



Public Safety Committee

Wednesday, June 7, 2023 2:30PM

40 McMaster Street, Ballston Spa, NY

Chair: John Lant

Members:

C. Eric Butler
Joe Grasso
Mark Hammond - vc
Jean Raymond
Kevin Tollisen
Kevin Veitch

- I. Welcome and Attendance

- I. Approval of the minutes of the May 3, 2023 meeting.

- II. Amending Resolution 109-2022 and authorizing an amended agreement with Jacqueline Bashkoff, PH.D. for the provision of expert psychological services – Andrew Blumenberg, Public Defender

- III. Authorizing an agreement with the Prevention Council of Saratoga County Inc. for Certified Recovery Peer Advocate Services at the Saratoga County Correctional Facility – Michael Zurlo, Sheriff

- IV. Authorizing an Agreement with the New York State Division of Criminal Justice Services to Accept a 2023 Crimes Against Revenue Program Grant – Karen Heggen, District Attorney

- V. Authorizing an agreement with Mission Critical Partners, LLC for maintenance of the County Computer-Aided Dispatch System - Andre Delvaux, Emergency Services

- VI. Authorizing a four year maintenance service agreement with Motorola Solutions, Inc. for maintenance of the County's Public Safety Radio Infrastructure – Andre Delvaux, Emergency Services

- VII. Authorizing registration for cooperative purchasing through HGAC and authorizing the transfer of funds for the purchase of a Hazardous Materials Response vehicle – Ed Tremblay, Emergency Services

- VIII. Other Business

- IX. Adjournment

To view the webcast live or once recorded, go to <https://www.saratogacountyny.gov/meetings/2023-meetings/>



SARATOGA COUNTY

AGENDA ITEM REQUEST FORM

TO: Steve Bulger, County Administrator
Ridge Harris, Deputy County Administrator
Michelle Granger, County Attorney
Therese Connolly, Clerk of the Board
Stephanie Hodgson, Director of Budget

CC: John Warnt, Director of Purchasing
Jason Kemper, Director of Planning and Economic Development
Bridget Rider, Deputy Clerk of the Board
Matt Rose, Management Analyst
Tracy Goodson, County Attorney's Office
Audra Hedden, County Administrator's Office

DEPARTMENT: Public Defender



DATE: 4/21/23

COMMITTEE: Public Safety



This column must be completed prior to submission of the request.

1. Is a Resolution Required:

Yes, Contract Amendment

2. Proposed Resolution Title:

Amending resolution 146-2015 and authorizing an amended agreement with Jacqueline Bashkoff, PH.D., for the provision of expert psychological services to assist the Public Defenders Office in the representation of their clients.

3. Specific Details on what the resolution will authorize:

To amend Dr. Bashkoff's from \$20,000 to \$50,000 yearly. As the court is ordering more Psychological testing, she has reached \$20,000, the full amount of her contract through the first quarter of the year. Without her having a contract they will charge a much higher rate an hour for court ordered services.

County Attorney's Office
Consulted Yes

4. Is a Budget Amendment needed: YES or NO
If yes, budget lines and impact must be provided.
Any budget amendments must have equal and offsetting entries.

County Administrator's Office
Consulted Yes

Please see attachments for impacted budget lines.
(Use ONLY when more than four lines are impacted.)

Revenue

Account Number	Account Name	Amount
----------------	--------------	--------

Expense

Account Number	Account Name	Amount
----------------	--------------	--------

Fund Balance (if applicable): (Increase = additional revenue, Decrease = additional expenses)

Amount:

5. Identify Budget Impact (**Required**):

No Budget Impact. Funds are included in the Department Budget

- a. G/L line impacted A.26.000-8111
- b. Budget year impacted 2023
- c. Details

6. Are there Amendments to the Compensation Schedule?

YES or NO (If yes, provide details)

a. Is a new position being created? Y N

Effective date

Salary and grade

b. Is a new employee being hired? Y N

Effective date of employment

Salary and grade

Appointed position:

