes to clarify that any additional purchases by the City of Tucson may be made under the same terms and conditions, but any additional purchases beyond the scope of Motorola's response and outside of the pricing validity date will be subject to the pricing outlined in Motorola's response to Section C.6. Pricing.
Section H.3. Availability of Funds for the Next Fiscal Year, and Section J.36. A. Termination for Convenience & C. Non-Appropriation, and Attachment E, Exhibit C – Section 1.B. Termination for Cause and Convenience		
	Comply with Clarification	Motorola will comply subject to following Clarification: If Customer has accepted delivery of any products or services performed through the date of termination, Customer is obligated to pay Motorola for the reasonable value of such Equipment, Software, services, costs and expenses. Notwithstanding the above, customer shall have no right to terminate this Agreement for the purpose of procuring any of the same or substantially similar Equipment, Software or services from another vendor, or if Motorola Solutions has given customer a notice of default and such default has not been cured.
Section H.3. Cooperative Purchasing		
	Comply with Clarification	Motorola will comply subject to following Clarification: Motorola, when requested, will provide the same goods and services under the same terms and conditions, but the pricing will be subject to the mutually agreed upon pricing outlined in Motorola's response to Section C.6. Pricing. Any pricing presented to the City of Tucson in response to this solicitation will not be extended to future purchasers under the cooperative agreement, as outlined in MCA clause 4.7.
Section H.6. Price Adjustment		
	Comply with Clarification	Motorola will comply subject to following Clarification: Any changes to the pricelist as outlined in Motorola's response to Section C.6. Pricing will comply with this provision with the exception of implementation over 12 months and any outyears of services, which will be subject to Section 4.5 of the attached MCA and Section 4.2 of the attached MSMLA.
Section J.4. Arbitration		
	Comply with Clarification	Motorola will comply subject to Section 12 Disputes of the Motorola Customer Agreement ("MCA"), its Exhibits and applicable Addenda.
Section J.5. Assignment		
	Comply with Clarification	Motorola will comply with the following clarification: The purchase agreement shall accrue to the benefit of and be binding upon the parties hereto. Motorola Solutions may assign this agreement to a successor entity into which Motorola Solutions shall have been merged or consolidated or to which Motorola Solutions shall have sold or transferred all or substantially all its assets, and Motorola Solutions may

		assign this agreement in whole or in part, in connection with any merger, consolidation, asset purchase, split-up, spin-off, divestiture, asset sale or similar transaction involving the Motorola Solutions line or lines of business involved in the performance of this agreement. This agreement shall not be otherwise assigned by Motorola Solutions or by customer without the prior written consent of the other party, which consent shall not be unreasonably withheld. This paragraph does not cover the transfer or assignment of customer's interest as licensee of software. Any provisions related to the transfer or assignment of customer's interest as licensee of software shall be contained in the software license.
Section J.6. Subcontracts		
	Comply with Clarification	Motorola will comply subject to Section 13.3 Assignment and Subcontracting of the Motorola Customer Agreement ("MCA"), its Exhibits and applicable Addenda.
Section J.8. Commencement of Work		
	Exception	Motorola will not commence any work until a mutually agreed upon and executed contract is in place. However, Motorola acknowledges the Customer may require the issuance(s) of a purchase order or notice to proceed as part of the Customer's procurement process. However, Customer agrees that the issuance or non-issuance of a purchase order or notice to proceed does not preclude the Customer from its contractual obligations as defined in this Agreement.
Section J.9. Confidentiality of Records		
	Comply with Clarification	Motorola will comply subject to Section 9 Confidentiality of the Motorola Customer Agreement ("MCA"), its Exhibits and applicable Addenda.
Section J.20. Indemnification		
	Comply with Clarification	Motorola will comply subject to Section 7 Indemnification of the Motorola Customer Agreement ("MCA"), its Exhibits and applicable Addenda.
Section J.21. Intellectual Property		
	Comply with Clarification	Motorola will comply subject to Intellectual Property provisions of the Motorola Customer Agreement ("MCA"), its Exhibits and applicable Addenda.
Section J.23. Inspection and Acceptance		
	Comply with Clarification	Motorola will comply subject to following Clarification: Any acceptance or rejection of materials or services by the City or any purchaser will communicate to Motorola in writing of either acceptance or rejection within five (5) calendar days from delivery or completion. Failure to communicate rejection or acceptance within five (5) calendar days from delivery or completion will deem material or services accepted.
Section J.28. Payment		
Section B. Invoices	Comply with Clarification	Motorola will comply subject to following Clarification: Payments issued by the city will be in accordance with the mutually agreed upon payment terms as described in the executed contract.
Section D. Payment Discounts	Comply with Clarification	Motorola will comply subject to following Clarification: Motorola does not offer any payment discount periods.

Section J.29. Prevention of Heat-Related Illnesses and Injuries		
	Exception	To the best of Motorola's knowledge and understanding at the time and date of submission of this bid, these provisions are not applicable.
Section J.31. Financial Records and Audits & Attachment E, Exhibit C – Record Retention and Certification of Access Records		
	Comply with Clarification	Motorola will comply subject to following Clarification: Notwithstanding language in Section J.31, recognizing that Motorola is not contracting on a "cost reimbursable" basis, Motorola will not be required to provide or produce actual cost data, "cost or pricing data," or other proprietary or internal data inconsistent with those requirements applicable to federal commercial item procurements or otherwise beyond the scope of directly pertinent information customarily provided in the commercial marketplace and consistent with the fixed priced nature of the agreement.
Section J.38. Acceptance		
	Comply with Clarification	Motorola will comply subject to following Clarification: Any acceptance or rejection of materials or services by the City or any purchaser will communicate to Motorola in writing of either acceptance or rejection within five (5) calendar days from delivery or completion. Failure to communicate rejection or acceptance within five (5) calendar days from delivery or completion will deem material or services accepted.
Section J.39. Wage Compliance, and Attachment E, Exhibit C – Section 1.D. Davis Bacon Act & Section 1.E Contract Work Hours and Safety Standards Act		
	Comply with Clarification	Motorola will comply subject to following Clarification: Motorola nor its subcontractors will be performing any work under the Contract to which Davis Bacon Act, Living Wage Requirements or Prevailing Wage Schedule (or other title) applies. Therefore, the Davis Bacon Act, Living Wage Requirement or Prevailing Wage Schedule (or other title) is not applicable to Motorola Solutions' performance under the Contract. If any work performed by subcontractors under the contract is applicable to Davis Bacon Act, Living Wage Requirements or Prevailing Wage (or other title) schedule, then Motorola will have no employees performing work under the Contract in the labor categories described in the Davis Bacon Act, Living Wage Requirements or Prevailing Wage Schedule (or other title). The requirement for payment of Davis Bacon Act, Living wage or Prevailing wages (or other title) will be flowed down, to the extent applicable, to Motorola subcontractors.
Section K.2. Cooperative Purchasing Program		
	Comply with Clarification	Motorola will comply subject to following Clarification: The City of Tucson, as the lead agency will not receive a rebate based upon future sales under this agreement, but subject to MCA clause 4.7, the City of Tucson will be subject

		to additional discounting for this solicitation that will may not be extended as part of the subsequent cooperative agreement.
Attachment E, Exhibit A – Section 2. Purpose and Scope		
	Comply with Clarification	Motorola will comply subject to following Clarification: Motorola proposes an expected administrative fee for this agreement in the amount of 1% of total net sales with the supplier.
Attachment E, Exhibit C – Section 1.C. Equal Employment Opportunity		
	Comply with Clarification	Motorola will comply subject to following Clarification: These provisions apply to entities that received federal assistance. Motorola does not receive federal assistance. It complies with the EEO laws applicable generally to private employers -- for example, Title VII of the Civil Rights Act of 1964 versus Title VI
Attachment E, Exhibit C – Section 1.F. Rights and Inventions		
	Exception	To the best of Motorola's knowledge and understanding at the time and date of submission of this bid, provision is not applicable.
Attachment E, Exhibit C – Section 1.G. Clean Water Act		
	Exception	To the best of Motorola's knowledge and understanding at the time and date of submission of this bid, these provisions are not applicable.
Attachment E, Exhibit C – Certification of Compliance with Buy America Provisions		
	Exception	Motorola will apply this preference to any direct subcontracts (vs. indirect supply agreements) to be issued under this Agreement and will flow down this provision to any such direct subcontractors. Motorola otherwise takes exception to any specific domestic preference requirement not expressly addressed as part of its proposal.
Attachment E, Exhibit C – Certification of Compliance with EPA Regulations		
	Exception	To the best of Motorola's knowledge and understanding at the time and date of submission of this bid, provision is not applicable.
Attachment E, Exhibit C – Certification of Compliance with the Energy Policy and Conservation Act		
	Exception	To the best of Motorola's knowledge and understanding at the time and date of submission of this bid, provision is not applicable.
Attachment E, Exhibit C – Procurement of Recovered Material Requirements		
	Exception	To the best of Motorola's knowledge and understanding at the time and date of submission of this bid, provision is not applicable.
Attachment E, Exhibit C – Certification of Affordable Care Act		
	Exception	To the best of Motorola's knowledge and understanding at the time and date of submission of this bid, provision is not applicable.

Attachment E, Exhibit C – Certification of Access to Records		
	Comply with Clarification	Motorola will comply subject to following Clarification: Motorola will not be required to provide or produce actual cost data, "cost or pricing data," or other proprietary or internal data inconsistent with those requirements applicable to federal commercial item procurements or otherwise beyond the scope of directly pertinent information customarily provided in the commercial marketplace and consistent with the fixed priced nature of the agreement
Section I. Insurance Requirements		
	Comply with Clarification	Motorola will comply subject to the following redlines to Section I. Insurance Requirements:

I. INSURANCE REQUIREMENTS

I.1. Required Insurance Policies

Contractor will obtain and maintain during the entire term of this Contract and for 2 years after the Contract term ends, the following insurance coverage from insurers that have an "A.M. Best" rating of not less than A-VII:

I.2. Commercial General Liability

Policy must include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability with the following coverage limits ~~no lower than~~:

A. Each Occurrence: $1,000,000
B. General Aggregate: $2,000,000
C. Products & Completed Operations Aggregate: $2,000,000
D. Personal and Advertising Injury: $1,000,000
E. Blanket Contractual Liability: $1,000,000

I.3. Commercial Automobile Liability

Policy must include bodily injury and property damage, for any owned, hired, and/or non-owned vehicles used in performance of work under this Contract, with a Combined Single Limit of ~~no lower than~~ $1,000,000.

I.4. Worker's Compensation

Policy must have the following coverage limits ~~no lower than~~:

A. Per Occurrence: Statutory
B. Employer's Liability: $1,000,000
C. Disease Each Employee: $1,000,000
D. Disease Policy Limit: $1,000,000
E. [If Contractor is a Sole Proprietor, include this waiver provision under A.R.S. § 23-961(M). To determine whether the Contractor is a Sole Proprietor, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.] I am a sole proprietor, and I am doing business as [name of sole proprietor business]. I am performing work as an independent contractor for the City of Tucson. I am not the employee of the City of Tucson for workers' compensation purposes, and, therefore, I am not entitled to workers' compensation benefits from the City. I understand that if I have any employees working for me, I must maintain workers' compensation insurance on them.

I.5. Professional Liability - Technology Errors & Omissions

Policy must have the following coverage limits ~~no lower than~~:

A. Each Claim: $1,000,000

B. Annual ~~General~~ Aggregate: $2,000,000

I.6. Network Security (Cyber) and Privacy Liability

Policy must have the following coverage limits ~~no lower than~~:

A. Each Claim: $1,000,000

B. Annual Aggregate: $2,000,000

Such insurance shall include, but not be limited to, coverage for third party claims and losses with respect to network risks (such as data breaches, unauthorized access or use, ID theft, theft of data) and invasion of privacy regardless of the type of media involved in the loss of private information, crisis management and identity theft response costs. This should also include loss of use, breach notification costs, credit remediation and credit monitoring, defense and claims expenses, regulatory defense costs plus fines and penalties, cyber extortion, computer program and electronic data restoration expenses coverage (data asset protection), network business interruption, computer fraud coverage, and funds transfer loss.

In the event that the Network Security and Privacy Liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

I.7. Policy Change Notice

Contractor will endorse policies to give the City 30 days advance written notice of cancellation on ~~before~~ the Commercial General Liability, Automobile Liability, and Workers Compensation ~~any of the above~~ policies. ~~are changed in any manner that is inconsistent with the requirements of this Contract~~. The notice must be sent directly to the Procurement Division of the Business Services Department.

I.8. Additional Insured

The Commercial General Liability, Commercial Automobile Liability ~~and umbrella policies where applicable~~ will include the City as an additional insured with respect to liability arising out of the performance of this contract. ~~The City must be covered to the full policy limits, even if those limits of liability are in excess of those required by this Contract.~~ The Commercial General Liability and Automobile Liability coverage must be primary and any insurance carried by City is excess and not contributing.

I.9. Claims-Made Coverage

If any or part of the required insurance is written on a claims-made basis, any policy retroactive date must precede the date of the contract and the Contractor must maintain such coverage for a period not less than three (3) years following contract expiration, termination or cancellation.

I.10. Additional Requirements

Each insurance policy required by this Contract, excluding Cyber/ Professional Liability (Errors & Omissions/ Network Security & Privacy Liability), must include or be endorsed to include to provide the following:

A. A waiver of subrogation endorsement in favor of the City, for losses arising from work performed by or on behalf of the Contractor (Including Worker's Compensation).

B. The policy is primary and any insurance carried by the City is excess and not contributing (Excluding Worker's Compensation).

C. The coverage provided by the policy is not limited to the liability assumed under the indemnification provisions of this Contract.

D. The Contractor ~~insurer~~ will have the policies endorsed to provide a thirty (30) day written notice of cancellation to the City~~. at least ten (10) calendar days before the policy is terminated or cancelled or the coverage is reduced~~.

I.11. Verification of Coverage

A. Contractor will give the City certificates of insurance (ACORD form or equivalent approved by the City), ~~signed by an authorized representative of the insurer,~~ showing that the Contractor has all the insurance required by this Contract.

B. Contractor must deliver the certificates directly to the Procurement Division of the City's Business Services Department before the Contractor commences work under this Contract.

C. The certificates must contain the City project/contract number and project description.

~~D. The City reserves the right to require complete copies of all insurance policies required by this Contract at any time.~~

I.12. Subcontractors

Contractors' insurance certificate(s) must have all subcontractors ~~include all subcontractors as insureds under its policies or Contractor must~~ give the City separate certificates and endorsements for each subcontractor showing that each subcontractor has the insurance coverage described above.

Commented [LM1]: Flow down requirements to subcontractors.

I.13. Public Entities

If Contractor or any sub-contractor is a public entity that self-insures as permitted by law, **then** the insurance requirements in this Section 8 will not apply to that entity and that entity must instead provide a Certificate of Self- Insurance.

I.14. Sufficiency of Coverage

The City in no way warrants that the required minimum insurer rating in this Contract is sufficient to protect the Contractor from potential insurer insolvency, nor that the required liability limits are sufficient to protect Contractor.

CITY OF TUCSON
BUSINESS SERVICES

Best and Final Offer

RFP 240225 - Computer Aided Dispatch Solutions and Related Services

Offeror shall provide pricing based on the scope of work as previously described. All fees, including but not limited to travel costs, shall be included in the Total Project Cost. The City of Tucson reserves the right to award based on whichever proposal is determined to be most advantageous to the City.

Description	Quantity	Unit of Measure	Unit Cost	Total	
Implementation	1	Total		$	1,533,901.89
Training - total cost for your proposed training method	1	Total		$	156,686.11
Miscellaneous Costs - All other costs associated with this project	1	Total		$	159,059.31
Year 1					
Subscription CAD/Mobile		Annual Total		$	789,356.39
Year 2					
Subscription CAD/Mobile		Annual Total		$	799,077.95
Year 3					
Subscription CAD/Mobile		Annual Total		$	809,078.48
Year 4					
Subscription CAD/Mobile		Annual Total		$	819,579.40
Year 5					
Subscription CAD/Mobile		Annual Total		$	830,605.47
			Total Project Cost	$	5,897,345.00

CITY OF TUCSON

Intent to Negotiate / BAFO

Hi Emily,

Thank you for following up on this and thank you and your team for taking the time to conduct a hands on demo for our team.

The City is hoping to receive the server/database requirements that will be necessary for your system.

In addition, I have attached a Best and Final Offer Excel file. Please use this document to provide your company's best and final price for the City to evaluate.

If your company has the option for a SaaS or hosted solution, please provide the cost for those as well and that can be in a separate document. The team is also looking for the cost to have Iron Mountain host our servers.

I will pass your email below along to the team for their review as well.

Please let me know if you have any questions.

Thank you,

CASEY ADAMS, CPPB, NIGP-CPP
Principal Contract Officer
City of Tucson
Business Services | Procurement
(520) 837-4128
www.tucsonaz.gov/procurement

CITY OF TUCSON
BUSINESS SERVICES

CITY OF TUCSON
BUSINESS SERVICES

Best and Final Offer

RFP 240225 - Computer Aided Dispatch Solutions and Related Services

Offeror shall provide pricing based on the scope of work as previously described. All fees, including but not limited to travel costs, shall be included in the Total Project Cost. The City of Tucson reserves the right to award based on whichever proposal is determined to be most advantageous to the City.

Description	Quantity	Unit of Measure	Unit Cost	Total
Implementation	1	Total		$ -
Training - total cost for your proposed training method	1	Total		$ -
Miscellaneous Costs - All other costs associated with this project	1	Total		$ -
Year 1				
Licenses - Active CAD Users	100	Per User		$ -
Licenses - Active Mobile Devices	1000	Per User		$ -
Year 2				
Licenses - Active CAD Users	100	Per User		$ -
Licenses - Active Mobile Devices	1000	Per User		$ -
Year 3				
Licenses - Active CAD Users	100	Per User		$ -
Licenses - Active Mobile Devices	1000	Per User		$ -
Year 4				
Licenses - Active CAD Users	100	Per User		$ -
Licenses - Active Mobile Devices	1000	Per User		$ -
Year 5				
Licenses - Active CAD Users	100	Per User		$ -
Licenses - Active Mobile Devices	1000	Per User		$ -
			Total Project Cost	$ -

CITY OF TUCSON

Vendor's Response to RFP

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:
The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the solicitation which are incorporated by reference as if fully set forth herein.

Motorola Solutions, Inc.
Company Name

500 W. Monroe Street
Address

Chicago IL 60661
City State Zip

Signature of Person Authorized to Sign

Carrie Hemmen
Printed Name

MSSSI Vice President & Director Sales
Title

For clarification of this offer, contact:

Name: Emily Dean Mike Colvin

Title: Account Mgr. SW Sales Sr. Account Mgr.

Phone: 469.887.0569 520.631.5394

E-mail: emily.dean@motorolasolutions.com
mike.colvin@motorolasolutions.com

ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. _____.

CITY OF TUCSON, a municipal corporation

Approved as to form:

_____ for
As Tucson City Attorney and not personally

06/15/2026
Date

Awarded:

_____ for
As Director of Business Services and not personally

06/15/2026
Date

MOTOROLA SOLUTIONS

Exhibit 8

Alternative Show Pricing

Computer Aided Dispatch Solutions and Related Services | December 6, 2024

City of Tucson, AZ

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Motorola Solutions

Section 1

Exhibit 8: Alternative Show Pricing

1.1 PremierOne Subscription

	Year 1	Year 2	Year 3	Year 4	Year 5
PremierOne Hardware	**$441,933**	-	-	-	-
Implementation Services	**$1,710,706**	-	-	-	-
Subscription/ Site Licensing Cost	**$268,654**	**$857,990**	**$865,099**	**$872,563**	**$880,400**
Smart Incident (Year 1)	Included	-	-	-	-
5 Year List Subscription Cost			$7,619,008		
Frame Agreement Discount (10%)			$761,900.80		
Technology Incentive			Smart Incident Subscription- 1 Year		
Additional Motorola Customer Discount			$959,762.20		
Discounted Total 5 Year Subscription Cost			**$5,897,345**		

PremierOne Subscription for Tucson Includes

- PremierOne CAD Server, CAD Clients, Mobile Server, Mobile Clients
- PremierOne CAD Web Client
- Command Central Responder (CAD) with Auto Android/Carplay
- Rave Alert, Rave Collaborate, Rave Link
- Equipment (Hardware and System Software)
- End point Detection & Response
- Software Upgrades
- Maintenance & Support

****Due to constraints of entering pricing in the portal, Motorola has provided an alternative view. We look forward to discussing any specifics during negotiations.**

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Motorola Solutions

1.2 Payment Milestones

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable addenda.