Term

c. Is this a reclassification? Y N

Is this position currently vacant? Y N

Is this position in the current year compensation plan? Y N

7. Does this item require the awarding of a contract: Y N

a. Type of Solicitation

b. Specification # (BID/RFP/RFQ/OTHER CONTRACT #)

c. If a sole source, appropriate documentation, including an updated letter, has been submitted and approved by Purchasing Department? Y N N/A

d. Vendor information (including contact name):

e. Is the vendor/contractor an LLC, PLLC, or partnership:

f. State of vendor/contractor organization:

g. Commencement date of contract term:

h. Termination of contract date:

i. Contract renewal date and term:

k. Is this a renewal agreement: Y N

l. Vendor/Contractor comment/remarks:

Human Resources Consulted

Purchasing Office Consulted

County Administrator's Office
Consulted

8. Is a grant being accepted: YES or NO

- a. Source of grant funding:
- b. Agency granting funds:
- c. Amount of grant:
- d. Purpose grant will be used for:
- e. Equipment and/or services being purchased with the grant:
- f. Time period grant covers:
- g. Amount of county matching funds:
- h. Administrative fee to County:

9. Supporting Documentation:

- Marked-up previous resolution
- No Markup, per consultation with County Attorney
- Information summary memo
- Copy of proposal or estimate
- Copy of grant award notification and information
- Other _____

10. Remarks:



SARATOGA COUNTY BOARD OF SUPERVISORS

RESOLUTION 146 - 2015

Amending Resolution 146-2015 + Authorizing an amended agreement
INTRODUCED BY SUPERVISORS BARRETT, ALLEN, JOHNSON, LENT, PECK, WRIGHT AND ZIEGLER
AUTHORIZING AN AGREEMENT WITH JACQUELINE BASHKOFF, PH.D. FOR
THE PROVISION OF EXPERT PSYCHOLOGICAL SERVICES TO ASSIST THE
PUBLIC DEFENDER'S OFFICE IN THE REPRESENTATION OF THEIR CLIENTS

WHEREAS, Article 18B of the County Law requires counties to supply counsel, investigators, expert and other services to persons charged with a crime or involved in a Family Court proceeding unable to obtain these services; and

WHEREAS, from time to time our Public Defender's Office requires expert psychological services to assist in the representation of persons who are financially unable to obtain these services; and

WHEREAS, the County entered into an existing minor contract with Jacqueline Bashkoff, Ph.D. on October 16, 2013 for the provision of psychological services to assist in the representation of clients of the Public Defender's Office; and

WHEREAS, due to an increased need for Dr. Bashkoff's services in ²⁰¹⁵ 2015, the cost of services rendered by Dr. Bashkoff this year is anticipated to exceed ~~the minor~~ ^{the minor} contract limit of ~~\$10,000~~ ^{20,000} by an additional ~~\$10,000~~ ^{30,000}; and *has Major*

WHEREAS, the Public Defender has negotiated with Dr. Bashkoff a reduction in her hourly rates from \$175 per hour for out-of-court work to \$150 per hour, and from \$225 per hour for in-court services to \$150 per hour, effective July 1, 2015; and

WHEREAS, our Public Safety Committee has recommended that the County enter into an agreement with Jacqueline Bashkoff, Ph.D. for psychological services through December 31, ~~2015~~ ²⁰²³ at a cost not to exceed ~~\$20,000~~ ^{50,000}, at the reduced hourly rate of \$150 for both in-court and out-of-court services effective as of ~~July 1, 2015~~ ^{April 1, 2023}; now, therefore, be it

RESOLVED, that the Chair of the Board, or the Vice-Chair of the Board in the Chair's absence, are authorized to execute an agreement with Jacqueline Bashkoff, Ph.D. of Albany, New York, for the provision of expert psychological services to the Public Defender's Office to assist in the representation of their clients at a cost not to exceed ~~\$20,000~~ ^{50,000}, for the term January 1, 2015 through December 31, 2015, subject to annual renewal, at the ~~reduced~~ ^{reduced} hourly rate of \$150 for both in-court and out-of-court services effective as of ~~July 1, 2015~~ ^{April 1, 2023}; and, be it further

RESOLVED, that the form and content of such agreement shall be subject to the approval of the County Attorney.

BUDGET IMPACT STATEMENT: No budget impact.



SARATOGA COUNTY

AGENDA ITEM REQUEST FORM

TO: Steve Bulger, County Administrator
Ridge Harris, Deputy County Administrator
Michelle Granger, County Attorney
Therese Connolly, Clerk of the Board
Stephanie Hodgson, Director of Budget

CC: John Warmt, Director of Purchasing
Jason Kemper, Director of Planning and Economic Development
Bridget Rider, Deputy Clerk of the Board
Matt Rose, Management Analyst
Tracy Goodson, County Attorney's Office
Audra Hedden, County Administrator's Office

DEPARTMENT: Sheriff's Office

DATE: 5/17/2023

COMMITTEE: Public Safety

1. Is a Resolution Required:

Yes, Contract Approval

2. Proposed Resolution Title:

Authorizing the Chairman to execute an agreement with the Prevention Council of Saratoga County Inc. for Certified Recovery Peer Advocate Services at the Saratoga County Correctional Facility

3. Specific Details on what the resolution will authorize:

This resolution will authorize the contract to assign a CPRA to be assigned to the Saratoga County Correctional Facility at a cost not to exceed \$80,000 for 2023. The form and content of such agreement to be subject to the approval of the Sheriff and the County Attorney.

This column must be completed prior to submission of the request.

County Attorney's Office
Consulted Yes

4. Is a Budget Amendment needed: YES or NO
If yes, budget lines and impact must be provided.
Any budget amendments must have equal and offsetting entries.

County Administrator's Office
Consulted Yes

Please see attachments for impacted budget lines.
(Use ONLY when more than four lines are impacted.)

Revenue

Account Number	Account Name	Amount
----------------	--------------	--------

Expense

Account Number	Account Name	Amount
----------------	--------------	--------

Fund Balance (if applicable): (Increase = additional revenue, Decrease = additional expenses)

Amount:

5. Identify Budget Impact (**Required**):

No Budget Impact. Funds are included in the Department Budget

- a. G/L line impacted A.30.301-8190
- b. Budget year impacted 2023
- c. Details
Other Professional Services \$80,000.00

6. Are there Amendments to the Compensation Schedule?

YES or NO (If yes, provide details)

a. Is a new position being created? Y N

Effective date

Salary and grade

b. Is a new employee being hired? Y N

Effective date of employment

Salary and grade

Appointed position:

Term

c. Is this a reclassification? Y N

Is this position currently vacant? Y N

Is this position in the current year compensation plan? Y N

Human Resources Consulted
N/A

7. Does this item require the awarding of a contract: Y N

a. Type of Solicitation **Professional Service**

b. Specification # (BID/RFP/RFQ/OTHER CONTRACT #)

c. If a sole source, appropriate documentation, including an updated letter, has been submitted and approved by Purchasing Department? Y N N/A

d. Vendor information (including contact name):

The Prevention Council of Saratoga County

e. Is the vendor/contractor an LLC, PLLC, or partnership: **Partnership**

f. State of vendor/contractor organization: **NY**

g. Commencement date of contract term: **1/1/2023**

h. Termination of contract date: **12/31/2023**

i. Contract renewal date and term: **N/A**

k. Is this a renewal agreement: Y N

l. Vendor/Contractor comment/remarks:

Purchasing Office Consulted
Yes

County Administrator's Office
Consulted Yes

8. Is a grant being accepted: YES or NO

a. Source of grant funding:

b. Agency granting funds:

c. Amount of grant:

d. Purpose grant will be used for:

e. Equipment and/or services being purchased with the grant:

f. Time period grant covers:

g. Amount of county matching funds:

h. Administrative fee to County:

9. Supporting Documentation:

- Marked-up previous resolution
- No Markup, per consultation with County Attorney
- Information summary memo
- Copy of proposal or estimate
- Copy of grant award notification and information
- Other _____

10. Remarks:

Funds are included in the 2023 budget, \$40,000.00 partially funded by the State as part of the Jail Services Plan



2/15/22

SARATOGA COUNTY BOARD OF SUPERVISORS

RESOLUTION 69 - ~~2022~~ 2023

Introduced by Supervisors ~~Lant, Barrett, Hammond, Lawler, Ostrander, K. Veitch~~
and Wright

AUTHORIZING AN AGREEMENT WITH THE PREVENTION COUNCIL OF SARATOGA COUNTY INC. FOR CERTIFIED RECOVERY PEER ADVOCATE SERVICES AT THE SARATOGA COUNTY CORRECTIONAL FACILITY