Payment for the Year 1 Subscription will be in accordance with the following milestones:

1. 20% of the Year 1 Subscription due upon Contract Execution (due upon effective date);

2. 20% of the Year 1 Subscription due upon Completion of Kickoff

3. 45% of the Year 1 Subscription due upon Installation of Hardware; and

4. 15% of the Year 1 Subscription due upon Successful Cutover

100% of the Hardware Contract Price will be invoiced upon shipment (as shipped).

Motorola reserves the right to make partial shipments of equipment and to request payment upon shipment of such equipment. In addition, Motorola reserves the right to invoice for installations or civil work completed on a site-by-site basis, when applicable.

For Lifecycle Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Maintenance and Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

Motorola's proposal is conditioned upon the ability of Motorola to complete the project at the prices set forth herein. Due to significant market volatility and material price fluctuations in raw materials, Motorola reserves the right to review all material pricing prior to placing any order for materials or equipment required in order to verify price validity. In the event of a cost increase in material, equipment, or energy occurring during performance of the project through no fault of Motorola, the contract price, time of completion and/or contract requirements shall be equitably adjusted by Change Order in accordance with the procedures of the contract documents. The freight rates are estimated. Motorola reserves the right to apply a fuel surcharge to the quoted freight rates on all shipments based on the cost of diesel at the time of shipment.

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

Exhibit C “Price List”

Product/Service Description	Customer Discount
PremierOne CAD	10.00%
PremierOne Records	10.00%
PremierOne Mobile	10.00%
PremierOne Mobile Field Reporting	10.00%
PremierOne Dashboard Reporting	10.00%
Cybersecurity ActiveEye Managed Detection and Response	10.00%
Cybersecurity Endpoint Detection and Response Mgmt	10.00%
Cybersecurity Log Analytics	10.00%
Cybersecurity Network Detection Services	10.00%
Rave Alert	5.00%
Rave 911 Suite	5.00%
Rave Panic Button	5.00%
Rave AppArmor	5.00%
Rave Prepare	5.00%
Rave Aware	5.00%

Offeror Name:	240225 - Computer Aided Dispatch Motorola Solutions, Inc.	Functionality (indicate with "X")				Configuration / Customization Complexity (indicate with "X")		
	Preference Description	Base Functionality	Configuration	Custom Development	Not Supported	High	Medium	Low
	Mandatory Requirements							
	Compliance with HIPAA	X						
	Compliance with CJIS	X						
	Required Reporting compliance for NERIS	X						
	Required reporting compliance for NFIRS	X						
	Architecture							
Technological Needs	Web-based, software as a service (SaaS)	X						
	Vendor-hosted system with industry standard security measures, HIPAA compliance, and backup instances of City data.	X						
	Ability to run on a wide array of hardware and operating systems	X						
Data	Allows for the import of historical CAD data	X						
	City ownership of all computer aided dispatch data and ability to access for a variety of visualization or analysis needs that may utilize outside systems such as Microsoft Power BI, ESRI ArcGIS, or Internal MDW.	X						
	Data stored in Microsoft Azure, Amazon GovCloud or cloud with similar security.	X						
	Data must be stored domestically in the United States.	X						
Functional and Technical Requirements	Back end data availability							
	Remote Work Capability	X						
	On Premise Solution	X						
	Cloud Based Solution	X						
	Hybrid Solution	X						
	Test and or Development Environment	X						
	Law Enforcement Local, State, NCIC Inquiry	X						
Mobile Data System (MDS) Functional Requirements	Mobile Data General Requirements							
	Mobile Data Automatic Vehicle Location (AVL)	X						
	Mobile Data Mapping / GIS	X						
	Mobile Data Messaging	X						
	Mobile Data LE Local / State / NCIC Inquiry	X						
Geographic Information System (GIS)	Current Integration with ESRI	X						
	Current Integration other map provider(s)	X						
	GIS layers ingested and added to your solution	X						
System Availability	Guaranteed 99.99% uptime	X						
	Continuous Monitoring	X						
System Design	System can handle at least 100 active CAD Users	X						
	System can handle at least 1000 Active Mobile Devices	X						
Integrations and Interfaces	Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Points (PSAP)	X						
	Axon Records - records management system	X						
	Axon Fleet 3 - automated license plate reader	X						
	Axon Fusus - real-time intelligence system	X						
	CAD to CAD interface with AMR's CAD	X						
	CAD to CAD with PCSD (Motorola Flex)	X						
	CI Technologies IAPro - internal investigations records management system	X						
	Corti	X						
	First Due	X						
	First Watch	X						
	Full Vesta 911 fully spill all Automatic number identification (ANI) and automatic location identifier (ALI)	X						
	International Public Safety Data Institute - NFORS	X						
	ImageTrend	X						
	MD Ally	X						
	Mindbase	X						
	Motorola CommandCentral - suite of real-time crime center applications	X						
	Motorola Next and XN Radios/Command Central Aware	X						
	National Emergency Response Information System (NERIS)	X						
	Nice Audio Logger feed	X						
	Pulse point feed	X						
	Rapid SOS	X						
	Rapid Deploy	X						
	RAVE Alert	X						
	SPIDR Tech	X						
	Teg, Inc. TraCS, or equivalent - mobile citation software	X						
	USDD Station Alerting	X						
	What 3 Words				X			

		Response		
		Yes	No	Alternative Proposal
	Service			
	On-site implementation	X		
	On-site project management services and support	X		
	Train the Trainer Training Model	X		
	Potential for on-going training after implementation	X		
	24 hour support to include nights, weekends, and holidays	X		
	Remote Support Available	X		
		X		
Warranty	Minimum one (1) Year Warranty post project acceptence	X		

		Response		
		Yes	No	Alternative Proposal
	Response Time Requirements			
Transaction Maximum Response Time for CAD and Mapping	**Response times of less than one (1) second ninety-five percent (95%) of the time for the following transactions:**			
	1. Display of blank event entry screen	X		
	2. Assigning a single unit to an event	X		
	3. Changing a single unit's status	X		
	4. Clearing a single unit from an event	X		
		Yes	No	Alternative Proposal
	Response times of less than two (2) seconds 99 percent of the time for the following transactions:			
	1. Verification of a unique address	X		
	2. Return of a list of possible address matches when an address cannot be uniquely verified with the information entered	X		
	3. Display unit recommendation based on uniquely verified address	X		
		Yes	No	Alternative Proposal
Transaction Maximum Response Time for CAD and Mobile Data System	**Response times of less than five (5) seconds 99 percent of the time for the following transactions:**			
	1. Ability to sign more than twenty (20) units to an event from a single command	X		
	2. Ability to dispatch across agencies and dispatch groups	X		
	3. Mobile-to- Mobile e-mail message	X		
	4. CAD-Mobile dispatch message	X		
	5. Dispatcher to Mobile Message	X		
	6. Dispatcher to Dispatcher Message	X		
	7. Dispatcher to Dispatcher via any CAD Interfaces	X		
	8. Display of a list of events queried by unit ID for a single shift	X		
		Yes	No	Alternative Proposal
	Response times of less than five (5) seconds 99 percent of the time for the following transactions:			
	9. Query address or premises/hazard file data within a configurable nearby radius. This should include but are not limited to:			
	A. High Profile People	X		
	B. Hazardous People	X		
	C. Medical Conditions	X		
	D. Specialty Instructions	X		
	E. Other configurable fields	X		

CITY OF TUCSON

City of Tucson

Business License

Business Name and Mailing Address:

MOTOROLA SOLUTIONS INC
ATTN: TAX DEPT
500 W MONROE ST FL 44
CHICAGO, IL 60661

License Number: T0057760
Issue Date: January 22, 2024
Expiration Date: December 31, 2024

Owner:
MOTOROLA SOLUTIONS INC

Doing Business As:
MOTOROLA SOLUTIONS INC

This license/permit is **non-transferable** and must be posted in a conspicuous place at the business location.

THE ISSUANCE OF THIS LICENSE / PERMIT SHALL NOT BE CONSTRUED AS PERMISSION TO OPERATE IN VIOLATION OF ANY LAW OR REGULATION.

City of Tucson, Arizona
LICENSE SECTION
Effective: January 01, 2024
Expiration Date: December 31, 2024

CITY OF TUCSON

Non-Transferable

T0057760

MUST BE DISPLAYED IN A CONSPICUOUS PLACE

Business License

For the payment of the license fee, the person or firm below is hereby licensed to conduct business in the City of Tucson. Tax accruing to the City of Tucson shall be paid under provisions of Ch. 19, Tucson City Code. This license is subject to revocation for violation of Ch. 7 or Ch. 19 of the Tucson City Code.

Issued To: MOTOROLA SOLUTIONS INC

Located At: 500 W MONROE ST CHICAGO, IL 60661

Please refer to license number in all correspondence.

BY: _____
CFO/Assistant City Manager

ATTACHMENT E

National Cooperative Purchasing Program

Solicitation & Resulting Contract Supporting Documents

The following documents are included as part of RFP 240225 as solicited and advertised by The City of Tucson, Offerors shall review each and note exceptions as detailed in the RFP document.

Contents

Exhibit A	Introduction To Axia Cooperative & National Contract Scope
Exhibit B	Advertising Compliance
Exhibit C	Special Terms & Conditions

Axia Cooperative Solicitation & Resulting Contract Supporting Documents

Exhibit A

Introduction To Axia Cooperative & National Contract Scope

1. Introduction to Axia Cooperative

Axia Coop LLC ("Axia Cooperative" or "Axia") is a national public sector cooperative purchasing organization. Axia works with respected leaders from the public procurement community to offer a growing portfolio of master agreements that leverage national volume to deliver savings, efficiency, and innovation for non-federal public sector agencies. Each agreement is publicly solicited by a lead agency utilizing the strictest of procurement standards. The resulting awards address the dynamic needs of today's evolving market while providing both value and cutting-edge solutions. For more information about the contracting process, please visit axiacoop.org/contracting-process.

2. Purpose and Scope

The City of Tucson, AZ ("Lead Agency") is requesting proposals for **Computer Aided Dispatch Solutions and Related Services**. The resulting contract(s) ("Master Agreement(s)") is/are made available to other public agencies nationally for "piggybacking" through the Axia Cooperative purchasing program and authorized by various joint powers authority statutes, rules and regulations within each state and local jurisdiction. Types of Participating Agencies include (but are not necessarily limited to):

- States
- Counties
- Cities
- Towns
- Colleges & Universities (Public & Private)
- Public School Districts
- Charter Schools
- Private Schools
- Religious Organizations
- Public Utility Organizations
- Federal Agencies
- Non-Profit Organizations

The Lead Agency has entered into an agreement with Axia Cooperative to facilitate the Request For Proposals (RFP) and act as the primary contracting authority for the term of the resulting contract(s). Participating Agencies, as referenced above, are instructed to register with the Axia Cooperative purchasing program at axiacoop.org, execute a hand-signed participation agreement with Axia Cooperative and/or execute a direct intergovernmental agreement with the Lead Agency prior to piggybacking the resulting contract(s). While Axia Cooperative makes no guarantees as to exact quantities and/or purchase volume made by Participating Agencies, the estimated annual volume for purchases made nationwide

through this contract category is $10,000,000. The expected administrative fee for this agreement is 2% of total net sales with the Supplier.

The goals for facilitating this RFP include:

- Establish a publicly solicited and awarded contract for goods and/or services to meet the needs of the Lead Agency.
- Provide a highly competitive and compliant cooperative procurement vehicle that meets the strictest requirements of public agencies across the country.
- Provide a comprehensive offering of goods and/or services as defined in the RFP and Master Agreement, made available with cost savings and strong terms through combined purchasing power to benefit public agencies and their respective taxpayers.
- Create a compliant public sector sales vehicle for selected suppliers.

3. Supplier Partner Expectations

A. Suppliers in receipt of contract award(s) from the Lead Agency will obtain executive level authorization to participate in the cooperative purchasing program and partner with Axia Cooperative to actively market and leverage the Master Agreement to public agencies across the country, including existing customers.
B. Suppliers in receipt of contract award(s) from the Lead Agency commit that the not-to-exceed pricing provided under the Master Agreement is the maximum pricing made available to Participating Agencies through the Axia Cooperative purchasing program.
C. The Terms and Conditions of the Master Agreement are also made available to Participating Agencies through the Axia Cooperative purchasing program. Additions and/or modifications to the Terms and Conditions of the Master Agreement, specific to each individual Participating Agency, are allowed with written consent between the supplier and the Participating Agency.
D. Suppliers commit to reporting accurate sales numbers in a timely fashion.

4. Axia Cooperative Expectations

A. Axia commits to provide trainings, sales and marketing support and in general partner with Suppliers upon award and throughout the term of the Master Agreement.
B. Axia commits to directly promoting the use of the Master Agreement to public agencies across the country and directing leads to Suppliers.

C. Axia commits to acting in a consultative role for public agencies as they conduct their due diligence in preparation for piggybacking the Master Agreement in a compliant manner.
D. Axia commits to reporting accurate sales numbers to the Lead Agency in a timely fashion.

5. Axia Cooperative Supplier Partner Agreement

By submitting a proposal in response to this RFP, selected Offerors are expected to enter into an agreement to partner with Axia Cooperative that details how each party will work together to grow the resulting cooperative contract nationally. The Axia Cooperative Supplier Partner Agreement may be provided, directly and confidentially, to shortlisted supplier(s) for review prior to or after contract award.

Axia Cooperative Solicitation & Resulting Contract Supporting Documents

Exhibit B

Advertising Compliance

1. **Public Notices**

   Notice of the solicitations are publicly posted on the Lead Agency's website and emailed to all registered vendors who have indicated that email is their preferred delivery method. The RFP will also be advertised in the following:

   - Axia Cooperative website
   - USA Today, nationwide
   - Arizona Business Gazette, AZ
   - New Jersey Herald
   - Desert Sun, Palm Springs, CA
   - Albany Times Union
   - Daily Journal of Commerce, OR
   - Deseret News, UT
   - Seattle Daily Journal of Commerce, WA

2. **Agencies Included by Named Reference**

   Pursuant to various state statutes and local regulations, the following public agencies are eligible to participate in the Axia Cooperative purchasing program and access the Master Agreement. In addition to all public agencies registered with Axia, referenced agencies may establish contracts or price agreements under the terms, conditions and prices of the Master Agreement. More information about state statutes and regulations can be found at axiacoop.org/state-statutes.

States, Special Districts & Territories

State of Alabama	State of Indiana	State of Montana	State of Rhode Island
State of Alaska	State of Iowa	State of Nebraska	State of South Carolina
State of Arizona	State of Kansas	State of Nevada	State of South Dakota
State of Arkansas	Commonwealth of Kentucky	State of New Hampshire	State of Tennessee
State of California	State of Louisiana	State of New Jersey	State of Texas
State of Colorado	State of Maine	State of New Mexico	State of Utah
State of Connecticut	State of Maryland	State of New York	State of Vermont
State of Delaware	Commonwealth of Massachusetts	State of North Carolina	Commonwealth of Virginia
State of Florida	State of Michigan	State of North Dakota	State of Washington
State of Georgia	State of Minnesota	State of Ohio	State of West Virginia
State of Hawaii	State of Mississippi	State of Oklahoma	State of Wisconsin
State of Idaho	State of Missouri	State of Oregon	State of Wyoming
State of Illinois		Commonwealth of Pennsylvania	

Washington, DC	American Samoa	Guam	Northern Mariana Islands
Puerto Rico	US Virgin Islands		

Counties & Parishes

Hawaii

Hawaii County	City and County of Honolulu	County of Kauai	County of Maui

Louisiana

Acadia Parish	East Baton Rouge Parish	Madison Parish	St. Landry Parish
Allen Parish	East Carroll Parish	Morehouse Parish	St. Martin Parish
Ascension Parish	East Feliciana Parish	Natchitoches Parish	St. Mary Parish
Assumption Parish	Evangeline Parish	Orleans Parish	St. Tammany Parish
Avoyelles Parish	Franklin Parish	Ouachita Parish	Tangipahoa Parish
Beauregard Parish	Grant Parish	Plaquemines Parish	Tensas Parish
Bienville Parish	Iberia Parish	Pointe Coupee Parish	Terrebonne Parish
Bossier Parish	Iberville Parish	Rapides Parish	Union Parish
Caddo Parish	Jackson Parish	Red River Parish	Vermilion Parish
Calcasieu Parish	Jefferson Parish	Richland Parish	Vernon Parish
Caldwell Parish	Jefferson Davis Parish	Sabine Parish	Washington Parish
Cameron Parish	LaSalle Parish	St. Bernard Parish	Webster Parish
Catahoula Parish	Lafayette Parish	St. Charles Parish	West Baton Rouge Parish
Claiborne Parish	Lafourche Parish	St. Helena Parish	West Carroll Parish
Concordia Parish	Lincoln Parish	St. James Parish	West Feliciana Parish
DeSoto Parish	Livingston Parish	St. John The Baptist Parish	Winn Parish

Oregon

Baker County	Douglas County	Lane County	Tillamook County
Benton County	Gilliam County	Lincoln County	Umatilla County
Clackamas County	Grant County	Linn County	Union County
Clatsop County	Harney County	Malheur County	Wallowa County
Columbia County	Hood River	Marion County	Wasco County
Coos County	Jackson County	Morrow County	Washington County
Crook County	Jefferson County	Multnomah County	Wheeler County
Curry County	Josephine County	Polk County	Yamhill County
Deschutes County	Klamath County	Sherman County	

Utah

Beaver County	Garfield County	Piute County	Tooele County
Box Elder County	Grand County	Rich County	Uintah County
Cache County	Iron County	Salt Lake County	Utah County
Carbon County	Juab County	San Juan County	Wasatch County
Daggett County	Kane County	Sanpete County	Washington County
Davis County	Millard County	Sevier County	Wayne County
Duchesne County	Morgan County	Summit County	Weber County
Emery County			

Cities & Towns

Hawaii

Aiea	Honomu	Koloa	Paia
Anahola	Kaaawa	Kualapuu	Papaikou
Captain Cook	Kahuku	Kurtistown	Pearl City
Eleele	Kahului	Lahaina	Pepeekeo
Ewa Beach	Kailua	Laie	Princeville
Haleiwa	Kalaheo	Lanai City	Pukalani

Hana
Hanalei
Hanamaulu
Hanapepe
Hauula
Hawi
Hilo
Holualoa
Honaunau
Honokaa
Honolulu
Kaneohe
Kapaa
Kapaau
Kaumakani
Kaunakakai
Keaau
Kealakekua
Kekaha
Kihei
Kilauea
Laupahoehoe
Lawai
Lihue
Makawao
Maunaloa
Mililani
Mountain View
Naalehu
Paauilo
Pahala
Pahoa
Schofield Barracks
Volcano
Wahiawa
Waialua
Waianae
Waikoloa
Wailuku
Waimanalo
Waimea
Waipahu

Louisiana

Abbeville
Abita Springs
Addis
Albany
Alexandria
Ama
Amelia
Amite
Anacoco
Angie
Arabi
Arcadia
Arnaudville
Ashland
Athens
Baker
Baldwin
Ball
Barataria
Basile
Bastrop
Baton Rouge
Belcher
Belle Chasse
Belle Rose
Benton
Bernice
Berwick
Bienville
Blanchard
Bogalusa
Bonita
Boothville
Bossier City
Boutte
Boyce
Breaux Bridge
Broussard
Brusly
Bunkie
Buras
Calvin
Cameron
Campti
Carencro
Castor
Cecilia
Chalmette
Charenton
Chataignier
Chatham
Destrehan
Deville
Dodson
Donaldsonville
Doyline
Dry Prong
Dubach
Dubberly
Dulac
Duson
Edgard
Elizabeth
Elton
Empire
Epps
Erath
Eros
Estherwood
Eunice
Evergreen
Farmerville
Fenton
Ferriday
Fisher
Florien
Folsom
Fordoche
Forest Hill
Forest
Franklin
Franklinton
French Settlement
Galliano
Garyville
Georgetown
Gibsland
Gilbert
Glenmora
Golden Meadow
Goldonna
Gonzales
Grambling
Gramercy
Grand Coteau
Grand Isle
Gray
Grayson
Greensburg
Greenwood
Gretna
Grosse Tete
Jonesboro
Jonesville
Kaplan
Kenner
Kentwood
Kilbourne
Kinder
Krotz Springs
Labadieville
Lacombe
Lafayette
Lafitte
Lake Arthur
Lake Charles
Lake Providence
Larose
Lecompte
Leesville
Leonville
Livingston
Livonia
Lockport
Logansport
Loreauville
Luling
Lutcher
Lydia
Madisonville
Mamou
Mandeville
Mangham
Mansfield
Mansura
Many
Maringouin
Marion
Marksville
Marrero
Mathews
Maurice
Melville
Mer Rouge
Meraux
Mermentau
Merryville
Metairie
Minden
Monroe
Montegut
Montgomery
Mooringsport
Patterson
Pearl River
Pierre Part
Pine Prairie
Pineville
Plain Dealing
Plaquemine
Plaucheville
Pleasant Hill
Pollock
Ponchatoula
Port Allen
Port Barre
Port Sulphur
Provencal
Raceland
Rayne
Rayville
Reeves
Reserve
Ringgold
Rodessa
Rosedale
Roseland
Rosepine
Ruston
Saint Francisville
Saint Gabriel
Saint Joseph
Saint Martinville
Saint Rose
Saline
Sarepta
Schriever
Scott
Shreveport
Sibley
Sicily Island
Simmesport
Simpson
Simsboro
Slaughter
Slidell
Sorrento
Springfield
Springhill
Sterlington
Stonewall
Sulphur
Sun
Sunset

Chauvin
Cheneyville
Choudrant
Church Point
Clarence
Clarks
Clayton
Clinton
Colfax
Collinston
Columbia
Converse
Cotton Valley
Cottonport
Coushatta
Covington
Crowley
Cullen
Cut Off
Delcambre
Delhi
Delta
Denham Springs
Dequincy
Deridder
Des Allemands
Gueydan
Hackberry
Hahnville
Hall Summit
Hammond
Harrisonburg
Harvey
Haughton
Haynesville
Heflin
Hessmer
Hodge
Homer
Hornbeck
Hosston
Houma
Ida
Independence
Innis
Iota
Iowa
Jackson
Jeanerette
Jena
Jennings
Moreauville
Morgan City
Morganza
Morse
Napoleonville
Natalbany
Natchez
Natchitoches
New Iberia
New Orleans
New Roads
New Sarpy
Newellton
Newllano
Noble
Norco
Norwood
Oak Grove
Oakdale
Oberlin
Oil City
Olla
Opelousas
Paincourtville
Paradis
Swartz
Tallulah
Tangipahoa
Thibodaux
Tickfaw
Tullos
Turkey Creek
Urania
Varnado
Vidalia
Ville Platte
Vinton
Violet
Vivian
Walker
Washington
Waterproof
Welsh
West Monroe
Westlake
Westwego
White Castle
Wilson
Winnfield
Winnsboro

Oregon

Adams
Albany
Arlington
Ashland
Astoria
Athena
Aumsville
Aurora
Baker City
Bandon
Banks
Bay City
Beaverton
Bend
Boardman
Bonanza
Brookings
Brownsville
Burns
Butte Falls
Canby
Cannon Beach
Canyon City
Canyonville
Carlton
Cascade Locks
Cave Junction
Central Point
Chiloquin
Clackamas
Clatskanie
Cloverdale
Columbia City
Condon
Coos Bay
Coquille
Eugene
Fairview
Falls City
Forest Grove
Fossil
Garibaldi
Gaston
Gates
Gervais
Gladstone
Glendale
Glide
Gold Beach
Gold Hill
Grand Ronde
Grants Pass
Gresham
Haines
Halfway
Halsey
Harrisburg
Hebo
Heppner
Hermiston
Hillsboro
Hines
Hood River
Hubbard
Huntington
Idanha
Imbler
Independence
Irrigon
Jacksonville
Jefferson
John Day
Madras
Malin
Manzanita
Marion
Maupin
Mcminnville
Medford
Mehama
Merrill
Mill City
Milton Freewater
Molalla
Monmouth
Monroe
Moro
Mosier
Mount Angel
Mount Hood Parkdale
Mount Vernon
Myrtle Creek
Myrtle Point
Nehalem
Netarts
Newberg
Newport
North Bend
North Plains
North Powder
Nyssa
Oakland
Oakridge
Oceanside
Odell
Ontario
Oregon City
Pacific City
Rufus
Saint Helens
Saint Paul
Salem
Sandy
Scappoose
Scio
Scotts Mills
Seneca
Shady Cove
Sheridan
Sherwood
Siletz
Silverton
Sisters
Springfield
Stanfield
Stayton
Sublimity
Sutherlin
Sweet Home
Talent
Tangent
Terrebonne
Tillamook
Toledo
Troutdale
Tualatin
Turner
Tygh Valley
Ukiah
Umatilla
Union
Vale
Veneta
Vernonia

Cornelius
Corvallis
Cottage Grove
Cove
Creswell
Culver
Dallas
Dayton
Depoe Bay
Detroit
Donald
Drain
Dufur
Dundee
Eagle Point
Echo
Elgin
Enterprise
Estacada
Jordan Valley
Joseph
Junction City
Keizer
Klamath Falls
La Grande
La Pine
Lafayette
Lake Oswego
Lakeside
Lakeview
Lebanon
Lexington
Lincoln City
Long Creek
Lostine
Lowell
Lyons
Paisley
Pendleton
Philomath
Phoenix
Pilot Rock
Port Orford
Portland
Powers
Prairie City
Prineville
Rainier
Redmond
Reedsport
Riddle
Rockaway Beach
Rogue River
Rose Lodge
Roseburg
Waldport
Wallowa
Warm Springs
Warrenton
Wasco
West Linn
Westfir
Weston
Wheeler
White City
Willamina
Wilsonville
Winchester
Winston
Woodburn
Yachats
Yamhill
Yoncalla

Utah

Alpine
Alta
Altamont
Alton
Amalga
American Fork
Annabella
Antimony
Apple Valley
Aurora
Ballard
Bear River
Beaver City
Bicknell
Big Water
Blanding
Bluff
Bluffdale
Bluffdale South
Boulder
Bountiful
Brian Head
Brigham City
Brighton
Bryce Canyon
Cache Valley Transit
Cannonville
Castle Dale
Castle Valley
Cedar City
Cedar Fort
Cedar Hills
Centerfield
Centerville
Central Valley
Charleston
Circleville
Clarkston
Clawson
Clearfield
Cleveland
Clinton
Erda City West
Escalante
Eureka
Fairfield
Fairview
Farmington
Farr West
Fayette
Ferron
Fielding
Fillmore
Fountain Green
Francis
Fruit Heights
Garden City
Garland
Genola
Glendale
Glenwood
Goshen
Grantsville
Green River
Gunnison
Hanksville
Harrisville
Hatch
Heber
Helper
Henefer
Henrieville
Herriman
Hideout
Highland
Hildale
Hinckley
Holden
Holladay
Honeyville
Hooper
Howell
Huntington
Huntsville
Lewiston
Lincoln
Lindon
Loa
Logan
Lyman
Lynndyl
Magna Township
Manila
Manti
Mantua
Mapleton
Marriott-Slaterville
Marysvale
Mayfield
Meadow
Mendon
Midvale
Midway
Milford
Millcreek
Millville
Minersville
Moab
Mona
Monroe
Monticello
Morgan City
Moroni
Mt. Pleasant
Murray
Myton
Naples
Nephi
New Harmony Town
Newton
Nibley
North Logan
North Ogden
North Salt Lake
Oak City
Oakley
River Heights
Riverdale
Riverton
Rockville
Rocky Ridge
Roosevelt
Roy
Rush Valley
Salem
Salina
Salt Lake City
Sandy
Santa Clara
Santaquin
Santaquin South
Saratoga Springs
Scipio
Scofield
Sigurd
Smithfield
Snowville
South Jordan
South Ogden
South Salt Lake
South Weber
Spanish Fork
Spring City
Springdale
Springville
St. George
Stansbury Park
Sterling
Stockton
Sunset
Syracuse
Tabiona
Taylorsville
Tooele City
Toquerville
Torrey
Tremonton
Trenton

Coalville
Copperton Township
Corinne
Cornish
Cottonwood Heights
Daniel
Delta
Deweyville
Draper
Draper South
Duchesne City
Dutch John
Eagle Mountain
East Carbon
Elk Ridge
Elmo
Elsinore
Elwood
Emery City
Emigration Canyon Township
Enoch
Enterprise
Ephraim
Erda City
Hurricane
Hyde Park
Hyrum
Independence
Interlaken
Ivins
Joseph
Junction
Kamas
Kanab
Kanarraville
Kanosh
Kaysville
Kearns Township
Kingston
Koosharem
La Verkin
Lakepoint City
Laketown
Layton
Leamington
Leeds
Lehi
Levan
Ogden
Orangeville
Orderville
Orem
Panguitch
Paradise
Paragonah
Park City
Park City East
Parowan
Payson
Perry
Plain City
Pleasant Grove
Pleasant View
Plymouth
Portage
Price
Providence
Provo
Randolph
Redmond
Richfield
Richmond
Tropic
Uintah
Vernal
Vernon
Vineyard
Virgin
Wales
Wallsburg
Washington City
Washington Terrace
Wellington
Wellsville
Wendover
West Bountiful
West Haven
West Jordan
West Point
West Valley City
White City Township
Willard
Woodland Hills
Woodruff
Woods Cross

School Districts

Louisiana

Acadia Parish Schools
Allen Parish School District
Ascension Parish Schools
Assumption Parish School District
Avoyelles Parish School District
Beauregard Parish School District
Bienville Parish School District
Bossier Parish Schools
Caddo Parish Public Schools
Calcasieu Parish Public Schools
Caldwell Parish School District
Cameron Parish School District
Capitol Education Foundation School District
Catahoula Parish School District
Central Community School System
City of Baker School District
City of Bogalusa School District
City of Monroe School District
Claiborne Parish School District
Concordia Parish School District
DeSoto Parish School District
East Baton Rouge Parish School System
East Carroll Parish School District
East Feliciana Parish School District
Evangeline Parish School District
Franklin Parish School District
Grant Parish School District
Iberia Parish School System
Iberville Parish School District
Jackson Parish School District
Jefferson Davis Parish School District
Jefferson Parish Public School System
Lafayette Parish School System
Lafourche Parish School District
LaSalle Parish School District
Lincoln Parish School District
Livingston Parish Public Schools
Louisiana School for Math, Science and the Arts
Madison Parish School District
Morehouse Parish School District
Natchitoches Parish School District
Orleans Parish School Board
Ouachita Parish School System
Plaquemines Parish School District
Pointe Coupee Parish School District
Rapides Parish School System
Recovery School District
Red River Parish School District
Richland Parish School District
Sabine Parish School District
St. Bernard Parish School District
St. Charles Parish Public Schools
St. Helena Parish School District
St. James Parish School District
St. John the Baptist Parish School District
St. Landry Parish School Board
St. Martin Parish School District
St. Mary Parish Schools
St. Tammany Parish Public Schools
Tangipahoa Parish School System
Tensas Parish School District
Terrebonne Parish School District
Union Parish School District
Vermilion Parish Schools
Vernon Parish School District
Washington Parish School District
Webster Parish School District
West Baton Rouge Parish School District
West Carroll Parish School District
West Feliciana Parish School District
Winn Parish School District
Zachary Community School District

Oregon

Adel School District
Adrian School District
Alsea School District 7J
Dufur School District
Eagle Point School District
Echo School District
Lincoln County School District
Long Creek School District
Lowell School District
Prospect School District 59
Rainier School District
Redmond School District

Amity School District
Annex School District 29
Arlington School District 3
Arock School District
Ashland School District
Ashwood School District
Astoria School District
Athena-Weston School District
Baker School District
Bandon School District
Banks School District
Beaverton School District
Bend-La Pine Schools
Bethel School District
Blachly School District 090
Black Butte School District
Brookings-Harbor School District
Burnt River School District 30J
Butte Falls School District 91
Camas Valley School District 21J
Canby School District
Cascade School District
Centennial School District
Central Curry School District
Central Linn School District
Central Point School District
Central School District
Clatskanie School District
Colton School District
Condon School District
Coos Bay School District
Coquille School District
Corbett School District 39
Corvallis School District
Cove School District 15
Creswell School District
Crook County School District
Crow-Applegate-Lorane School District
Culver School District
Dallas School District
David Douglas School District
Days Creek School District 15
Dayton School District
Dayville School District
Diamond School District
Double O School District
Drewsey School District
Estacada School District
Eugene School District
Elgin School District
Elkton School District 34
Enterprise School District
Falls City School District
Fern Ridge School District
Forest Grove School District
Fossil School District 21J
Frenchglen School District
Gaston School District
Gervais School District
Gladstone School District
Glendale School District
Glide School District
Grant School District
Grants Pass School District
Greater Albany Public Schools
Gresham-Barlow School District
Harney County School District 3
Harney County School District 4
Harney County Union High School District
Harper School District 66
Harrisburg School District
Helix School District
Hermiston School District
Hillsboro School District
Hood River County School District
Huntington School District 16J
Imbler School District 11
Ione School District 2
Jefferson County School District
Jefferson School District
Jewell School District
John Day School District
Jordan Valley School District
Joseph School District
Junction City School District
Juntura School District
Klamath County School District
Klamath Falls City Schools
Knappa School District
La Grande School District
Lake County School District 7
Lake Oswego School District
Lebanon Community School District
McMinnville School District
Medford School District
Milton-Freewater Unified School District
Mitchell School District
Molalla River School District
Mapleton School District
Marcola School District
McKenzie School District 68
Monroe School District
Monument School District
Morrow School District
Mt. Angel School District
Myrtle Point School District
Neah-Kah-Nie School District
Nestucca Valley School District
Newberg School District
North Bend School District
North Clackamas School District
North Douglas School District
North Lake School District
North Marion School District
North Powder School District 8J
North Santiam School District
North Wasco County School District
Nyssa School District
Oakland School District
Oakridge School District
Ontario School District
Oregon City School District
Oregon Trail School District
Paisley School District 11
Parkrose School District
Pendleton School District
Perrydale School District
Philomath School District
Phoenix-Talent School District
Pilot Rock School District
Pine Creek School District
Pine-Eagle School District 61
Pinehurst School District
Pleasant Hill School District
Plush School District
Portland Public Schools
Port Orford-Langlois School District
Powers School District
Prairie City School District
Riverdale School District
Rogue River School District
Roseburg School District
Salem-Keizer Public Schools
Santiam Canyon School District
Reedsport School District
Reynolds School District
Riddle School District
Scappoose School District
Scio School District
Seaside School District
Sheridan School District
Sherman County School District
Sherwood School District
Silver Falls School District
Sisters School District
Siuslaw School District
South Harney School District
South Lane School District
South Umpqua School District
South Wasco County School District
Spray School District
Springfield School District
Stanfield School District
St. Helens School District
St. Paul School District
Suntex School District
Sutherlin School District
Sweet Home School District
Three Rivers School District
Tigard-Tualatin School District
Tillamook School District
Troy School District
Ukiah School District
Umatilla School District
Union School District
Vale School District
Vernonia School District
Wallowa School District
Warrenton-Hammond School District
West Linn-Wilsonville School District
Willamina School District
Winston-Dillard School District
Woodburn School District
Yamhill-Carlton School District
Yoncalla School District

Utah

Alpine School District
Beaver School District
Box Elder School District
Cache County School District
Canyons School District
Carbon School District
Daggett School District
Davis School District
Duchesne County School District
Emery School District
Grand County School District
Granite School District
Iron County School District
Jordan School District
Juab School District
Kane School District
Logan School District
Millard School District
Morgan School District
Murray School District
North Sanpete School District
North Summit School District
Ogden School District
Park City School District
Piute School District
Provo City School District
Rich School District
Salt Lake City School District
San Juan School District
Sevier School District
South Summit School District
Tintic School District
Tooele County School District
Uintah School District
Wasatch School District
Washington County School District

Garfield School District
Nebo School District
South Sanpete School District
Wayne County School District
Weber School District

Colleges & Universities

Hawaii

Akamai University
Atlantic International University
Brigham Young University–Hawaii
Chaminade University of Honolulu
Hawaii Pacific University
Hawaii Tokai International College
Hawai'i Community College
Honolulu Community College
Institute for Clinical Acupuncture and Oriental Medicine
Kapiolani Community College
Kauai Community College
Leeward Community College
University of Hawai'i at Hilo
University of Hawai'i at Mānoa
University of Hawai'i Maui College
University of Hawai'i - West O'ahu
Windward Community College

Louisiana

Baton Rouge Community College
Bossier Parish Community College
Centenary College of Louisiana
Central Louisiana Technical Community College
Delgado Community College
Dillard University
Fletcher Technical Community College
Franciscan Missionaries of Our Lady University
Grambling State University
Louisiana Baptist University and Theological Seminary
Louisiana Christian University
Louisiana Delta Community College
Louisiana State University
Louisiana State University at Eunice
Louisiana State University of Alexandria
Louisiana State University Shreveport
Louisiana Tech University
Loyola University New Orleans
LSU Health Sciences Center New Orleans
LSU Health Sciences Center Shreveport
McNeese State University
New Orleans Baptist Theological Seminary
Nicholls State University
Northshore Technical Community College
Northwest Louisiana Technical Community College
Northwestern State University
Notre Dame Seminary
Nunez Community College
Paul M. Hebert Law Center
River Parishes Community College
Saint Joseph Seminary College
South Louisiana Community College
Southeastern Louisiana University
Southern University
Southern University at New Orleans
Southern University at Shreveport
Southern University Law Center
SOWELA Technical Community College
Tulane University
University of Holy Cross
University of Louisiana at Lafayette
University of Louisiana at Monroe
University of New Orleans
Xavier University of Louisiana

Oregon

American College of Healthcare Sciences
Portland Bible College
Blue Mountain Community College
Bushnell University
Central Oregon Community College
Chemeketa Community College
Clackamas Community College
Clatsop Community College
College of Emergency Services
Columbia Gorge Community College
Corban University
Eastern Oregon University
George Fox University
Gutenberg College
Klamath Community College
Lane Community College
Lewis & Clark College
Linfield University
Linn–Benton Community College
Mount Angel Seminary
Mt. Hood Community College
National University of Natural Medicine
New Hope Christian College
Oregon Coast Community College
Oregon College of Oriental Medicine
Oregon Health & Science University
Oregon Institute of Technology
Oregon State University
Pacific Bible College
Pacific Northwest College of Art
Pacific University
Portland Community College
Portland State University
Reed College
Rogue Community College
Southern Oregon University
Southwestern Oregon Community College
Sumner College
Tillamook Bay Community College
Treasure Valley Community College
Umpqua Community College
University of Oregon
University of Portland
University of Western States
Warner Pacific University
Western Oregon University
Western Seminary
Willamette University

Utah

Bridgerland Technical College
Brigham Young University
Mount Liberty College
Mountainland Technical College
Roseman University of Health Sciences
University of Utah
Utah State University