WHEREAS, for the past several years, the Saratoga County Correctional Facility has engaged the services of a Certified Recovery Peer Advocate ("CRPA") through The Prevention Council of Saratoga County Inc. ("Prevention Council"); and

WHEREAS, said services provided by the CRPA include working with the inmate population to promote inmate addiction recovery, offering support, advocacy, and skill development opportunities, and assisting inmates in identifying and accessing post-incarceration addiction treatment services; and

WHEREAS, our Public Safety Committee and the Sheriff recommend that an agreement be executed with the Prevention Council for the provision of a Certified Peer Recovery Advocate to be assigned full time to the Saratoga County Correctional Facility for the term January 1, ~~2022~~ 2023 through December 31, ~~2022~~ 2023 at a cost not to exceed \$38,000; now, therefore, be it

RESOLVED, that the Chair of the Board or the Sheriff are hereby authorized to enter into an agreement The Prevention Council of Saratoga County, Inc. for the provision of a Certified Recovery Peer Advocate to be assigned full time to the Saratoga County Correctional Facility, for the term January 1, ~~2022~~ 2023 through December 31, ~~2022~~ 2023, at a cost not to exceed \$38,000; and it is further

RESOLVED, that the form and content of such agreement shall be subject to the approval of the County Attorney; and it is further

RESOLVED, that this Resolution shall take effect immediately.

BUDGET IMPACT STATEMENT: No Budget Impact. Costs associated with this agreement are included in the 2022 budget.



SARATOGA COUNTY

AGENDA ITEM REQUEST FORM

TO: Steve Bulger, County Administrator
Ridge Harris, Deputy County Administrator
Michelle Granger, County Attorney
Therese Connolly, Clerk of the Board
Stephanie Hodgson, Director of Budget

CC: John Warmt, Director of Purchasing
Jason Kemper, Director of Planning and Economic Development
Bridget Rider, Deputy Clerk of the Board
Matt Rose, Management Analyst
Tracy Goodson, County Attorney's Office
Audra Hedden, County Administrator's Office

DEPARTMENT:

DATE:

COMMITTEE:

1. Is a Resolution Required:

2. Proposed Resolution Title:

3. Specific Details on what the resolution will authorize:

This column must be completed prior to submission of the request.

County Attorney's Office
Consulted

4. Is a Budget Amendment needed: YES or NO
 If yes, budget lines and impact must be provided.
 Any budget amendments must have equal and offsetting entries.

County Administrator's Office Consulted
--

Please see attachments for impacted budget lines.
 (Use ONLY when more than four lines are impacted.)

Revenue

Account Number	Account Name	Amount

Expense

Account Number	Account Name	Amount

Fund Balance (if applicable): (Increase = additional revenue, Decrease = additional expenses)

Amount:

5. Identify Budget Impact (**Required**):

- a. G/L line impacted
- b. Budget year impacted
- c. Details

6. Are there Amendments to the Compensation Schedule?

YES or NO (If yes, provide details)

a. Is a new position being created? Y N

Effective date

Salary and grade

b. Is a new employee being hired? Y N

Effective date of employment

Salary and grade

Appointed position:

Term

c. Is this a reclassification? Y N

Is this position currently vacant? Y N

Is this position in the current year compensation plan? Y N

Human Resources Consulted

7. Does this item require the awarding of a contract: Y N

a. Type of Solicitation

b. Specification # (BID/RFP/RFQ/OTHER CONTRACT #)

c. If a sole source, appropriate documentation, including an updated letter, has been submitted and approved by Purchasing Department? Y N N/A

d. Vendor information (including contact name):

e. Is the vendor/contractor an LLC, PLLC, or partnership:

f. State of vendor/contractor organization:

g. Commencement date of contract term:

h. Termination of contract date:

i. Contract renewal date and term:

k. Is this a renewal agreement: Y N

l. Vendor/Contractor comment/remarks:

Purchasing Office Consulted

County Administrator's Office
Consulted

8. Is a grant being accepted: YES or NO

- a. Source of grant funding:
- b. Agency granting funds:
- c. Amount of grant:
- d. Purpose grant will be used for:
- e. Equipment and/or services being purchased with the grant:
- f. Time period grant covers:
- g. Amount of county matching funds:
- h. Administrative fee to County:

9. Supporting Documentation:

- _ Marked-up previous resolution
- _ No Markup, per consultation with County Attorney
- _ Information summary memo
- _ Copy of proposal or estimate
- _ Copy of grant award notification and information
- _ Other _____

10. Remarks:



KATHY HOCHUL
Governor

ROSSANA ROSADO
Commissioner

YVONNE TURNER
Director of Funding

Grant Award Notice

Table with grant details: Grantee/Contractor (Saratoga County District Attorney), Date (May 5, 2023), Program Name (CARP), Award Amount (\$118,900), Signatory Name and Title (Steven Bulger, County Administrator), Term Dates (1/1/2023 - 12/31/2023), Email (sbulger@saratogacountyny.gov), Contract Number (C445461), Program Description (Crimes Against Revenue Program), Additional Programmatic Information, Grant Questions, and Primary/Secondary Contact info.

Thank you for all the work you do. We look forward to working with you in our continued efforts to safeguard the health and safety of all New York residents and visitors.

cc: Karen Heggen

Attachment: Instruction Sheet

[1] The award amount listed above is contingent upon the completion and submission (as applicable) of all contractual obligations as well as approval by the NYS Division of Budget and execution of the grant contract by the NYS Office of the State Comptroller.



11/16/21

SARATOGA COUNTY BOARD OF SUPERVISORS

RESOLUTION 303 - 2021

Introduced by Supervisors Lant, Allen, Connolly, Lucia, Raymond, Schopf and Smith

**AUTHORIZING AN AGREEMENT WITH THE NEW YORK STATE
DIVISION OF CRIMINAL JUSTICE SERVICES TO ACCEPT A-~~2022~~ CRIMES
AGAINST REVENUE PROGRAM GRANT ~~2022~~ 2023**

~~2022~~ ³⁰³⁻²⁰²¹ WHEREAS, pursuant to Resolution ~~93-2021~~, this Board authorized the acceptance of a ~~2021~~ Crimes Against Revenue Program Grant from the State Division of Criminal Justice Services ("DCJS") and the New York State Department of Taxation and Finance in the amount of \$118,900 to provide salary support to the District Attorney's Office for the investigation and prosecution of crimes related to the nonpayment of taxes and the commission of Medicaid, welfare, unemployment and Workers' Compensation fraud; and

WHEREAS, the State DCJS has made additional aid available in the amount of \$118,900 under the Crimes Against Revenue Program to provide continued salary support and travel reimbursement to the District Attorney's Office for the investigation and prosecution of crimes related to the nonpayment of taxes and the commission of Medicaid, welfare, unemployment and Workers' Compensation fraud for the grant period January 1, ~~2022~~ through December 31, ~~2022~~, now, therefore, be it ~~2022~~ ²⁰²³

RESOLVED, that the Chair of the Board is hereby authorized to execute all necessary documents with the New York State Division of Criminal Justice Services for the acceptance of a Crimes Against Revenue Program grant in the amount of \$118,900 for the grant period January 1, ~~2022~~ through December 31, ~~2022~~; and, be it further ~~2022~~ ²⁰²³

RESOLVED, that the form and content of such documents are subject to the approval of the County Attorney; and, be it further

RESOLVED, that this Resolution shall take effect immediately.

BUDGET IMPACT STATEMENT: None. 100% State Aid.



SARATOGA COUNTY

AGENDA ITEM REQUEST FORM

TO: Steve Bulger, County Administrator
Ridge Harris, Deputy County Administrator
Michelle Granger, County Attorney
Therese Connolly, Clerk of the Board
Stephanie Hodgson, Director of Budget

CC: John Warmt, Director of Purchasing
Jason Kemper, Director of Planning and Economic Development
Bridget Rider, Deputy Clerk of the Board
Matt Rose, Management Analyst
Clare Giammusso, County Attorney's Office
Audra Hedden, County Administrator's Office

DEPARTMENT: Office of Emergency Management

DATE: 05/25/2023

COMMITTEE: Public Safety

1. Is a Resolution Required:

Yes, Contract Renewal

2. Proposed Resolution Title:

Authorizing the chairman to enter into an agreement with Mission Critical Partners, LLC for maintenance of the County Computer-Aided Dispatch System.