Broadview University
Columbia College Utah
Davis Technical College
Dixie Technical College
Eagle Gate College
Ensign College
Fortis College
Joyce University of Nursing and Health Sciences
Neumont College of Computer Science
Ogden–Weber Technical College
Provo College
Rocky Mountain University of Health Professions
Rocky Vista University
Salt Lake Baptist College
Salt Lake Community College
Snow College
Southern Utah University
Southwest Technical College
Stevens-Henager College
Tooele Technical College
Uintah Basin Technical College
Utah Tech University
Utah Valley University
Weber State University
Webster University Utah
Western Governors University
Westminster University

Axia Cooperative Solicitation & Resulting Contract Supporting Documents

Exhibit C

Special Terms & Conditions

1. **Use of Federal Funds**

The following certifications and provisions are in place for when Participating Agencies intend to utilize federal funds for use of the Master Agreement. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, made by Participating Agencies and their respective subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

REQUIRED PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS APPENDIX II TO 2 CFR PART 200

A. Contracts for more than the simplified acquisition threshold currently set at $150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

B. Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a

purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. Participating Agency also reserves the right to terminate the contract immediately, with written notice to Offeror, for convenience, if Participating Agency believes, in its sole discretion that it is in the best interest of Participating Agency to do so. Offeror will be compensated for work performed and accepted and goods accepted by Participating Agency as of the termination date if the contract is terminated for convenience of Participating Agency. Any award under this procurement process is not exclusive and Participating Agency reserves the right to purchase goods and services from other Offerors when it is in Participating Agency's best interest.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

C. Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

D. Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy

of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non -Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, Offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

E. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, Offeror certifies that Offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

F. Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the Offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the Offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

G. Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).
Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the Offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the Offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

H. Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the

System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the Offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the Offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

I. Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) – Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the Offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the Offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

1. No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub- awards exceeding $100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

EMPLOYMENT VERFICATION
FAR 22.18

As applicable, and as a condition for the award of any Federal contract at $50,000 or greater, Offeror certifies that vendor is enrolled in, and is currently participating in, E-Verify or any other equivalent electronic verification of work authorization program operated by the U.S. Department of Homeland Security and does not knowingly employ any person who is an unauthorized alien in conjunction with the contracted services. A breach in compliance with immigration laws and regulations shall be deemed a material breach of the contract and may be subject to penalties up to and including termination of the contract.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agencies for any contract resulting from this procurement process, Offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The Offeror further certifies that Offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

CERTIFICATION OF COMPLIANCE WITH EPA REGULATIONS
APPLICABLE TO GRANTS, SUBGRANTS, COOPERATIVE AGREEMENTS, AND CONTRACTS
IN EXCESS OF $50,000 OF FEDERAL FUNDS

When federal funds are expended by Participating Agencies, for any contract resulting from this procurement process in excess of $50,000, the vendor certifies that the vendor is in compliance with all applicable standards, orders, regulations, and/or requirements issued pursuant to the Clean Air Act of 1970, as amended (42 U.S.C. 1857(h)), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, Offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, Offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

PROCUREMENT OF RECOVERED MATERIALS REQUIREMENTS FOR – 2 C.F.R. §200.322

Participating Agency and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the

Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

CERTIFICATION OF AFFORDABLE CARE ACT

Offeror understands and agrees that it shall be solely responsible for compliance with the patient Protection and Affordable Care Act, Public Law 111-148 and the Health Care and Education Reconciliation Act 111-152 (collectively the Affordable Care Act "ACA"). The Offeror shall bear sole responsibility for providing health care benefits for its employees who provide services as required by Federal law.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any books, documents, papers and records of Offeror that are directly pertinent to Offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Offeror's personnel for the purpose of interview and discussion relating to such documents.

Does Offeror agree? (Y / N) See Note Below Initials of Authorized Representative of Offeror

(Exhibit 8 (Echi

Printed Name and Title of Authorized Representative:

Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that Offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Corporate/Company Name: Motorola Solutions, Inc.

Address, City, State and ZIP: 500 W. Monroe Street; 43rd Floor; Chicago, IL 60661

Website: www.motorolasolutions.com

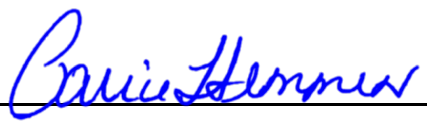
DUNS#: 00-132-5463

NOTE: Please refer to the enclosed Exceptions & Clarifications document dated December 6, 2024. (Exhibit 7)

Carrie Hemmen, MSSSI Vice President & Director, Sales

Email Address:
carrie.hemmen@motorolasolutions.com

Signature of Authorized Representative:



Date: December 5, 2024

PUBLIC SAFETY

Product Summary	Catalog Description	Percentage Discount (Off List Price)
Infrastructure	Fire Station Alerting Hardware	10%
Infrastructure	Fire Station Alerting Software	15%
Infrastructure	Radio Base Station Hardware	15%
Infrastructure	Radio Base Station Software	20%
Infrastructure	Master Site ASTRO Hardware	15%
Infrastructure	Master Site ASTRO Software	20%
Infrastructure	Transport Hardware	10%
Infrastructure	Moscad Hardware & Software	10%
Infrastructure	Interoperability Solutions	10%
Infrastructure	Paging Hardware & Software	10%
Infrastructure	Alarm & Control System	10%
Infrastructure	Vehicular Repeaters	10%

Product Summary	Catalog Description	Percentage Discount (Off List Price)
Infrastructure	Future Infrastructure Hardware & Software * released after date of contract	10%
Subscribers	All APX Portable Radio Subscriber Device	27%
Subscribers	All APX N Portable Radio Subscriber Device	27%
Subscribers	All APX Mobile Radio Subscriber Device	27%
Subscribers	All APX Desktop Radio Subscriber Device	27%
Subscribers	Flashport Software	20%
Subscribers	Future Mobile and Portable Subscriber Devices * released after date of contract	15%
Standalone Subscriber Accessories	-	15%
Subscribers	Bundled Subscriber Accessories with Subscriber Devices	27%
Consoles	Console Hardware & Software	15%

Product Summary	Catalog Description	Percentage Discount (Off List Price)
Consoles	Console Accessories	15%
Consoles	Console Service	0%
Avigilon Software & Hardware	Avigilon Software & Hardware	10%
Drop Ship	Backhaul (Microwave, MPLS, etc)	10%
Drop Ship	Distributed Antenna Systems	10%
Drop Ship	Site Equipment	10%
Drop Ship	Buildings & Towers	5%
Drop Ship	Antenna & Line	15%
Drop Ship	Test Equipment	10%
Drop Ship	Computers & Accessories	15%
Drop Ship	Time & Frequency Systems	15%
Drop Ship	Wireless Modems	5%
Avigilon Hardware & Software	Avigilon Hardware & Software	10%
System Integration & Support Services	ASTRO Maintenance Support Services	0%

Product Summary	Catalog Description	Percentage Discount (Off List Price)
System Integration & Support Services	ASTRO Upgrade Support Services	0%
System Integration & Support Services	Motorola Shop Services	0%
System Integration & Support Services	Motorola Engineering Services	0%
System Integration & Support Services	Motorola Subscriber Services	0%
System Integration & Support Services	Motorola Project Management Services	0%
System Integration & Support Services	Motorola Engineering Services	0%
System Integration & Support Services	Site Development Services	0%
System Integration & Support Services	3rd Party Services	0%
System Integration & Support Services	Motorola Security Services	0%
Integrated Hardware & Software	Encryption Hardware & Software	5%
Integrated Hardware & Software	Moto Locator Hardware	0%

Product Summary	Catalog Description	Percentage Discount (Off List Price)
Integrated Hardware & Software	Moto Locator Software	10%
Integrated Hardware & Software	Critical Connect Hardware	0%
Integrated Hardware & Software	Critical Connect Software	0%
P25 System Subscriptions	Cirrus Subscription	0%
P25 System Subscriptions	AXS Subscription	0%
P25 System Subscriptions	Asset Management Service	0%
P25 Device Subscriptions	APX Next Application Subscription	0%
Miscellaneous	Any non-catalog equipment	0%
Miscellaneous	Any non-catalog integrated software	0%
Miscellaneous	Any non-catalog service	0%

*** Stated discount % will also be applied to any additional options added to Radio Order**

PROFESSIONAL & COMMERCIAL

Product Summary	Catalog Description	Fixed Percentage Discount (Off List Price)
Commercial Radios	CURVE	10%
Commercial Radios	DTR700	10%
Commercial Radios	BPR40/BPR50dX	15%
Commercial Radios	CP185	15%
Commercial Radios	CP100d	15%
Commercial Radios	CP200D/R2	15%
Commercial Radios	SL300	15%
Commercial Radios	EVX-S24	15%
Commercial Radios	CM200D	15%
Commercial Radios	CM300D	15%
Commercial Radios	XPR 3300e / R5	15%
Commercial Radios	XPR 3500e / R5	15%
Commercial Radios	SL3500	15%
Commercial Radios	XPR 7350e	15%
Commercial Radios	XPR 7550e	15%

Product Summary	Catalog Description	Fixed Percentage Discount (Off List Price)
Commercial Radios	XPR 7580e	15%
MOTOTRBO Professional Radios	MOTOTRBO R7	15%
MOTOTRBO Professional Radios	MOTOTRBO ION	15%
MOTOTRBO Professional Radios	XPR 2500	15%
MOTOTRBO Professional Radios	XPR 5350e	15%
MOTOTRBO Professional Radios	XPR 5550e	15%
MOTOTRBO Professional Radios	XPR 5580e	15%
Battery/Accessory Portfolio	MOTOROLA BATTERIES	15%
Battery/Accessory Portfolio	MOTOROLA ACCESSORIES	15%
MOTOTRBO Digital Infrastructure	SLR 1000	10%
MOTOTRBO Digital Infrastructure	SLR 5700	10%
MOTOTRBO Digital Infrastructure	SLR 8000	10%

Product Summary	Catalog Description	Fixed Percentage Discount (Off List Price)
MOTOTRBO Digital Infrastructure	Capacity Max / Capacity Plus Trunking System Hardware, Software & Licenses	10%
Dispatch Console	AVTEC Dispatch Console	10%
Body-Worn Camera	Body Worn Cameras VB400/V200/VT100	10%
Drop Ship	Distributed Antenna Systems / Bi-Directional Amplifier	10%
Drop Ship	Call Boxes	10%
System Integration & Support / Install	System Integration & Support / Install	0%
Incident Management Solutions	Ally / Noggin	0%
Mass Notification	RAVE	0%
PTT Wave Devices	TLK100/TLK110/TLK150/TLK25	10%
Wave Subscription	Wave Subscription Service	0%

** All orders placed under this request will be placed only with an approved additional named reseller as an Approved Authorized Motorola Solutions Resellers, (this list is located within Partner Finder search within motorolasolutions.com website), except as agreed to in writing by the Supplier. In no event will the Supplier assume liability for orders placed by a Approved reseller to an end customer under this Addendum.

Motorola #240225-01

Pricing for contract #240225-01 is provided at a discount range of 0-10% off to Axia participating agencies.

Product/Service Description	Customer Discount
Flex Computer Aided Dispatch (CAD)	10.00%
Flex Records Management System (RMS)	10.00%
Flex Hub (System Core)	10.00%
Flex Mobile CAD	10.00%
Flex Mobile Field Reporting	10.00%
Flex e-Ticketing Software Solutions	10.00%
Flex Mobile Forms	10.00%
Flex Dashboards	10.00%

Product/Service Description	Customer Discount
Flex Resource Management	10.00%
Flex Evidence Management/Barcoding	10.00%
Project Management Services	0.00%
Installation Services	0.00%
Training Services	0.00%
Annual Support & Maintenance	0.00%
New Product Modules	10.00%
Hardware	5.00%
Interfaces	10.00%
Custom Interfaces	5.00%
Command Central Aware	10.00%
Command Central Jail	10.00%
Command Central CAD	10.00%
Command Central Community	10.00%

Product/Service Description	Customer Discount
Command Central RMS	10.00%
Command Central Evidence	10.00%
Central Capture Command	10.00%
Command Central Emergency Notification	10.00%
Command Central Investigate	10.00%
Command Central Responder	10.00%
Command Central Continuity	10.00%
Command Central DEMS	10.00%
CAPE	10.00%
PremierOne CAD	10.00%
PremierOne Records	10.00%
PremierOne Mobile	10.00%
PremierOne Mobile Field Reporting	10.00%
PremierOne Dashboard Reporting	10.00%

Product/Service Description	Customer Discount
Software as a Service (SaaS)	0%
Data Migration Services	0%
Annual Software Subscription Service	0%
Onsite System Administration Service	0%
Solution Hosting Service	0%
Release Version Upgrade Service	0%
Callyo	5.00%
Vesta 9-1-1	10.00%
VestaNXT	10.00%
VestaNXT On Prem	10.00%
Vesta 9-1-1 Hybrid	10.00%
VestaNXT Continuity	10.00%
Next Generation Core Services (NGCS)*	0%
Cybersecurity ActiveEye Managed Detection and Response	10.00%

Product/Service Description	Customer Discount
Cybersecurity Endpoint Detection and Response Mgmt	10.00%
Cybersecurity Log Analytics	10.00%
Cybersecurity Network Detection Services	10.00%
Rave Alert	5.00%
Rave 911 Suite	5.00%
Rave Panic Button	5.00%
Rave AppArmor	5.00%
Rave Prepare	5.00%
Rave Aware	5.00%
Assist for 911	5.00%
Rapid Deploy Radius Mapping	5.00%
Rapid Deploy Eclipse Analytics	5.00%
Rapid Deploy Lightning	5.00%
10-21 Police Phone	5.00%

Product/Service Description	Customer Discount
Drone Software and Hardware	0.00%
Non-Emergency Call Agent	0.00%
Assist AI	0.00%
Radius Plus	10.00%

Quoted prices are subject to change if new or increased tariff surcharge, duties, or import fees are imposed before delivery. Any request for price adjustments will be done in accordance with the price adjustment provisions of the Axia Contract 240225-01 .

*Sold and provided by wholly owned subsidiary Motorola Solutions Connectivity Inc (MCSI). NCGS is a regulated product both at the federal and state level and requires specific terms and conditions, which drive the need for the subsidiary that offers regulated services.

CITY OF TUCSON

RFP

CITY OF TUCSON

REQUEST FOR PROPOSAL

240225

COMPUTER AIDED DISPATCH SOLUTIONS AND RELATED SERVICES

Due Date: Friday, December 6, 2024

City of Tucson

255 W Alameda St

Tucson, AZ 85701

Procurement portal
https://secure.procurenow.com/portal/tucson-az

Public Portal https://secure.procurenow.com/portal/tucson-az/projects/124632

PUBLISH DATE: October 15, 2024

Attachments:
A - Offer and Acceptance
E - Attachment E - Axia Cooperative Purchasing Program
F - 240225 - Functionality Matrix

A. NOTICE

A.1. CITY OF TUCSON

NOTICE OF REQUEST FOR PROPOSAL NO 240225

TITLE: Computer Aided Dispatch Solutions and Related Services

SUBMITTAL DUE DATE: Friday, December 6, 2024 AT 2:00 P.M. LOCAL AZ TIME

PRE-SUBMITTAL CONFERENCE DATE: Thursday, October 24, 2024

TIME: 3:30 pm LOCAL AZ TIME

LOCATION: Microsoft Teams Meeting

Join Pre-submittal Conference here: MICROSOFT TEAMS LINK

QUESTIONS SHALL BE DIRECTED TO: Casey Adams (520) 837-4128
casey.adams@tucsonaz.gov

Posted Date: Tuesday, October 15, 2024

Competitive sealed offers for the material or service specified in this solicitation must be submitted through the City's online bidding system. No late submitted offer will be accepted or considered. Reponses submitted in physical form or by facsimile or email will not be considered. Offerors are cautioned to commence the submittal process sufficiently ahead of time to allow for unanticipated delays resulting from things like a slow internet connection, internet outage, difficulty uploading large documents, differing system requirements, etc.

Questions about this solicitation must be addressed to the responsible Contract Officer listed herein.

B. INTRODUCTION

B.1. Summary

The City of Tucson, Arizona desires a turnkey Computer Aided Dispatch (CAD) and Mobile Data System (MDS) solution to support PSAP 911 operations in support of Law Enforcement, Fire Services, and EMS. The CAD Software, Hardware, and Implementation and Maintenance Services Project should include the purchase of CAD software, mobile software compatible with a wide array of hardware including current hardware, and implementation services to deliver a transformative dispatch solution for the City of Tucson.

Implementation services should include configuration of Police, Fire, EMS and Alternative Response for multiple dispatch configurations. Post go-live, the contractor will be expected to update and maintain the system. This Exhibit details the scope of the project, including general guidelines, business requirements and expectations around the software solution, implementation services, and maintenance services. Respondents are expected to consider and meet the City expectations in the design of their response to this RFP. The City requires the selected Contractor to not only implement the CAD/MDS software but, more importantly, to deliver a suite of comprehensive services to smoothly and efficiently implement their proposed CAD/MDS solution.

B.2. Contact Information

Casey Adams
Principal Contract Officer
Email: casey.adams@tucsonaz.gov
Phone: (520) 837-4128
Department:
Public Safety Communications

C. SCOPE OF WORK

C.1. Computer Aided Dispatch (CAD) Software

The CAD system, as a mission critical operational tool for Emergency Medical Services (EMS), Fire, and Police, will be expected to meet high performance levels during peak operations, as well delivering exceptional system uptime that will be outlined in this scope of work. The following sections describe the expected features and requirements for the solution following the City's formal acceptance of the System and throughout the life of the Contract between the City and the Contractor.

Please describe how your solution will meet/exceed the following Functional and Technical Requirements:

A. System Requirements
B. Common Requirements
C. CAD Requirements
D. CAD GIS Requirements
E. Back end data availability
F. Remote Work Capability
G. On premise, cloud based, or combination of the two
H. Test and or Development Environment
I. LE Local, State, NCIC Inquiry

C.2. Mobile Data System (MDS) Functional Requirements

Describe how your solution will meet the following requirements:

A. Mobile Data General Requirements
B. Mobile Data Automatic Vehicle Location (AVL)
C. Mobile Data Mapping / GIS
D. Mobile Data Messaging
E. Mobile Data LE Local / State / NCIC Inquiry

C.3. Geographic Information System (GIS)

A. Describe the process you will use to keep maps up to date with near real time integration with ESRI or other map providers (e.g. Google Maps).
B. Describe if you have a current integration with ESRI for ingestion of mapping layers and/or other spatial data.

1. If no integration currently exists, describe how you will work to establish an integration with ESRI

C. GPS location should be captured and included in CAD system

D. Describe how GIS layers are ingested and added
   1. Please distinguish between dispatcher and mobile

C.4. Interfaces and Integrations

A. System interfaces should include:
   1. Web-based access or thin client for field users that is responsive and patrol and responder friendly, with functionality to cache information should connectivity drop (i.e., designed to be used by first responders in a vehicle).

B. The software must be able to integrate with City systems. If current integrations are not already built, please describe how your company will address establishing these integrations.
   1. The current City Systems include but are not limited to those listed below:
      a. Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Points (PSAP)
      b. Axon Records - records management system
      c. Axon Fleet 3 - automated license plate reader
      d. Axon Fusus - real-time intelligence system
      e. CAD to CAD interface with AMR's CAD
      f. CAD to CAD with PCSD (Motorola Flex)
      g. CI Technologies IAPro - internal investigations records management system
      h. Corti
      i. First Due
      j. First Watch
      k. Full Vesta 911 fully spill all Automatic number identification (ANI) and automatic location identifier (ALI)
      l. International Public Safety Data Institute - NFORS
      m. ImageTrend
         i. To include outside agencies
         ii. Or other agencies respective Records Management Systems
      n. MD Ally
      o. Mindbase
      p. Motorola CommandCentral - suite of real-time crime center applications
      q. Motorola Next and XN Radios/Command Central Aware

i. GPS location should be captured and included in CAD System

r. National Emergency Response Information System (NERIS)

s. Nice Audio Logger feed

t. Pulse point feed

u. Rapid SOS

v. Rapid Deploy

w. RAVE Alert

x. SPIDR Tech

y. Teg, Inc. TraCS, or equivalent - mobile citation software

z. USDD Station Alerting

aa. What 3 Words

The above list is subject to change.