3. Specific Details on what the resolution will authorize:

This resolution will cover a maintenance service agreement with Mission Critical Partners, LLC for the provision of technical support services, on-site computer-aided dispatch (CAD) network support and protection from cyber intrusion for the County's CAD System. The initial term of this agreement will commence on 7/1/2023 and terminate 6/30/2024 at a cost of \$107,187.00. This agreement will automatically renew for two additional one-year terms and will increase by 3% over the prior year's fee annually. The addition of cyber security monitoring to include around-the-clock event detection, threat hunting and alerting services has lead to an increase in cost. Form and content of agreement will be subject to the approval of County Attorney.

This column must be completed prior to submission of the request.

County Attorney's Office
Consulted Yes

4. Is a Budget Amendment needed: YES or NO
 If yes, budget lines and impact must be provided.
 Any budget amendments must have equal and offsetting entries.

County Administrator's Office
 Consulted Yes

Please see attachments for impacted budget lines.
 (Use ONLY when more than four lines are impacted.)

Revenue

Account Number	Account Name	Amount

Expense

Account Number	Account Name	Amount
A.36.000.8190	Other Professional Services	\$21,045.00

Fund Balance (if applicable): (Increase = additional revenue, Decrease = additional expenses)

Decrease A-0599.B Appropriated Fund Balance-Budgetary Amount: \$21,045.00
--

5. Identify Budget Impact (**Required**):

Other

- a. G/L line impacted A36.000.8190
- b. Budget year impacted 2023-2026
- c. Details

The budget will be amended to increase appropriations and decrease Fund balance by \$21,045.00.

Y2023-Y2024 \$107,187.00
 Y2024-Y2025 \$110,402.61
 Y2025-Y2026 \$113,714.68

6. Are there Amendments to the Compensation Schedule?

YES or NO (If yes, provide details)

a. Is a new position being created? Y N

Effective date

Salary and grade

b. Is a new employee being hired? Y N

Effective date of employment

Salary and grade

Appointed position:

Term

c. Is this a reclassification? Y N

Is this position currently vacant? Y N

Is this position in the current year compensation plan? Y N

Human Resources Consulted
Yes

7. Does this item require the awarding of a contract: Y N

a. Type of Solicitation

b. Specification # (BID/RFP/RFQ/OTHER CONTRACT #)

c. If a sole source, appropriate documentation, including an updated letter, has been submitted and approved by Purchasing Department? Y N N/A

d. Vendor information (including contact name):

e. Is the vendor/contractor an LLC, PLLC, or partnership:

f. State of vendor/contractor organization:

g. Commencement date of contract term:

h. Termination of contract date:

i. Contract renewal date and term:

k. Is this a renewal agreement: Y N

l. Vendor/Contractor comment/remarks:

Purchasing Office Consulted
Yes

County Administrator's Office
Consulted **Yes**

8. Is a grant being accepted: YES or NO
- a. Source of grant funding:
 - b. Agency granting funds:
 - c. Amount of grant:
 - d. Purpose grant will be used for:
 - e. Equipment and/or services being purchased with the grant:
 - f. Time period grant covers:
 - g. Amount of county matching funds:
 - h. Administrative fee to County:

9. Supporting Documentation:

- Marked-up previous resolution
- No Markup, per consultation with County Attorney
- Information summary memo
- Copy of proposal or estimate
- Copy of grant award notification and information
- Other _____

10. Remarks:



Proposal

Mission-Critical NetPulse[®] Support Services Renewal

May 8, 2023

**Saratoga County, New York
Office of Emergency Services**



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Introduction Letter

May 19, 2023

André M. Delvaux
Director, Office of Emergency Services
Saratoga County Office of Emergency Services
6012 County Farm Road
Ballston Spa, NY 12020

Re: Mission-Critical NetPulse® Advanced Secure Monitoring and CAD On-Site Support Renewal

Dear Mr. Delvaux:

Mission Critical Partners, LLC (MCP) is pleased to provide the Saratoga County, New York (County) Office of Emergency Services a letter proposal for the continuation of monitoring, technical support services, on-site computer-aided dispatch (CAD), and records management system (RMS) network support for the period ending June 30, 2024. This letter proposal provides support for the county's new standalone instance of the CentralSquare Enterprise system. It does not include any support for the Capital District system. This 12-month agreement will renew effective July 1, 2023.