C.5. Software License Counts

The current estimated necessary license counts are listed below, please use these counts to design and price your solution. These counts are subject to change.

- 100 active CAD users
- 1000 active mobile devices
- Any additional licenses required by the vendor to support other applications/interfaces

If the Respondent would like to offer an alternative licensing model that they believe is financially beneficial to the City, they are welcome to submit that model in addition to the user licensing model requested above. This is including but not limited to an enterprise license.

C.6. Pricing

Describe your available pricing model(s).

Please describe if you have an enterprise pricing model to offer.

Fill out the pricing table in OpenGov including the total, all-inclusive price you are proposing. Optionally, provide a separate detailed breakdown of the price that outlines how you arrived at the price you submitted in the OpenGov system.

Pricing will be evaluated based on the total overall cost for the first 5 years of the contract.

C.7. Software/System Documentation

The Contractor will provide detailed system and user documentation to City staff responsible for the operation and support of the system.

Final software/system documentation should include, but not be limited to :

A. System Overview (as-built system design)

B. Hardware and System Software Documentation
   1. Operations and Maintenance Manuals
   2. User Manuals and Quick Reference Guides

C. System Functional Specification (CAD, Map, Mobile, Reporting)
   1. Mobile should include both mobile computer terminal as well as mobile hand held devices

D. As-build Drawings and Descriptions for Hardware, Software, Virtual and Network configurations

E. System Interface Specifications and Test Procedures

F. Interface Control Documents (ICDs)

G. System Administrators Documentation

H. Data Maintenance and System Configuration Documentation

I. Training Materials (Instructor guides and participant handouts)

J. End User Documentation (CAD, Map, Mobile, Reporting)
   1. User Manuals
   2. Quick reference guides

K. System Architect/Database Schema

L. Change Request Log Information over the life of the contract

   1. To include User that made any changes

   2. Reason for change

   3. Exact Date and Time of Change

   4. What was changed

M. Failover Business Continuity in User Manual

C.8. System Availability

A. Propose a solution, if hosted, that guarantees a minimum of 99.99% uptime.

B. Detail the mechanisms used to achieve this level of availability, including but not limited to:

   1. Load balancing and scaling

   2. Redundant hardware/cloud infrastructure

   3. Failover systems.

C. Continuous Monitoring:

   1. Implement continuous monitoring of system health and performance.

   2. Use automated alerts to notify technical staff of potential issues before they impact system availability.

Provide your proposed credit table should your system fail to meet the guaranteed 99.99% uptime.

The City is interested in using the shared responsibility model to achieve this high availability.

C.9. Disaster Recovery

A. In the case of an outage, provide your plan for keeping the system running.

B. Provide the tools you can offer the City to assist in the case of an outage.

C. Please provide scenarios for what would happen in an outage.

   1. Include scenarios for various types of outages.

D. Backup and Recovery

   1. Implement regular backup procedures and establish a disaster recovery plan

      a. Include recovery point objectives (RPO) of less than 15 minutes

      b. Recovery time objectives (RTO) of less than 1 hour to ensure data integrity and availability

E. Business Continuity Plan: integration with the Business Continuity Plan.

   1. Business Continuity when network is unavailable

   2. Can Network still be accessed while system is down.

C.10. Service Level Agreement

The CAD system, as a mission critical operational tool, will be expected to meet high performance levels during peak operations, as well delivering exceptional system uptime. The following specifications describe the expected minimum performance requirements for the System following the City's formal acceptance of the System and throughout the life of the Contract between the City and the Contractor. These SLA's represent the City's expectations with regard to system availability, performance, restoral times, as well as potential credits to the City if the Contractor fails to meet the agreed to SLAs.

Availability is defined as:

- Installed hardware/software components have power applied and are operating correctly.
- All functions and interfaces are installed and all the functional features necessary for the receipt (processing) and dispatching of calls for service and emergency resources are operating correctly.
- System availability will be expressed as a percentage of the maximum expected availability over a given period. The System shall be available 24-hours a day, 7-days a week (24/7).
- Scheduled down time, as defined by the successful Contractor and accepted by the City, will not be construed as hours when the System is unavailable

A. Availability Requirements

   1. Guaranteed minimum of 99.99% uptime

      a. For any consecutive 30-day period during the life of the contracts and/or warranties, the software components of the System shall remain fully operational and available at 99.99% uptime.

b. If a problem occurs, a new 30-day period will begin once the problem has been corrected.

c. The issue resolution must be accepted by the City.

2. Initial Warranty Period

a. In the event that the System fails to meet any requirement of the Contract after final acceptance and during the initial warranty period, the Contractor shall resolve the problem and bring the System back into compliance with the performance and reliability requirements, at no cost to the City.

3. Maintenance Period

a. In the event that the System fails to meet any requirement during the maintenance period, the Contractor will resolve the problem and bring the System back into compliance with the reliability requirements at no additional cost to the City.

B. Response Time Requirements

1. Transaction Maximum Response Time for CAD and Mapping

a. The System shall provide response times of less than one (1) second ninety-five percent (95%) of the time for the following transactions:

i. Display of blank event entry screen

ii. Assigning a single unit to an event

iii. Changing a single unit's status

iv. Clearing a single unit from an event

b. The System shall provide response times of less than two (2) seconds 99 percent of the time for the following transactions:

i. Verification of a unique address

ii. Return of a list of possible address matches when an address cannot be uniquely verified with the information entered

iii. Display unit recommendation based on uniquely verified address

2. Transaction Maximum Response Time for CAD and Mobile Data System

a. The System shall provide response times of less than five (5) seconds 99 percent of the time for the following transactions:

i. Ability to sign more than twenty (20) units to an event from a single command

ii. Ability to dispatch across agencies and dispatch groups

iii. Mobile-to- Mobile e-mail message

iv. CAD-Mobile dispatch message

v. Dispatcher to Mobile Message

vi. Dispatcher to Dispatcher Message

vii. Dispatcher to Dispatcher via any CAD Interfaces

viii. Query address or premises/hazard file data within a configurable nearby radius. This should include but are not limited to:

I. High Profile People

II. Hazardous People

III. Medical Conditions

IV. Specialty Instructions

V. Other configurable fields

ix. Display of a list of events queried by unit ID for a single shift

Define how your system verifies the terms of the SLA or if this is a requirement of the agency to validate.

C.11. Other Performance Requirements

A. All inquiry and file maintenance functions shall be performed without adversely affecting system performance and system operations.

B. System shall perform backups or other system administration tasks without impact on system operations.

C. Auditing

1. Messaging between units
2. CJIS queries
3. All queries
4. Any changes to the system
5. Auditing of Geo-Location
   a. Location of vehicles
   b. Provide location accuracy of your solution
   c. Time variable for GPS
   d. Configurable GPS based on status
6. Audit size and time frame
   a. Auditing parameters should be able to be customized
7. Provide any additional auditing features
8. Explain how Dispatcher can see location of emergency vehicle and location of first responder
9. System Expansion
   a. The initial system hardware and software configuration should be expandable to at least 150% of volume AND maintain the specified system performance requirements if

solution is on premises or a hybrid. If the solution is hosted as a SaaS offering then horizontal and/or vertical scaling should support the volume metrics mentioned above.

b. The expanded system must continue to meet the functional, reliability and performance requirements as expressed in this specification throughout the life of the system.

10. Provide information on how audits are accessed in either an application or database format.

C.12. System Design

The proposed system design should provide for a minimum of 400 active CAD users and a minimum of 2000 active mobile computers during the peak busy hour and the system shall provide the performance defined. Contractors will not be responsible for the processing time of external systems (e.g., LEADS or NCIC) when such systems are involved in a transaction.

The vendor may also provide a multi-functional web-based type of viewer or a permissions based system preferably a RBAC model.

C.13. Network and Security Requirements

Network Requirements

A. Network Reliability and Redundancy:
   1. High Availability: The network infrastructure must include redundant paths and failover mechanisms to ensure uninterrupted 24/7 operations. NG911 IP-based systems should be used to enhance interoperability and resilience across public safety answering points (PSAPs)
   2. Low Latency: Maintain end-to-end latency below 100 milliseconds to support real-time data transmission and communication, which is crucial for effective emergency response.

B. Bandwidth:
   1. Sufficient Bandwidth: Allocate at least 1 Gigabits per second (Gbps) bandwidth to handle peak loads, with scalability options to accommodate future growth. Ensure bandwidth management for high-priority emergency traffic

C. Connectivity:
   1. Secure VPN: Implement IPsec or SSL VPN connections or similar secured type connections between on-premises infrastructure and cloud services to ensure secure communication.
   2. Direct Connections: Utilize dedicated connections such as AWS Direct Connect, Azure ExpressRoute, Snowflake or similar for enhanced performance, reduced latency, and increased security.

D. Quality of Service
   1. Traffic Prioritization: Implement QoS policies to prioritize 911 CAD traffic over other network traffic, ensuring prompt response times for emergency services.

E. Network Monitoring:

1. Real-Time Monitoring: Deploy advanced network monitoring tools (e.g., SolarWinds, PRTG) for continuous performance and security monitoring, including anomaly detection and alerting.

Security Requirements

A. Data Security:

1. Encryption: Encrypt all data at rest and in transit using AES-256 encryption standards with FIPS 140-2 compliant methods or higher to protect sensitive information (Per CJIS 5.9.5 policy).
2. Access Control: Implement role-based access controls (RBAC) and ensure that access to sensitive data is restricted based on the principle of least privilege.

B. Authentication and Authorization:

1. Multi-Factor Authentication (MFA): Enforce MFA for all users accessing the system, including administrators and remote users.
2. Identity and Access Management (IAM): Utilize IAM solutions (e.g. Entra ID, Microsoft Active Directory) to manage user identities, roles, and permissions effectively.
3. Single Sign On (e.g. Cisco's DUO IDP)
4. Federated

C. Endpoint Security:

1. Antivirus and Antimalware: Ensure all endpoints are protected with next-generation antivirus and antimalware solutions (e.g., CrowdStrike, Symantec).
2. Endpoint Detection and Response (EDR): Deploy EDR solutions (e.g., Carbon Black, SentinelOne) for advanced threat detection and automated response capabilities.

D. Network Security:

1. Firewalls and Intrusion Detection/Prevention Systems (IDS/IPS): Implement next-generation firewalls (NGFW) and IDS/IPS (e.g., Palo Alto Networks, Cisco Firepower) to monitor and protect network traffic.
2. Segmentation: Segment the network to isolate critical systems, minimizing the risk and impact of potential breaches.

E. Incident Response:

1. Incident Response Plan: Develop and maintain a comprehensive incident response plan, including defined roles, responsibilities, and procedures for addressing security incidents.
2. Security Operations Center (SOC/NOC) Please specify

F. Compliance:

1. Regulatory Compliance: Ensure compliance with relevant regulations and standards, including Criminal Justice Information Services (CJIS) Security Policy (latest Policies throughout life of the solution offering, current 5.9.5), Health Insurance Portability and Accountability Act (HIPAA), and National Institute of Standards and Technology (NIST) guidelines.

G. Audit and Logging:

1. Comprehensive Logging: Maintain detailed logs of all system activities and access, utilizing centralized log management solutions (e.g., Splunk, ELK Stack) for analysis and compliance.
2. Regular Audits: Conduct regular security audits and vulnerability assessments, leveraging tools like Nessus, Qualys, or Rapid7, to identify and mitigate risks.
3. Auditing on City side of the system
4. Vendor agrees to maintain at least 3 years worth of access logs or provide a solution to store access logs via a cloud hosted object oriented storage solution to meet 3 year request.

C.14. Proposal Network Requirements

Respondents must demonstrate their ability to meet the requirements outlined in this scope of work by providing detailed descriptions of their proposed network topology, failover mechanisms, disaster recovery plans, and how their solution will maintain high availability and secure remote access during disasters.

Vendor will:

A. Provide searchable electronic copies of all information/documentation listed below.

B. Be expected to maintain and update electronic copies of the documentation as changes are made to the system configuration and updates are made to the software.

C. Provide, in a timely manner, system documents that describe all software in sufficient technical and functional detail to enable City personnel to maintain the system and resolve identified problems.

C.15. Integration of Emerging Technologies

The City is open to learning and considering vendor’s proposed emerging technologies. Those technologies are including but not limited to:

A. CAD-to-CAD Technology: Enable inter-agency information sharing to expedite response times and improve coordination during emergencies

B. Remote Dispatching: Leverage technologies that allow dispatchers to operate from remote locations using secure connections, ensuring continuity of operations during emergencies such as pandemics

C. AI-Enhanced Operations: Implement AI tools for real-time transcription, automatic call distribution, and text translation to enhance dispatcher efficiency and accuracy

D. Real-time integrations via API to new emerging technologies

C.16. Specific Network Topology and Failover Solutions

Proposed Network Topology:

A. Hybrid Model: The City is interested in a possible hybrid model, system can operate in a hybrid model combining on-premises and cloud-based components to ensure redundancy and scalability. If a hybrid model is proposed, the City requires:
    1. Redundant Network Paths:
        a. Establish multiple network paths to prevent single points of failure.
        b. Use diverse internet service providers (ISPs) for WAN connections.
    2. Failover Mechanisms:
        a. Implement automated failover mechanisms that can switch traffic to a backup path or site in case of a primary path failure.
        b. Ensure that failover systems are tested regularly.

Failover and Disaster Recovery:

A. Geographically Dispersed Data Centers:
    1. Utilize geographically dispersed data centers or cloud provider regions (e.g. west-1 and east-1) for the cloud component to ensure data redundancy and availability during regional disasters.
B. Real-Time Data Replication:
    1. Implement real-time data replication or asynchronous replication (near real time) between primary and secondary data centers or region (whichever is applicable) to ensure data consistency and quick recovery.
C. Off-Site Access:
    1. Ensure that the system can be accessed securely from off-site locations.
    2. Use VPNs and multi-factor authentication to secure remote access.
D. Disaster Recovery Drills:
    1. Conduct regular disaster recovery drills to ensure that staff are familiar with failover procedures and that systems operate as expected during a failover.

C.17. Data Migration and Vendor Responsibilities

The Contractor shall provide comprehensive data migration support to ensure a seamless transition from the current CAD/MDS system (Hexagon CAD 9.4 on-premises) to the new solution.

Responsibilities include:

- Data Assessment and Planning:
    - Conduct a thorough assessment of existing data and develop a detailed migration plan, including timelines and risk mitigation strategies.

- Data Extraction, Transformation, and Loading (ETL): Implement ETL processes to ensure accurate and complete data migration, maintaining data integrity and security throughout.
- Testing and Validation: Perform extensive testing and validation to verify the accuracy and completeness of migrated data, providing detailed reports to the City.
- Ongoing Support: Offer postmigration support to address any issues and ensure successful system integration.

Service Expectations:

- Demonstrate experience in data migration for similar projects.
- Provide a detailed project plan, including timelines and resource allocation.
- Ensure collaboration with City personnel for knowledge transfer and training.

C.18. Customization Requirements

The Contractor shall incorporate necessary system customizations into the initial contract, eliminating the need for a la carte pricing.

Customizations include:

- Tailored Functionality: Adapt the CAD/MDS system to meet the specific operational requirements of the City, ensuring all essential features are included.
- User Interface Modifications: Customize the user interface to enhance usability and align with the City's workflow.
- Integration with Existing Systems: Ensure seamless integration with the City's current systems and third-party applications.

Service Expectations:

- Provide a comprehensive list of included customizations with no or listed additional costs.
- Ensure all customizations are detailed in the contract, with clear deliverables and timelines.
- Offer ongoing support and updates for customized features as part of the maintenance agreement.

C.19. Data Access and API Availability

The Contractor shall ensure explicit and comprehensive access to generated data through an Application Programming Interface (API), meeting the following requirements:

- Comprehensive API Documentation: Provide detailed and user-friendly documentation, including endpoint descriptions, parameters, and sample requests/responses.
- Data Accessibility: Ensure real-time and historical data access, supporting various data types such as incident reports, unit statuses, and call logs.
- Security and Authentication: Implement robust security measures, using industry-standard protocols like OAuth 2.0.

- Performance and Reliability: Guarantee high API availability and reliability, capable of handling high request volumes with minimal latency.
- Integration Capabilities: Ensure compatibility with existing systems and thirdparty applications, supporting data formats like JSON and XML.
- Support and Maintenance: Offer ongoing API support and timely updates for new features and security enhancements.

Service Expectations:

- Demonstrate experience in developing and maintaining APIs for similar systems.
- Provide case studies of existing API implementations.

C.20. Compliance

The contractor is required to have tight security controls which meet all regulatory, compliance, and audit standards in order to comply with:

A. CJIS

B. HIPAA

Required reporting compliance for:

A. NERIS

B. NFIRS

C.21. Warranty

The Contractor shall provide a minimum one (1) year, no-cost warranty period from the date of the City's formal, written final system acceptance. The Contractor shall warrant that all software and hardware supplied will be free from defects in material, design, and workmanship for the warranty period and any extended warranty or maintenance period purchased. This warranty shall cover all parts, labor, and travel related to all the hardware and software supplied under the Contract.

During the warranty period, the Contractor should provide support services 24-hours a day, 7-days a week (24/7). This service shall be available any hour of the day via a toll-free number. Names, addresses, telephone numbers and contact person for all service facilities shall be identified in the proposal. The Contractor or its authorized subcontractors and suppliers shall have the ability to access the System remotely for troubleshooting and to perform system diagnostics. It is anticipated that the majority of maintenance performed by the Contractor will be via remote access.

C.22. Maintenance and Support

A. Maintenance

1. The maintenance agreement will not commence until the application has been placed in production and accepted by the City in writing.

2. The maintenance agreement must provide ongoing system support and maintenance, including upgrades, bug fixes, and patches, and other technical support necessary for City staff to operate the solution, including help desk support on general system use, configuration settings, reporting, etc.

B. Support

1. For all critical system problems, major system failures or critical priority software errors reported (ie, Severity Level 1 or Severity Level 2 defined below), the Contractor shall provide an immediate response to the incident, and shall initiate corrective action no longer than 30 minutes from time of notification. Within two (2) hours of any critical system problem, major system failure or critical priority software error, Contractor personnel shall be either on-site or logged into the System to analyze the cause of the problem and to affect corrective action. Equipment or components required on-site for emergency maintenance shall be specified and provided.
2. In all instances of a critical system problem, major system failure or critical priority software error (ie, Severity Level 1 or Severity Level 2 defined below), whether hardware or software related, the Contractor, and/or the provided support partner, shall affect corrective action within four (4) hours of problem reporting or escalate the problem to their senior support staff for their immediate resolution at no added cost to the City.
3. For more minor system problems (ie, Severity Level 3 or Severity Level 4 defined below), the Contractor, and/or the provided support partner, shall affect corrective action within twenty-four (24) hours of problem reporting or escalate the problem to their senior support staff for their immediate resolution at no added cost to the City.
4. For all critical system problems, major system failures and critical priority software errors are defined by the City as the inability of call takers/dispatchers to take calls or dispatch emergency responders to any reported event or the inability of field units to receive call information or transmit service/status notifications. Additional detailed definitions are as follows:
    a. Severity Level 1 - is defined as a problem which renders the System or a major component of the Software inoperative, causes a significant and on-going interruption to the end user's activities or causes an unrecoverable loss or corruption of data.
    b. Severity Level 2 - is defined as a problem which causes the System to be inoperative, disrupted or malfunctioning and which materially interferes with City's use of the System. If a reliable and suitable workaround, which does not impact the system's intended work or process flow, is delivered to City in order to temporarily fix or patch a Severity Level 1 issue, the Service Request shall be downgraded to a Severity Level 2.
    c. Severity Level 3 - is defined as any problem in the System which causes the System not to function in accordance with applicable specifications, including the Documentation, but which causes only a minor impact on City's use of the System and for which an acceptable "workaround" is available.
    d. Severity Level 4 - is defined as (a) any general question or request pertaining to the System and (b) all malfunctions in the System which are not included in the other Severity level classifications not outlined above

5. Any hardware procured for this System through the Contractor will require hardware support in the same manner as the software support described in this section.
6. A "workaround" is defined as a temporary procedure, routine, solution or fix that restores operational capability without substantially compromising the performance of the System or integrity of the operating system or data. A workaround will not require recurring system or workstation downtime. A workaround gives the City the ability to achieve substantially the same functionality as would be obtained without the programming error. Workarounds may include changes to configuration parameters or operational processes. To be acceptable, it must be an action, or series of actions, that can reasonably be accomplished by an average user without excessive impact to other capabilities and/or impeding work or process flow.
7. The Contractor shall warrant that all hardware and software supplied under the this contract will be operational and meet availability SLAs during the warranty period, the warranty period will be extended on a day-for-day basis for each day the System performance falls below this level. Additionally, the City shall receive compensation in the form of maintenance credits for subsequent year's maintenance fees.
8. The Contractor will be responsible for maintaining the system including the separate private CAD network.
9. As the current hardware infrastructure ages, the City will need to replace certain aspects of the hardware. The Contractor will be responsible for managing up to two server hardware refreshes over the life of the contract. The Contractor will review hardware specifications for proposed procurements and certify that the solution software will operate on that specified hardware for a period of five years.