This comprehensive umbrella NetPulse Advanced monitoring program includes:

- Proactive System and CAD Network Monitoring: Dynamic monitoring to detect and resolve issues before they cause failures, including the detection of performance issues
- Proactive cybersecurity monitoring for the CAD/RMS network.
- Help Desk: 24 hours a day, seven days a week (24 x 7) for critical matters
- On-site Support Services for eight hours per week
- Special Services: Special projects and support requirements are possible and will be reviewed and quoted with the County's input. Pricing and a detailed scope of work (SOW) will be provided to Saratoga County where appropriate on a case-by-case basis.

Several factors make MCP well-qualified to ensure the success of the Saratoga County and overall Capital District CAD system and on-site support services, such as:

- Dedication to Public Safety: We specialize in support services for high-availability, high-performance and high-reliability mission-critical systems, such as 911 systems.
- Holistic Monitoring: Ability to monitor your entire CAD network holistically, including your CAD/RMS routers, servers, and other infrastructure.
- Track Record: Our clients will attest that our services are invaluable and that we are extremely reliable and responsive to their needs.
- Security: We understand security needs, including those related to Criminal Justice Information Services (CJIS) policies.

Your service program manager for this effort will be Pat Cronin. His contact information is as follows:

Pat Cronin, Regional Service Manager
Mission Critical Partners, LLC
690 Grays Woods Blvd.
Port Matilda, PA 16870

Cell: 814.404.6933
Office: 814.470.8896
Email: PatCronin@MissionCriticalPartners.com

Phil Sisk will serve as the point of contact for this proposal response. If you have any questions or require additional information, Phil may be contacted at 401.443.6025 (cell) or via email at PhillipSisk@MissionCriticalPartners.com.

I am the authorized representative signing and submitting this proposal. On behalf of our entire team, we stand behind Saratoga County to serve as your partner and your advocate.

Sincerely,

Mission Critical Partners, LLC

A handwritten signature in black ink, appearing to read "Kevin P. Bresnahan", with a long horizontal line extending to the right.

Kevin P. Bresnahan, President
Lifecycle Management Services Division

Scope of Work

Mission-Critical NetPulse Advanced CAD

The NetPulse Advanced program includes a comprehensive set of services:

- Maintain user guide – including contact information and help desk instructions
- Provide a help desk to answer your questions, provide advice, and solve problems
- Dynamically collect status information
- Set thresholds for alerts
- Monitor the status of systems and networks (see below for details)
- Respond to tickets when something needs attention
- Assist with the CAD and RMS operating system and application updates
- Analyze and report on conditions – provide monthly reports on routine matters and immediate reports on critical conditions and provide a dashboard view of activity, tickets, resolution, etc.
- Provide recommendations to keep systems and networks functioning properly
- Serve as an advocate for the agency when dealing with multiple support providers

Systems and Network Monitoring

NetPulse Advanced monitoring utilizes a server to collect and transmit data to the MCP NOC. The following are representative of the conditions monitored:

Server Monitoring

- Virtual environments
- Processor and memory utilization
- Disk utilization
- Services
- Print queues
- Error reports
- Event logs
- Time sync
- Backup logs
- Logs for high availability disk arrays

Network Monitoring

- Device status (up/down)
- Average response time (ping) to device
- Packet loss to device
- Processor utilization

- Memory utilization
- Port utilization

Application Monitoring

- CAD/RMS process status
- CAD/RMS service status
- Log files

In summary, MCP monitors the environment and engages as soon as a detected issue requires attention.

Problem Resolution for CAD/RMS

As issues are identified, MCP's services team follows a triage model, working along with your staff, to isolate the matter into one or more of the following categories:

- Application
- Hardware
- Server
- Storage
- Database
- Virtualization
- Network
- Remote systems and interfaces

Once the issue is assessed, MCP will resolve the issue or engage your staff and the other parties involved. We will monitor the status until the matter has been resolved.