C.23. Implementation

Please provide a method of approach and plan for how your company can implement this system. The plan should detail how the services will be administered and your policies and procedures addressing the specific components. Where applicable, Respondent is encouraged to provide examples of how and where similar requirements are being met (or have been met previously) on other projects. Respondent should use illustrations, diagrams, and/or attach sample material in an appendix to provide additional clarity. The Respondent should use this narrative response as an opportunity to convey their understanding of the City’s specific requirements and how their overall approach and implementation services will meet the City’s needs.

Your implementation plan should include:

A. How you intend to implement your solution.

B. Discovery/Active Discovery

C. Migration

D. The ability and plan on how to push this system out to other departments outside of the City of Tucson.

E. Implementation Cost

F. Payment Milestones

G. Timelines

H. City resources needed to complete this project

The implementation will require software configuration, customization, and integration with key existing 9-1-1 operations systems, business analysis and other professional services, hardware procurement and deployment, and on-going maintenance and support services.

Any additional programming gaps that are discovered during implementation that were not identified by Contractor as part of their proposal submission, must be remedied by Contractor at Contractor's sole expense.

At it's sole discretion, the City may decide to delay implementation to a later date.

C.24. Axia Cooperative

Axia Coop LLC ("Axia Cooperative" or "Axia") is a national public sector cooperative purchasing organization. Axia works with respected leaders from the public procurement community to offer a growing portfolio of master agreements that leverage national volume to deliver savings, efficiency, and innovation for non-federal public sector agencies. Each agreement is publicly solicited by a lead agency utilizing the strictest of procurement standards. The resulting awards address the dynamic needs of today's evolving market while providing both value and cutting-edge solutions. For more information about the contracting process, please visit axiacoop.org/contracting-process.

The City of Tucson has entered into an agreement with Axia Cooperative to facilitate the Request For Proposals (RFP) and act as the primary contracting authority for the term of the resulting contract(s). Resulting contract(s) is/are made available to other public agencies nationally for "piggybacking" through the Axia Cooperative purchasing program and authorized by various joint powers authority statutes, rules and regulations within each state and local jurisdiction.

While Axia Cooperative makes no guarantees as to exact quantities and/or purchase volume made by Participating Agencies, the estimated annual volume for purchases made nationwide through this contract category is $10,000,000.

D. INSTRUCTIONS TO OFFERORS

D.1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION

For purposes of this solicitation and any subsequent contract, the following terms have the meanings set forth below:

City: The City of Tucson, Arizona

Contract: The legal agreement(s) executed between City and the Successful Offeror(s). The Contract will be deemed to include all the conditions and requirements set forth in this solicitation and any Addenda to the solicitation, all the Special Terms and Conditions and Standard Terms and Conditions, and all the terms of the Offer submitted by Offeror as finally negotiated and accepted by the City.

Contractor/Consultant:A Successful Offeror that enters into a Contract with the City.

Contract Representative: The City employee or employees who have been designated to act as the City contact for this solicitation process and who are responsible for monitoring and overseeing the Contractor's performance under the Contract.

Business Services Director: The contracting authority for the City, authorized to sign contracts and addenda thereto on behalf of the City.

May: Indicates something that is not mandatory but permissible.

May not: The indicated party is prohibited from taking the action.

Must: The action or condition is required.

Offer: Any proposal, statement of qualifications, bid, or other submission provided by an Offeror in response to this Solicitation.

Offeror: Each individual or entity that submits an Offer in response to this solicitation.

Successful Offeror: An Offeror who received a Notice of Award or a Notice of Intent to Award from the City.

Will: The indicated party is promising to take the action or abide by the condition.

D.2. PRE-SUBMITTAL MEETING

A Pre-Submittal Meeting will be held at the date and time stated on the cover page of this solicitation, if such a date and time is provided. Attendance at this meeting is not mandatory, but written minutes and/or notes regarding the meeting will NOT be provided, so attendance is encouraged. The purpose of this meeting will be to clarify the contents of this solicitation in order to prevent any misunderstanding of the City's position.

D.3. INQUIRIES

Any questions about this solicitation or the proposed Contract must be presented at the Pre-Submittal Meeting, if there is one (see above), or submitted in writing, via email, or through the online bidding system, to the Contract Officer by the Question Submission Deadline. The email must refer to the solicitation number and the paragraph number of the provision that the question concerns. The Contract

Officer may respond by email or may, if they deem it appropriate, address the question in a solicitation addendum or response through the question and answer portal in the online bidding system. Offeror may not rely on oral interpretations or clarifications about the solicitation; only questions answered in an email by the Contract Officer, posted through the online bidding system, or posted as a formal solicitation addendum will be binding.

D.4. ADDENDUM OF SOLICITATION

Solicitation Addenda will be posted on the City's link to the online bidding website. Offeror is responsible for checking the webpage regularly for new solicitation addenda and must acknowledge each addendum to this solicitation in its submittal. Please note that vendors who have registered with the Business Services Department at https://procurement.opengov.com/portal/tucson-az and follow the City of Tucson will receive email notifications of solicitation addenda.

D.5. UNDERSTANDING SCOPE OF WORK

Before submitting an Offer to this solicitation, Offeror must familiarize itself with the Scope of Work, laws, regulations, physical conditions, and other factors affecting the obligations – including the expense and difficulty of fulfilling those obligations – that Offeror will have under the Contract if awarded to Offeror. No adjustment to the financial or other terms of the Contract will be justified by Offeror's failure to fully understand or appreciate the Contract requirements or other factors affecting Contract performance.

D.6. PREPARATION OF OFFER

A. Form and Organization. If Offer forms are included in this Solicitation, Offeror's Submittal must be on those forms. Supporting documentation must be arranged in a manner that follows and clearly refers to corresponding sections of the solicitation. Offeror may copy the submittal forms in order to complete them electronically but may not alter or rearrange them or change any paragraph designations.

B. Confidential Information. Any information in its submittal that Offeror wishes to be treated as confidential must be clearly marked "CONFIDENTIAL."

C. Offer Contents. Offeror's submittal must contain responses to all sections of this solicitation, any Offer forms provided must be completed and any requested supporting documentation must be attached.

D. Signatures. Offeror must include in their submittal signed copies of the Offer and Acceptance page. Any cover letter accompanying the proposal documents must be signed. Offeror must initial each erasure, interlineation or other modification in the submittal. The person signing and initialing on behalf of Offeror must be a person authorized to legally bind Offeror.

E. Prices. Where a unit price is provided it will govern over any erroneous extension of the price.

F. Time Periods. Periods of time, stated as a number of days, will be calendar days unless specifically stated otherwise.

G. Accuracy. Mistakes in preparation of its submittal confers on Offeror no right to modify or withdraw its submittal after the Submittal Deadline.

H. Cost of Preparation. The City will not reimburse Offeror for the cost of developing, presenting, submitting or providing any response to this solicitation.

I. Subcontractors. Offeror must, in their submittal, list any subcontractors that it will utilize in the performance of the Contract if they are awarded the Contract and must describe their qualifications in detail.

J. Incomplete Information. Failure to include all requested information may have a negative impact on the evaluation of Offeror's submittal.

D.7. PAYMENT DISCOUNTS

Payment discount periods shall be computed from the date of receipt of the material/service or correct invoice, whichever is later, to the date City's payment warrant is mailed. Unless freight and other charges are itemized, any discount provided shall be taken on full amount of invoice. Payment discounts of twenty-one calendar days or more shall be deducted from the proposed price in determining the price points. However, the City shall be entitled to take advantage of any payment discount offered by a vendor provided payment is made within the discount period. The payment discount shall apply to all purchases and to all payment methods.

D.8. TAXES

The City is exempt from federal excise tax, including the federal transportation tax, but is not exempt from any other taxes, including state and local sales and excise taxes.

D.9. EXCEPTIONS TO CONTRACT PROVISIONS

By submitting an offer in response to this solicitation, Offeror is offering to enter into the Contract with the City. If Offeror wishes to modify any Contract terms and conditions, Offeror must, in its Offer, clearly identify the changes it is requesting. No requested modification will be deemed accepted by the City unless and until the City's Business Services Director or their designee expressly accepts it in writing.

D.10. PUBLIC RECORD

Any documents submitted by Offeror in response to this solicitation will become the property of the City. Except as set forth below with respect to Confidential Information, the Submittal will be deemed to be a public record available for review by the public after the award notification.

D.11. CONFIDENTIAL INFORMATION

The City is obligated to abide by the Arizona Public Records Law, A.R.S. §§ 39-101 through 39-161. If Offeror believes that any portion of its Offer, specification, protest or correspondence contains information that is confidential and subject to being withheld from disclosure in the event that the City receives a public records request to which the record is responsive, Offeror must, when the record is submitted, provide the Contract Officer written notification of that fact. The records or portions of records that Offeror wishes to be treated as confidential must also be clearly marked "CONFIDENTIAL" on their face. Pricing will not be treated as confidential.

If the City, after award notification, receives a public-records request the scope of which includes a document submitted by Offeror and marked "CONFIDENTIAL", the Contract Officer will make a written determination regarding whether the document will be provided to the requestor. If the Contract Officer determines that the document should be released, City will notify Offeror in writing. Unless Offeror, within 10 days after the date of that notice, obtains and provides to City an order from a court of competent jurisdiction prohibiting the City from releasing the documents, the City may release the documents without any liability to Offeror.

D.12. WHEN AND HOW TO SUBMIT OFFERS

In order to be considered, Offeror must, no later than the Offer Submittal Deadline, submit its Offer electronically through the City's online bidding system: https://procurement.opengov.com/portal/tucson-az

NOTE: THE ENTIRE OFFER MUST BE IN ""SUBMITTED"" STATUS IN THE CITY'S ONLINE BIDDING SYSTEM IN ORDER TO BE CONSIDERED. RESPONSES THAT HAVE BEEN CREATED IN THE SYSTEM, BUT THAT ARE NOT IN ""SUBMITTED"" STATUS BY THE OFFER SUBMITTAL DEADLINE WILL NOT BE CONSIDERED.

D.13. CERTIFICATION OF NONCOLLUSION; CONFLICTS OF INTEREST

Offeror will not communicate, orally or in writing, with any member of the Mayor and Council, or with any City staff outside the Procurement Division of the Business Services Department, regarding this Solicitation. By submitting an Offer, Offeror warrants that:

A. Preparation and submission of the submittal did not involve collusion or other anti-competitive practices.

B. Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with this solicitation.

C. No person has been employed or retained to solicit or secure a Contract under this solicitation upon a promise of a commission, percentage, brokerage, or contingent fee.

D. No employee of the City involved in this Solicitation process, or any family member of such an employee, has any substantial financial interest in Offeror's firm. No member of the City of Tucson Mayor and Council who has, or whose family member has, any substantial financial interest in Offeror's firm will participate in any action taken by the Mayor and Council with respect to this Contract. The terms "relative" and "substantial interest" have the meanings assigned in A.R.S. § 38-502

The City may disqualify Offeror from further participation in the solicitation process if the City determines that any City employee or official involved in this Solicitation process has an actual or apparent conflict of interest or if Offeror has engaged in any collusion or anti-competitive practices.

D.14. WITHDRAWAL OF OFFER; BINDING OFFER

By submitting an Offer in response to this Solicitation, Offeror is offering to enter into the Contract with the City. Offeror may withdraw a submitted Offer at any time prior to the Offer Submittal Deadline. Telephonic or oral withdrawals are not effective.

Offeror cannot withdraw an Offer that is in "submitted" status as of the Offer Submittal Deadline unless the Director of the Business Services Department consents in writing to the withdrawal. The Offer will be irrevocable for 90 days after the Offer Submittal Deadline.

D.15. DISCUSSIONS

The City may, at its discretion, conduct discussions with Offeror for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in Offeror's submittal in order to clarify the offer and assure full understanding of, and responsiveness to, solicitation requirements.

D.16. VENDOR REGISTRATION; BUSINESS LICENSE

In order to be eligible for award of a Contract, Offeror must:

A. Register with the City's Business Services Department. Registration can be completed at https://procurement.opengov.com/portal/tucson-az

B. Obtain a City of Tucson Business License or a written determination from the City's Business License Section that a license is not required. For questions contact the City's Business License Section at (520) 791-4566 or email at license@tucsonaz.gov

E. OFFER EVALUATION AND CONTRACT AWARD

E.1. PROPOSAL EVALUATION CRITERIA – (listed in relative order of importance)

A. Method of Approach

B. Qualifications & Experience

C. Price Proposal

E.2. INTERVIEWS

The City may interview some or all of the offerors at any point during the evaluation process. If interviews are conducted, information provided during the interview process will be taken into consideration in the evaluation process. The City will not reimburse the Offeror for any costs Offeror incurs during its participation in the interview process.

E.3. ADDITIONAL INVESTIGATIONS

The City may undertake any additional investigations it deems appropriate to evaluate the competence and financial stability of any offeror.

E.4. OTHER INFORMATION

Information that evaluation committee members have about an offeror beyond what is provided in the offeror's Offer may be taken into consideration during the evaluation process.

E.5. PRICE

A. **Tax Offset Policy.** If applicable under Section 28-18(6) or Section 28-17(7)(d) of the Tucson Procurement Code, the City will include the amount of all business privilege taxes other than the City's in evaluating the pricing component of each Offer.

B. **Payment Discounts.** Any discounts offered by Offeror for payments made within 21 calendar days or more will be deducted from the proposed price in evaluating an offeror's pricing. However, the City may take advantage of any early- or timely-payment discounts offered by a vendor. Any proposed payment discount will apply to all purchases and to all payment methods

E.6. CITY'S RIGHT TO WAIVE DEFECTS OR REJECT OFFERS

Notwithstanding any other provision of this solicitation, the City may:

A. Waive any immaterial defect or informality; or

B. Reject any or all submittals, or portions thereof; or

C. Reissue the solicitation.

E.7. CONTRACT NEGOTIATIONS

At the City's discretion, it may negotiate with one or more responsible offerors to agree upon the final conditions, terms and price of the Contract. In doing so, the City will treat offerors fairly and will not disclose to any offeror information from responses submitted by other offerors. Exclusive or concurrent negotiations do not constitute a contract award and do not confer any rights to the offerors participating in such negotiations. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into concurrent or exclusive negotiations with the next most qualified firm(s).

E.8. AWARD OF CONTRACT

A Contract is created when, and only when, it is formally awarded, which occurs when the Business Services Director and the City Attorney sign the Offer and Acceptance page of the Successful Offeror's submittal. When a Contract is awarded, the City will send the Contractor a Notice of Award.

The City may first issue a Notice of Intent to Award to the Successful Offeror(s). Offeror, if it receives a Notice of Intent to Award from the City, must sign and file with the City, within ten (10) days after receipt of the Notice, all documents necessary for execution of the Contract. A Notice of Intent to Award does not create a contract. Only a subsequent formal award, as described above, creates a Contract.

E.9. MULTIPLE AWARDS

The City, at its sole discretion, may award multiple Contracts.

E.10. SUBMITTAL RESULTS

After the City issues a Notice of Award, the City will post the name(s) of the Successful Offeror(s) on the Business Services Department's Internet site at https://procurement.opengov.com/portalucson-az/contracts

E.11. PROTESTS

Any interested party, may, in accordance with Article IX of the Tucson Procurement Code, protest either this solicitation or the award of a Contract under this solicitation. A protest based on alleged improprieties in this solicitation must be filed no later than five (5) working days before the Proposal Submittal Deadline. A protest of a proposed or actual award must be filed no later than ten (10) calendar days after the City issues a Notice of Intent to Award or, if no Notice of Intent to Award is issued, after the City issues a Notice of Award.

A protest must be made in writing and filed with the Contract Officer. It must include:

A. The name, address, and telephone number of the protestant;

B. The signature of the protestant or its representative;

C. The solicitation or Contract number;

D. A detailed statement of the legal and factual grounds for the protest along with copies of all relevant documents; and

E. The form of relief requested.

F. EVALUATION PHASES

No.	Evaluation Criteria	Scoring Method	Weight (Points)

1.	**Method of Approach** 1. Functional and Technical Requirements 1. Describe how your solution will meet/exceed the following Functional and Technical Requirements: 1. System Requirements 2. Common Requirements 3. CAD Requirements 4. CAD GIS Requirements 5. Back end data availability 6. Remote Work Capability 7. On premise, cloud based, or combination of the two 8. Test and or Development Environment 9. LE Local, State, NCIC Inquiry 2. Mobile Data System (MDS) Functional Requirements 1. Describe how your solution will meet/exceed the following MDS Functional Requirements: 1. Mobile Data General Requirements 2. Mobile Data Automatic Vehicle Location (AVL) 3. Mobile Data Mapping / GIS 4. Mobile Data Messaging 5. Mobile Data LE Local / State / NCIC Inquiry 3. Geographic Information System (GIS) 1. Please describe if you have a current integration with ESRI. If no integration exists, describe how/if you would work to establish an integration. 2. If other real time integration with other map providers is used, please describe what your solution utilizes. 3. Describe how GPS location is captured and to what degree of accuracy. 4. How are GIS layers ingested and added to your solution. 4. Interfaces and Integrations	N/A	N/A

	1. Describe how you will address integrating with other essential City systems. 1. Please refer to the Scope of Work for a list of current integrations the City will be looking for. 5. Software/System Documentation 1. Provide detailed system and user documentation to City staff responsible for the operation and support of the system. 2. Provide software/system documentation as described in the Scope of Work. 6. System Availability 1. Please provide your guaranteed system availability and your plan to achieve this. 2. Provide your proposed credit table should your system fall short of the guaranteed uptime. 7. Disaster Recovery 1. How will your company keep the system running should there be an outage? 2. Describe how you will address various outage scenarios. 3. How will your company implement backup procedures? 4. Describe your Disaster Recovery plan in-depth as referenced in the Scope of Work. 8. Service Level Agreement 1. Describe how your company will meet/exceed the expected minimum performance requirements for the System throughout the life of the Contract. 2. Define your guaranteed system availability and outline how you will achieve that percentage. 3. How will you achieve the response time requirements outlined in the Scope of Work?		

2.	**Method of Approach (Part 2)** I. Other Performance Requirements 1. How will your solution address the requirements outlined in this section? J. System Design 1. Describe how your system can handle 100 active CAD users and 1000 active mobile devices. K. Network and Security Requirements 1. Define how you meet/exceed the Network Requirements as outlined in the Scope of Work. 2. Describe how you will meet/exceed the Security Requirements as outlined in the scope of work. 3. Provide any examples of additional actions your company exceed those requirements listed for Network and Security requirements. L. Proposal Network Requirements 1. Respondents must demonstrate their ability to meet the requirements outlined in this scope of work by providing detailed descriptions of their proposed network topology, failover mechanisms, disaster recovery plans, and how their solution will maintain high availability and secure remote access during disasters. 1. Provide searchable electronic copies of all information/documentation listed below. 2. Be expected to maintain and update electronic copies of the documentation as changes are made to the system configuration and updates are made to the software. 3. Provide, in a timely manner, system documents that describe all software in sufficient technical and functional detail to enable City personnel to maintain the system and resolve identified problems. M. Integration of Emerging Technologies 1. Provide any proposed emerging technologies for consideration. 2. Define a timeline for when these technologies will be available for City use. N. Specific Network Topology and Failover Solutions	N/A	N/A

	1. Describe if your solution has a hybrid model option. 2. Provide your proposed failover and disaster recovery. O. Data Migration and Vendor Responsibilities 1. Describe how you will provide comprehensive data migration support to ensure a seamless transition from the current CAD/MDS system to the new solution. P. Customization Requirements 1. Describe how you will incorporate necessary system customizations into the initial contract. Q. Data Access and API Availability 1. Provide a plan for ensuring explicit and comprehensive access to generated data through an Application Programming Interface (API), will meet the requirements outlined in the Scope of Work. R. Compliance 1. Describe your tight security controls which enable your solution to meet all regulatory, compliance, and audit standards. S. Warranty 1. Will your solution come with any additional warranty beyond the minimum one (1) year warranty? 2. Describe the support the City will receive during the warranty period. T. Implementation 1. Please provide a method of approach and plan for how your company can implement this system. 1. Note the requirements for the implementation plan in the Scope of Work 2. Please provide any additional information you believe is necessary to include in the implementation plan.		

3.	**Method of Approach (Part 3)** U. National Cooperative Items *In regards to the Axia National Cooperative, please respond to the following items:* 1. Detail the Computer Aided Dispatch (CAD) and related solutions, products and services that your company offers. 2. Detail any value-added services and programs, including but not limited to: 1. Small business partnership programs, such as local fulfillment and/or service partners 2. Training & Education 3. Consulting services 4. Installation and implementation services 5. Maintenance services 6. Customer support services 7. Rebate/incentive programs 3. Describe your pricing model. 4. Describe how and how often the pricing documents are updated. Detail items and/or categories that may be updated more often than others. 5. Detail how market conditions impact pricing and propose how you plan to account for such changes. Can pricing adjustments be audited and tracked with an index or other calculation? 6. Describe any regional and/or individual custom pricing lists that may be available to participating agencies of the Axia Cooperative purchasing program. Detail how this kind of program can be extended to one or more participating public agencies, the number of items that can be made available through such a program, how and how often the list is updated, limitations based on the type and size of the participating agency, etc. 7. Describe if and how volume discounts may be applied for certain orders.	N/A	N/A

	8. Who are your national/corporate points of contact for sales, marketing, contract administration and monthly sales reporting? 9. Demonstrate your company's ability to meet the evolving needs of public sector customers of varying sizes and locations. 10. Demonstrate your commitment to leverage the Axia Cooperative purchasing program to make the resulting contract available to public agencies across the country. Include details about your firm's ability to: 1. Market the agreement to public agencies nationally 2. Educate your firm's sales staff about the cooperative purchasing program 3. Connect with customer decision makers 4. Partner with the Axia Cooperative team for business development 5. Track sales and report back to Axia Cooperative 11. Describe your available invoicing processes. 12. Describe your customer issue resolution process and customer service escalation procedures. 13. Complete and sign the Federal Funds Certification included in Attachment E, Exhibit C. 14. If your business intends to conduct business in the State of New Jersey, download, complete and sign the forms found in the "Vendor Forms Required For All Proposal Submissions" at https://www.nj.gov/treasury/purchase/forms.shtml#eo134.		

4.	**Qualifications and Experience** A. Provide a brief history and description of your firm. B. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. C. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred. D. Provide a brief overview of business operations, with an emphasis on experience providing Computer Aided Dispatch Systems, and related services (e.g. design, implementation, maintenance, integration, training), experienced personnel deployment, and personnel training. E. Date established; F. Ownership (public, partnership, subsidiary, etc.); G. Location in which the Offeror is incorporated; H. Office location(s) responsible for performance of proposed tasks; I. Offeror shall provide the number, size and location of their distribution facilities, warehouses and service facilities as applicable. J. Offeror's organizational chart relevant to this project, specifically identifying the key point of contact for all questions related to the submitted offer; K. Full disclosure of any potential conflict of interest (e.g. serving as a reseller of computer hardware, software or business relationships between the Offeror and any City employee who functions or has responsibilities in the review or approval of the undertaking or carrying out of the project); L. Offeror may provide copies of any professional or industry certifications that represent the services detailed in this RFP. M. References from past projects.	N/A	N/A

5.	**Price** Please fill in pricing table in the OpenGov System. Please provide an full breakdown of all costs for this project over a 5 year period. Pricing models may include but are not limited to: A. Per License 1. City currently has a. 100 active CAD Users b. 1000 Active Mobile Devices B. Enterprise License C. Other pricing model Please Provide a detailed Price Page that must include the following: A. System Cost B. Implementation Cost C. Integration Cost D. Annual Maintenance and Support Cost E. Total Cost for a 5 year period	N/A	N/A

G. PRICING

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Implementation	1	total		
2	Licenses - Active CAD Users (price for 5 years)	100	per user		
3	Licenses - Active Mobile Devices (Price for 5 Years)	1,000	per user		
4	Training - total cost for your proposed training method	1	total		
5	Annual Maintenance and Support - to begin after project acceptance.	5	per year		
6	Miscellaneous Costs - All other costs associated with this project	1	total		
TOTAL					

H. SPECIAL TERMS AND CONDITIONS

H.1. ADDITIONAL PURCHASE

The City of Tucson reserves the right to purchase additional equipment under the same terms and conditions of this contract within the next twelve months, if funds permit.

H.2. AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR

Funds are not presently available for performance under this Contract. The City's obligation for performance of this Contract is contingent upon the availability of funds from which payment for Contract purposes can be made. No legal liability on the part of the City for any payment may arise for performance under this Contract until funds are made available for performance of this Contract.

H.3. COOPERATIVE PURCHASING

Contractor will, when requested, provide goods and services at the same prices and under the same terms and conditions as set forth in this Contract to any public or nonprofit agency that, at the time of request, has a Cooperative Purchasing Agreement with the City or participates in the Strategic Alliance for Volume Expenditures (SAVE) cooperative. See http://www.tucsonprocurement.com/coop_partners.aspx and click on “Cooperatives” for a list of agencies that have Cooperative Purchasing Agreements with the City; see http://www.mesaaz.gov/home/showdocument?id=23638 for a list of agencies participating in SAVE. These lists are subject to change. Contractor may, however, charge an agency that is outside the Tucson Metropolitan Area for additional out-of-pocket expenses that will be incurred by Contractor in providing goods and services to the agency (i.e., freight charges, travel related expenses, etc.).

Each participating agency that orders goods or services under this Contract as provided above is solely responsible for paying Contractor for those goods and services. The City is not responsible for any disputes arising out of transactions made by others.

H.4. CONFLICTS OF INTEREST

An Offeror responding to this solicitation acknowledges that, to the best of its knowledge, information and belief, no person has been employed or retained to solicit or secure a Contract that may be awarded pursuant to this solicitation upon a promise of a commission, percentage, brokerage, or contingent fee, and that no member of the City of Tucson Mayor and Council or any employee of the City has any financial interest in Offeror’s firm. In addition, all communications regarding this solicitation shall be directed to the Business Services Department. Interested Offerors shall refrain from engaging in any communication (written or verbal) regarding this solicitation or the matters involving this solicitation or TCC operations with any other City staff, Mayor & Council or staff of Mayor & Council.

The City reserves the right to disqualify an Offeror from further participation in the solicitation process in the event the City determines that Offeror has an actual or apparent conflict of interest with the purposes of this solicitation, or has violated this Conflict of Interest.

Upon a finding by the City that gratuities in the form of entertainment, gifts or inducements were offered or given by Offeror, or any agent or representative of Offeror, to any officer or employee of the City, including the Mayor and Council and their staff, for the purpose of securing a Contract that may be awarded pursuant to this solicitation, or securing favorable treatment with respect to the awarding, amending, or making of any determination with respect to the performance of a Contract that may be awarded under this solicitation, the City, may, by one (1) calendar day provide written notice to Offeror, terminate the right of Offeror to proceed under this solicitation; provided that the existence of the facts upon which the City made such finding shall be an issue and may be litigated in an Arizona court of competent jurisdiction.

H.5. FOB DESTINATION FREIGHT PREPAID

Prices shall be FOB Destination Freight Prepaid to the delivery location designated. Contractor shall retain title and control of all goods until they are delivered and the Contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the Contractor. All claims for visible or concealed damage shall be filed by the Contractor. The City will assist the Contractor in arranging for inspection.

H.6. PRICE ADJUSTMENT

At least 90 days before the date that the Contract is eligible for extension, Contractor may submit to the Contract Officer a request for price adjustments based on documented increased Contractor costs and the City may, at its discretion, make price adjustments, which will apply during the extension term.

H.7. TERM AND RENEWAL

The term of the Contract will commence when awarded to Contractor and remain in effect for a period of five (5) year, unless terminated, canceled or extended as otherwise provided herein. The City may, at its sole option, extend the Contract's term for up to two (2) additional **five-year periods** or portions thereof.

H.8. TRAVEL EXPENSE ALLOWANCES

The City’s allowance is limited to the total expense resulting from traveling directly to the destination and staying only the number of days necessary to conduct official business. The Consultant is encouraged to arrive earlier or stay longer than is necessary if doing so will result in savings to the City. In some cases, because of airline discount terms, an additional day(s) of travel will result in substantial airfare savings -- enough savings to offset additional lodging and per diem costs. The Consultant shall fly coach when the flight includes both coach and first-class seats. First-class seats may be allowed if coach seats are not available and no other flight can be substituted. At travel destinations, the City will reimburse the Consultant for the use of airport limousines and taxis. No receipts are required for reimbursement of such expenses. Additional fees or fares incurred during air travel must be substantiated by a receipt. The total reimbursement for vehicular transportation shall in no case exceed the amount that would be incurred using air transportation. Travel by personal vehicle shall be reimbursed in accordance with the current Federal per diem rates. All vehicular parking or storage costs

will be reimbursed. Receipts are not required. Vehicle expense reimbursements will be paid only to the vehicle owner. Passengers are not entitled to vehicular expense reimbursement.

The City will pay the actual cost of rooms including tax based upon the Federal Per Diem rates. Both the room rate and tax paid must be substantiated by a receipt that indicates payment has been made. All in-state travel will be reimbursed at the City's per diem rate. A complete list of the Federal GSA Per Diem rates are available at: http://www.gsa.gov/portal/category/100120.

For meals and miscellaneous expenses, the Consultant may choose to receive either (1) the Federal GSA per diem amount (a flat rate), or (2) a reimbursement for actual expenses. A higher dollar amount is allowed under the actual expense reimbursement option; however, receipts must be retained under this option. The Consultant is not required to keep receipts if the per diem option is chosen.

Only one method of reimbursement can be used for the entire trip (i.e., the Consultant cannot request a per diem amount for some days and actual expense reimbursement for other days).

Meals provided for by another agency or others will be subtracted, if the per diem allowance is elected. For days of arrival and departure, the per diem amount will be determined by adding the amounts below for each meal the Consultant eats at the travel destination. The current FY meal per diem for Tucson, Arizona is as follows:

The Consultants who select the per diem option and spend less than the per diem amount are encouraged to request a reimbursement only for the amount actually spent. No receipts are required to receive actual reimbursement where the amount requested is less than or equal to the per diem amount.

Miscellaneous expenses include local phone calls, snacks, and gratuities. Miscellaneous expenses are included in the per diem rate. If the actual expense reimbursement option is chosen for out-of-state travel, receipts are required for miscellaneous expenses.

Long distance telephone charges are allowed for official calls, and are governed by the following: Calls for official City business other than to City offices shall be paid by the Consultant. The Consultant will be reimbursed upon submission of appropriate documentation relative to cost and purpose of the call, and with the approval of the City Representative for this contract. Calls other than City business shall not be made at City expense.

The above is pursuant to City policy: Administrative Directive 3.03-1, Travel Authorization and Expense Allowance.

I. INSURANCE REQUIREMENTS

I.1. Required Insurance Policies

Contractor will obtain and maintain during the entire term of this Contract and for 2 years after the Contract term ends, the following insurance coverage from insurers that have an “A.M. Best” rating of not less than A-VII:

I.2. Commercial General Liability

Policy must include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability with coverage limits no lower than:

A. Each Occurrence: $1,000,000
B. General Aggregate: $2,000,000
C. Products & Completed Operations Aggregate: $2,000,000
D. Personal and Advertising Injury: $1,000,000
E. Blanket Contractual Liability: $1,000,000

I.3. Commercial Automobile Liability

Policy must include bodily injury and property damage, for any owned, hired, and/or non-owned vehicles used in performance of work under this Contract, with a Combined Single Limit no lower than $1,000,000.

I.4. Worker's Compensation

Policy must have coverage limits no lower than:

A. Per Occurrence: Statutory
B. Employer's Liability: $1,000,000
C. Disease Each Employee: $1,000,000
D. Disease Policy Limit: $1,000,000
E. [If Contractor is a Sole Proprietor, include this waiver provision under A.R.S. § 23-961(M). To determine whether the Contractor is a Sole Proprietor, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.] I am a sole proprietor, and I am doing business as [name of sole proprietor business]. I am performing work as an independent contractor for the City of Tucson. I am not the employee of the City of Tucson for workers' compensation purposes, and, therefore, I am not entitled to workers' compensation benefits from the City. I understand that if I have any employees working for me, I must maintain workers' compensation insurance on them.

I.5. Professional Liability - Technology Errors & Omissions

Policy must have coverage limits no lower than:

A. Each Claim: $1,000,000

B. General Aggregate: $2,000,000

I.6. Network Security (Cyber) and Privacy Liability

Policy must have coverage limits no lower than:

A. Each Claim: $1,000,000

B. Annual Aggregate: $2,000,000

Such insurance shall include, but not be limited to, coverage for third party claims and losses with respect to network risks (such as data breaches, unauthorized access or use, ID theft, theft of data) and invasion of privacy regardless of the type of media involved in the loss of private information, crisis management and identity theft response costs. This should also include loss of use, breach notification costs, credit remediation and credit monitoring, defense and claims expenses, regulatory defense costs plus fines and penalties, cyber extortion, computer program and electronic data restoration expenses coverage (data asset protection), network business interruption, computer fraud coverage, and funds transfer loss.

In the event that the Network Security and Privacy Liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

I.7. Policy Change Notice

Contractor will give the City 30 days advance written notice before any of the above policies are changed in any manner that is inconsistent with the requirements of this Contract. The notice must be sent directly to the Procurement Division of the Business Services Department.

I.8. Additional Insured

The Commercial General Liability, Commercial Automobile Liability and umbrella policies where applicable will include the City as an additional insured with respect to liability arising out of the performance of this contract. The City must be covered to the full policy limits, even if those limits of liability are in excess of those required by this Contract. The coverage must be primary and any insurance carried by City is excess and not contributing.

I.9. Claims-Made Coverage

If any or part of the required insurance is written on a claims-made basis, any policy retroactive date must precede the date of the contract and the Contractor must maintain such coverage for a period not less than three (3) years following contract expiration, termination or cancellation.

I.10. Additional Requirements

Each insurance policy required by this Contract, excluding Professional Liability (Errors & Omissions), must include or be endorsed to include to provide the following:

A. A waiver of subrogation endorsement in favor of the City, for losses arising from work performed by or on behalf of the Contractor (Including Worker's Compensation).

B. The policy is primary and any insurance carried by the City is excess and not contributing.

C. The coverage provided by the policy is not limited to the liability assumed under the indemnification provisions of this Contract.

D. The insurer will provide written notice to the City at least ten (10) calendar days before the policy is terminated or cancelled or the coverage is reduced.

I.11. Verification of Coverage

A. Contractor will give the City certificates of insurance (ACORD form or equivalent approved by the City), signed by an authorized representative of the insurer, showing that the Contractor has all the insurance required by this Contract.

B. Contractor must deliver the certificates directly to the Procurement Division of the City's Business Services Department before the Contractor commences work under this Contract.

C. The certificates must contain the City project/contract number and project description.

D. The City reserves the right to require complete copies of all insurance policies required by this Contract at any time.

I.12. Subcontractors

Contractors' insurance certificate(s) must include all subcontractors as insureds under its policies or Contractor must give the City separate certificates and endorsements for each subcontractor showing that each subcontractor has the insurance coverage described above.

I.13. Public Entities

If Contractor or any sub-contractor is a public entity that self-insures as permitted by law, **then** the insurance requirements in this Section 8 will not apply to that entity and that entity must instead provide a Certificate of Self- Insurance.

I.14. Sufficiency of Coverage

The City in no way warrants that the required minimum insurer rating in this Contract is sufficient to protect the Contractor from potential insurer insolvency, nor that the required liability limits are sufficient to protect Contractor.

J. STANDARD TERMS AND CONDITIONS

J.1. ADVERTISING

Contractor will not advertise or publish information concerning this Contract without prior written consent of the City's Business Services Director.

J.2. COMPLIANCE WITH LAWS

The parties will comply with all federal, state and local laws, rules, regulations, standards and Executive Orders including, without limitation, the following:

A. Americans with Disabilities Act. Contractor will comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101 -- 12213) and applicable Federal regulations under the Act, including 28 CFR Parts 35 and 36.

B. Workers' Rights Laws. Contractor will comply with all applicable provisions of Federal and State Child Labor and Workers' Rights laws and agrees if called upon to affirm in writing that they and any subcontractors working under this Contract are in compliance.

C. Affirmative Action. Contractor will comply with Chapter 28, Article XII of the Tucson City Code Chapter 28.

J.3. GOVERNING LAW AND VENUE

This Contract is governed by the laws of the State of Arizona and the City and Contractor will have all remedies afforded to each by the Tucson Procurement Code and the laws of the State of Arizona. Any lawsuits regarding this Contract must be brought in a court of competent jurisdiction in Pima County, Arizona.

J.4. ARBITRATION

Notwithstanding any other provision in this Contract, no agreement by the City to arbitrate a dispute is binding unless given expressly and in writing after execution of this Contract. However, if both parties agree, disputes may be resolved through arbitration following the process in A.R.S. § 12-1501, et seq. Contractor must continue to perform under this Contract without interruption, notwithstanding the provisions of this section.

J.5. ASSIGNMENT

Contractor may not assign its rights or obligations under this Contract without the prior written permission of the City's Business Services Director. The City will not unreasonably withhold approval for a requested assignment.

J.6. SUBCONTRACTS

Contractor may not enter into any subcontracts for work under this Contract without the advance written approval of the City's Business Services Director. All subcontracts will incorporate all the terms and

conditions of this Contract. Contractor is responsible for contract compliance and quality of work of any subcontractors used.

J.7. PROTECTION OF CITY PROPERTY

If this Contract requires Contractor to perform any work on City-owned property, Contractor will use reasonable care to avoid damaging existing buildings, equipment, and vegetation (such as trees, shrubs, and grass) on the property. Contractor will replace or repair any damage caused by Contractor or any employee, agent, or subcontractor of Contractor, at no expense to the City. If Contractor fails or refuses to make such repair or replacement, the City will estimate the cost of repair and, upon receiving an invoice from the City for that estimated cost, Contractor will pay the City the invoiced amount. City may, at its discretion, instead deduct the amount from any payments due Contractor under this or any other City contract.

Contractor will, during the course of its work on City property, keep the work area, including any storage areas used by the Contractor, free from accumulation of waste material or rubbish. Upon completion of the work, Contractor will leave the work area in a clean and neat condition, free of any debris, and will remove any non-City-owned materials or equipment or other personal property that it has caused to be located on the City property.

J.8. COMMENCEMENT OF WORK

Contractor will not commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order or is otherwise directed to do so, in writing, by the City.

J.9. CONFIDENTIALITY OF RECORDS

Contractor will establish and maintain procedures to ensure that no information contained in its records or obtained from the City or from others in carrying out its functions under this Contract is used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform its duties under the Contract, and will take appropriate measures to protect any personal identifying information of any individuals.

J.10. CONTRACT ADDENDA; ADDITIONAL WORK

This Contract may only be amended by a written agreement signed by the parties. The City's Business Services Director or their designee may, on behalf of the City (1) approve and execute any addenda, change orders, or supplemental written agreements; and (2) grant time extensions or contract renewals. Except in the case of a documented emergency, Contractor will not perform any work under this Contract that exceeds the scope of work or contract amount unless a formal addendum or change order has first been approved and executed by the City.

J.11. ENTIRE CONTRACT; INTERPRETATION

This Contract, which includes all the conditions and requirements set forth in the Solicitation and all addenda to the Solicitation, all the Special Terms and Conditions and Standard Terms and Conditions, and all the terms of the Offer submitted by Contractor as finally negotiated and accepted by the City,

constitutes the entire agreement of the parties regarding the services described in the Scope of Work and will prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.

No course of prior dealings between the parties and no usage of the trade will be deemed to supplement or explain any term used in the Contract.

J.12. SEVERABILITY

The provisions of this Contract are severable. If any provision or application of a provision of this Contract is held to be invalid, that will not affect the validity of any other provision or application of a provision that can remain meaningfully effective without the invalidated provision or application.

J.13. DUPLEXED/RECYCLED PAPER

Whenever practicable, all printed materials produced by Contractor in the performance of this Contract will be duplexed (two-sided copies), printed on recycled paper, and labeled as such.

J.14. NON-DISCRIMINATION

Contractor will comply with all provisions and requirements of Arizona Executive Order 2009-09, which is hereby incorporated into this Contract, including flow-down of all provisions and requirements to any subcontractors. During the term of this Contract, Contractor will not discriminate against any employee, client, or any other individual in any way because of race, color, religion, ancestry, sex, age, disability, national origin, sexual orientation, gender identity, familial status, and/or marital status.

J.15. DELIVERABLES PROPERTY OF CITY; NO LIENS

All services, information, computer program elements, reports and other deliverables created under this Contract are the sole property of the City and may not be used or released by Contractor except with the City’s prior written permission.

All deliverables supplied to the City under this Contract will be free of all liens and encumbrances.

J.16. FEDERAL IMMIGRATION LAWS AND REGULATIONS

Contractor warrants and will require each subcontractor performing work on this Contract to warrant that it will comply with all federal immigration laws and regulations that relate to its employees and with the requirements of A.R.S. § 23-214(A). A breach of this warranty will be deemed a material breach of this Contract that is subject to penalties up to and including termination of this Contract. City may inspect the records of any employee of Contractor or any subcontractor performing work on this Contract to monitor Contractor’s and its subcontractors’ compliance with this warranty.

J.17. FORCE MAJEURE

Except for payment of sums due, neither party will be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of Force Majeure. The term "Force Majeure" means an occurrence that is beyond the control of the

party affected and occurs without its fault or negligence. Force Majeure does not include late performance by a subcontractor unless the delay arises out of a Force Majeure occurrence.

If either party is delayed at any time in the progress of the work by Force Majeure, the delayed party must notify the other party in writing of the delay as soon as practical, including when the delay commenced and its cause. The notice must make a specific reference to this article to fall within its protection. The delayed party must resume performance as soon as practicable and must notify the other party in writing when it has done so. The parties will modify the Contract to agree upon the period of time by which the excused delay extends any completion dates.

J.18. GRATUITIES

The City may, by written notice to the Contractor, terminate this Contract if it finds that gratuities, in the form of entertainment, gifts, meals or otherwise, were offered or given by Contractor or any agent or representative of Contractor, to any officer or employee of the City to influence the award of this Contract or any determinations with respect to the performance of this Contract. In the event this Contract is terminated by the City pursuant to this provision, the City will be entitled, in addition to any other rights and remedies, to recover or withhold from Contractor the amount of the gratuity.

J.19. CONFLICTS OF INTEREST

The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. § 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract on behalf of the City is or becomes, at any time while the Contract or any extension of the Contract is in effect, an employee of, or a contractor to, Contractor with respect to the subject matter of this Contract. Termination will be effective when written notice from the City's Business Services Director is received by Contractor, unless the notice specifies a later time.

J.20. INDEMNIFICATION

To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, will indemnify, defend, and hold harmless the City and its officials, employees, volunteers, and agents, from and against all allegations, demands, proceedings, suits, actions, claims (including but not limited to claims of patent, trademark, or copyright infringement), liability, damages, losses, expenses (including but not limited to attorney fees and court costs, including the cost of appellate proceedings, and all claim-adjusting-and-handling expenses) or disbursements of any kind or nature, that may be asserted against, imposed on, or incurred by any of them, in any way relating to or arising from any actions, errors, mistakes or omissions of Contractor or any subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable relating to work, services and/or products provided under this Contract.

Contractor is responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. Contractor agrees to waive all rights of subrogation against the City, its agents, officials, employees, and volunteers for losses arising from the work performed by Contractor under this Contract.

J.21. INTELLECTUAL PROPERTY

If manufacture, sale, or use of any method, process, machine, technique, design, living thing, genetic material, or composition of matter, or any part thereof ("**Product**") by Contractor in performing its duties under this Contract is determined to constitute infringement and if further manufacture, sale, or use of said Product is enjoined, Contractor will, at its own expense, either procure for the City the right to continue manufacture, sale, or use of that Product, replace it with an alternative non-infringing Product, or modify it so it becomes non-infringing.

If requested by City, Contractor will provide the City with satisfactory evidence of patent licenses or patent releases covering City-specified proprietary materials, equipment, devices or processes.

J.22. INDEPENDENT CONTRACTOR

Neither party is the agent, employee, partner, joint venturer, or associate of the other. No employee or agent of one party will be deemed or construed to be the employee or agent of the other party for any purpose. Neither party will be liable for any debts, accounts, obligations or other liabilities whatsoever of the other, including (without limitation) the other party's obligation to withhold Social Security and income taxes for itself or any of its employees.

J.23. INSPECTION AND ACCEPTANCE

All materials and services provided to the City under this Contract are subject to final inspection and acceptance by the City. Any materials or services failing to conform to the specifications of this Contract must be promptly replaced or redone at Contractor's cost. Nonconforming goods or services may be deemed a default and result in Contract termination.

J.24. ISRAEL BOYCOTT DIVESTMENT

If this Contract has a value of $100,000 or more, Contractor certifies that it is not currently engaged in, and will not during the term of this Contract engage in, a boycott of goods or services from Israel as defined in A.R.S. § 35-393.

J.25. LICENSES

Contractor will maintain in current status all Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract. Contractor will, at the request of the City at any time during the term of this Contract, give the City a valid copy of its business license or, if it is exempt, a written determination from the City Business License Section that a business license is not required.

J.26. NON-EXCLUSIVE CONTRACT

This Contract is for the sole convenience of the City, which may obtain like goods or services from other sources.

J.27. OVERCHARGES BY ANTITRUST VIOLATIONS

To the extent permitted by law, Contractor hereby assigns to the City any and all claims that Contractor has for overcharges by any subcontractor or supplier of goods or services used by Contractor to fulfill this Contract that relate to antitrust violations.

J.28. PAYMENT

A. Form of Payment. The City's preferred method of payment is via credit card, either at the time of ordering or based on an invoice delivered with the goods and services. Unless otherwise specified elsewhere in this Contract, the City is permitted to make payments to Contractor using any lawful method of payment, including check/warrant, credit card, or electronic funds transfer.

B. Invoices. Unless City pays by credit card at time of order or point of sale, Contractor will issue to the City a separate invoice for each shipment of materials or provision of services under this Contract, and City will issue no payment prior to receipt of the goods or services and the related invoice. The invoice may not be dated prior to the receipt of goods or completion of services.

C. Timing of Payments. The City will make commercially reasonable efforts to process payments due under this Contract within 21 calendar days after receipt of materials or services and a correct invoice.

D. Payment Discounts. Any early- or timely-payment discounts included in Contractor's Offer will apply to all payments under this Contract. The payment period for purposes of determining whether the discount applies to a particular payment will begin on the date the City receives the materials/service or a correct invoice for the materials/service, whichever is later, and will end on the date City's payment is issued. Unless taxes and transportation-related charges are itemized, the discount will be calculated using the full invoice amount.

J.29. PREVENTION OF HEAT-RELATED ILLNESSES AND INJURIES

If Contractor's employees or contract workers will perform work under this Contract in an outdoor environment, Contractor must have and implement a written plan listing the preventative and proactive measures that Contractor will take to protect those employees and contract workers from heat hazards (the "Heat Safety Plan") while performing that work. The City may request a copy of this Heat Safety Plan and documentation of all heat safety and mitigation efforts currently implemented by Contractor to prevent heat-related illnesses and injuries for work done under this Contract. The Heat Safety Plan must also be posted where it is accessible to employees. At a minimum, the Heat Safety Plan must include each of the following elements as it relates to heat safety:

A. Availability of sanitized cool drinking water free of charge at locations that are accessible to all employees and contract workers.

B. Ability to take regular and necessary breaks as needed and additional breaks for hydration.

C. Access to shaded areas and/or air conditioning.

D. Access to air conditioning in vehicles with enclosed cabs.

E. Effective acclimatization practices to promote the physiological adaptation of employees or contract workers newly assigned or reassigned to work in an outside environment.

F. Training of employees and contract workers, no later than one week prior to being deployed to work in an outdoor environment, on heat illness and injury that focuses on environmental and personal risk factors, prevention, how to recognize and report signs and symptoms of heat illness and injury, how to administer appropriate first aid measures, and how to report heat illness and injury to emergency medical personnel.

G. The posting of signage at the job site that contains information, in both English and Spanish, explaining how to (a) recognize and report signs and symptoms of heat illness and injury; (b) administer appropriate first aid measures, and (c) report heat-related illness and injury to emergency medical personnel. The signage must also include a phone number for reporting heat violations to OSHA/ADOSH.

H. Providing written notification to all employees and contract workers regarding their new worker protections under this provision. This notification shall be provided to existing employees and during the onboarding process for new employees. The notification shall be provided to each worker in the language preferred by that worker and must be posted in the workplace.

Contractor will incorporate this section in all subcontracts with subcontractors or other entities or individuals who may perform work under this Contract, including the requirement that those subcontractors impose the same obligations under any sub-subcontractors. It is the obligation of Contractor to ensure compliance with this provision by its subcontractors. City may terminate this Contract for failure to comply with this provision.

J.30. PROVISIONS REQUIRED BY LAW

This Contract will be deemed to include every provision required by law to be included. If through mistake or otherwise any such provision is not included, or is included incorrectly, then upon request by either party the parties will amend the Contract to insert or correct the required provision.

J.31. FINANCIAL RECORDS AND AUDITS

A. Financial Controls and Accounting Records. Contractor will exercise internal controls over all financial transactions related to this Contract in accordance with sound fiscal policies. Contractor will maintain books, records, documents, and other evidence directly pertinent to the performance this Contract in accordance with generally accepted accounting principles and practices consistently applied, and other local, state or federal regulations.

B. Retention Period. Contractor will maintain those records, together with related or supporting documents and information, at all times during the term of this Contract and for a period of 3 years after its expiration or termination.

C. Audits. Upon written notice from City, Contractor will obtain and provide to City a contract-specific or general financial audit. The notice from City will specify the period to be covered by the audit, the type of audit and the deadline for completion and submission of the audit results to City. The audit must be performed by a qualified, independent accounting firm and include Contractor’s responses, if any, to any audit findings.

D. Access to Books and Records. The City and its authorized representatives may, with advance written notice to Contractor, during the term of this Contract or thereafter during the above retention period, inspect and audit Contractor's books and records that relate to its operations under this Contract as well as those kept by or under the control of its agents, assigns, successors and subcontractors. The Contractor will, at its expense, make such books and records available for such inspection and audit during normal business hours at Contractor's office, place of business, or other agreed-upon location, or will provide copies by mail or electronically. The City may, as part of its examination, make copies of, or extracts from, all such books and records (in whatever form they may be kept, whether written, electronic, or other).

E. Result of Audit. If, as a result of such audit, Contractor is liable to the City for the payment of any sum, Contractor will pay such sum to the City together with interest thereon at the rate of one percent (1%) per month from the date such sums should have been paid, or the date of any overpayment by City, within 90 days after presentation of City's findings to Contractor. If the audit results in findings of fraud, misrepresentation, or non-performance, Contractor will pay the City's costs of conducting the audit. The City's audit rights will survive the expiration or termination of this Contract.

F. Subcontractors and Assigns. Contractor will include these requirements in every agreement with any agent, assign, successor, and subcontractor who provides construction, professional design services, or other goods or services under this Contract.

J.32. RIGHT TO ASSURANCE

If a party to this Contract has reason to question, in good faith, the other party's intent to perform, the former party may demand that the other party give a written assurance of their intent to perform. In the event that a demand is made and no written assurance is given within 5 business days, the demanding party may treat this failure as a default.

J.33. RIGHT TO INSPECT

The City may from time to time during normal business hours, at the City's expense, inspect the Contractor's or any subcontractor's place of business at which work under this Contract is being performed.

J.34. NO WAIVER

No provision in this Contract acts expressly or by implication as a waiver by either party of any existing or future right and/or remedy available at law in the event of any default or breach of contract. If either party fails to insist upon the other's strict performance of any duty or condition under this Contract or fails to exercise or delays in exercising any right or remedy provided in this Contract or by law, or accepts nonconforming materials or services, that party will not be deemed to have waived its right to insist thereafter upon the strict performance of the Contract.

J.35. SUSPENSION OF WORK

The City may order Contractor to suspend, delay, or interrupt all or any part of the work under this Contract for the period of time that the City determines appropriate for the convenience of the City. The order must be in writing and signed by the City's Business Services Director.

J.36. TERMINATION OF CONTRACT

A. For Convenience. The City may terminate this Contract at any time, with or without cause, with 30 days' advance written notice to Contractor. If the City terminates the Contract, it will be liable only for payment for services rendered and accepted before the effective date of the termination.

B. For Cause. The City may terminate this Contract if any Contractor representation or warranty is found to have been inaccurate when made or is no longer accurate, or if Contractor fails to carry out or abide by any term or condition of the Contract and fails to remedy the problem within 10 days after receipt of notice of default from the City for monetary defaults, or within 30 days after notice if the default is non-monetary.

C. Non-Appropriation. Each payment obligation of the City created by this Contract is conditioned upon the availability of funds that are appropriated or allocated for the payment of such obligation. If funds are not appropriated by the City and available for the continued purchase of the services and/or materials provided under this Contract, this Contract may be terminated by the City at the end of the period for which funds are available. The City will endeavor to notify Contractor if continued service will or may be affected by non-appropriation. No penalty will accrue to the City in the event this provision is exercised, and the City will not be liable for any future payments due or for any damages resulting from termination under this paragraph.

J.37. TITLE AND RISK OF LOSS

The title and risk of loss of any goods provided under this Contract will not pass to the City until the City actually receives the goods at the point of delivery and thereafter accepts them. No tender of a bill of lading will operate as a delivery of the materials.

J.38. ACCEPTANCE

Mere physical receipt and inspection of goods or services by the City does not alter or affect the obligations of Contractor to provide goods and services that conform to all specifications of this Contract and the City may reject goods or services that are later found to be nonconforming.

J.39. WAGE COMPLIANCE

Contractor shall pay their eligible employees the highest of:

A. the City of Tucson minimum wage

B. the State of Arizona minimum wage

C. if applicable, the Tucson Living Wage

Contractor shall cooperate with all efforts of the City of Tucson's Labor Standards Unit (LSU) to monitor and ensure compliance with applicable labor standards to include, but not be limited to, the following:

- Providing copies of pertinent documentation upon request
- Cooperating with audits and interviews
- Abiding by deadlines and adhering to due dates for determinations and appeals filings

Contractor agrees to educate their employees on the applicable wage(s) that law requires them to minimally be paid.

All timely complaints that are received by the LSU will be evaluated in accordance with the procedures posted on the LSU's webpage: www.tucsonaz.gov/minimumwage

J.40. WRITTEN CERTIFICATION PURSUANT TO A.R.S. §35-394

If Contractor engages in for-profit activities and has at least ten full time employees, Contractor certifies that Contractor does not currently, and agrees for the duration of the contract that it will not, use: 1) the forced labor of ethnic Uyghurs in the People's Republic of China; 2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and 3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the contract that it is not in compliance with the written certification, it must notify the City within five business days after becoming aware of the noncompliance. This Contract will be automatically terminated 180 days after the date of the notice unless Contractor has, before the end of that period, notified the City that the noncompliance has been remedied.

K. VENDOR QUESTIONNAIRE

K.1. Discounts

As stated in the Instructions to Offerors. Discounts, the price(s) herein can be discounted by _____%, if payment is made within _____ days. These payment terms shall apply to all purchases and to all payment methods.

K.2. Cooperative Purchasing Program

Cooperative Purchasing Program

Cooperative Purchasing allows other public agencies to piggyback on the City of Tucson's contracts. Will your firm provide the City of Tucson, as the lead agency on this regional contract, a rebate in the form of a percentage of sales based upon the other agencies sales?

☐ Yes
☐ No

If yes, state percentage.

K.3. City of Tucson Business License

Does your firm have a City of Tucson Business License?

If yes, please provide a copy of your City of Tucson Business license in the next question.

City of Tucson Business License

If yes on the above question please upload your business license.

K.4. Forms to be filled out

Please ensure that all required information is included with your offer.

A. Technical Proposal
B. Pricing Proposal
C. Offer and Acceptance Form
D. Attachment E - AXIA Cooperative Purchasing Program
E. Attachment F - Functionality Matrix

Technical Proposal*

Please upload your Vendor Response to Evaluation Criteria.

*Response required

Pricing Proposal

Please upload your Pricing Proposal (if applicable).

[redacted]Offer and Acceptance Form*

Please upload the signed Offer and Acceptance Form.

*Response required

[redacted]Confidential Information

Does your response to this solicitation contain a request to hold some portion of your response confidential and withhold from public record?

Please note: The City of Tucson is a public agency subject to public records laws. Therefore, all requests to withhold information from the public record must be accompanied by justification. Pricing will not be held confidential.

☐ Yes
☐ No

[redacted]Confidential Information*

If you answered yes to 4.4, then you must use this field to identify the sections of your submittal that you are requesting be withheld from public record.

If sections are not identified as confidential in this field, your request to hold information confidential may not be accepted.

Please note: The City of Tucson is a public agency subject to public records laws. Therefore, all requests to withhold information from the public record must be accompanied by justification. Pricing will not be held confidential.

*Response required

[redacted]Exceptions*

In accordance with Paragraph D.9 of the Instructions to Offerors, any exceptions that an offeror wishes to submit for the City's consideration must be indicated here in order to be considered.

Is your firm submitting any exceptions for the City's consideration?

*Response required

[redacted]Functionality Matrix*

Please upload your completed Functionality Matrix.

*Response required

[redacted]AXIA Cooperative Purchasing Program

Please upload your completed AXIA cooperative Purchasing Program document here.

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:
The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

_____
Company Name

_____
Address

_____
City State Zip

_____
Signature of Person Authorized to Sign

Printed Name

_____
Title

For clarification of this offer, contact:

Name: _____

Title: _____

Phone: _____

Fax: _____

E-mail: _____

ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. _____.

CITY OF TUCSON, a municipal corporation

Approved as to form:

_____
As Tucson City Attorney and not personally

_____
Date

Awarded:

_____
As Director of Business Services and not personally

_____
Date