Communications and Reporting

Critical issues and conditions are communicated to the agency immediately. The other monitoring results are reported monthly, at a minimum. The monthly reports include the following:

- All issues detected
- Corrective actions taken
- Summary of tickets created
- Review of system performance and utilization
- Link to a customized dashboard
- Required site actions

In addition to these communications, MCP assists in organizing monthly status calls attended by a wide range of stakeholders, including management representatives, the primary users within the agency, the applications provider, IT support personnel, and others.

Help Desk

NetPulse Advanced monitoring includes a comprehensive telephone support desk for reporting issues, requesting services, solving routine matters, and answering questions during normal working hours, Monday – Friday, 8 a.m. – 5 p.m. Eastern Time, excluding holidays. The help desk and support are available 24x7x365 for critical matters.

Agency Support and Facilities

The following are needed for MCP to monitor and perform troubleshooting triage of the systems and network:

- Remote access to the site using a virtual private network (VPN) or other secure access facilities
- A server to support monitoring – can be a virtual machine
- Ability to send email alerts and reports from the monitoring system to MCP
- Agency contact to assist in coordinating support services
- On-site assistance during triage and other problem-solving activities

Premium On-Site Service

Mission Critical Partners recognizes that the associated network administrator responsibilities can be aided and supported with a dedicated on-site technical support resource to support and administer the CAD and RMS server hardware. The technical on-site network support services and SOW include:

- Support, configure, and maintain the Capital District's networks and networking hardware (see Appendix A for the full list of supported hardware)
- Identify and aid in the deployment of updates as needed
- Support and administer CAD/RMS routing device configurations
- Aid in ensuring CAD/RMS network security and connectivity
- Monitor CAD/RMS network performance and monitor for faults and incidents
- Facilitate access controls for CAD/RMS routing hardware
- Resolve problems reported by end-users on the CAD/RMS-supported hardware.
- Aid in defining CAD/RMS network policies and procedures
- Specify CAD/RMS network system requirements and design solutions
- Support research and make recommendations regarding CAD/RMS network architecture
- During the planned on-site support schedule, as needed, support for workstation issues and software updates will be provided within the proposed 8 hours per week total on-site schedule.
- Support the client's on-site Cohesity device by validating the successful completion scheduled of processes, investigate alerts and/or errors during scheduled on-site periods, support hardware Maintenance as requested, engage Cohesity support for application issues as needed and based on the client support agreement parameters with Cohesity.

Mission-Critical NetPulse Secure

Networks across the globe are constantly under attack by sophisticated and organized bad actors. These criminals are trying to disrupt your environment with ransomware, Distributed Denial of Service (DDoS), viruses, trojans, etc. Having certified security analysts review system activity and events looking for patterns, and abnormal behaviors can be the difference between avoiding a security incident and suffering from a crippling attack.

It is critical that your systems are being monitored for potentially malicious activity every moment.

MCP leverages a managed detection and response (MDR) solution along with a 24x7 security operations center (SOC) to provide around-the-clock event detection, threat hunting, and alerting services. MCP's MDR solution uses a simple endpoint agent deployment along with live network and asset visibility to visualize alerts and hunt threats in real time. Our MDR solution detects and stops cyber-criminals before they can complete their objective by alerting them to privileged user activity or lateral spread, giving us the ability to detain an infected asset before they complete their mission.

Our SOC is staffed 24x7 with expert analysts who will monitor your environment every hour of every day, taking action when necessary to stop threats. The operations center is Criminal Justice Information System (CJIS) ready—ensuring that your logs and data are protected by a team of highly trained experts using best-in-class security practices.

The platform uses a combination of top-notch MDR analysts who are former US intelligence cyber experts with real-world experience and the best tools to identify potential threats. While hunting for potential threats and incursions, MCP leverages the collective, shared intelligence of many different cybersecurity organizations in the public and private sectors, including the Department of Homeland Security. Of course, your organization's information always remains confidential.

Task.1: Prepare for MDR Deployment

MCP will work with the client to gather critical information prior to agent deployment

1. MCP will work with and guide the County on setting up emergency contact profiles for the SOC to use for critical alerts
2. MCP will provide a download link specific to the client for the purposes of deploying the agent
3. MCP will work with the County to fill out the SOC playbook for each device to be monitored
4. The County will install the MDR agent on the in-scope endpoints to be monitored

Task 2: Go Live with SOC and Dashboard Access

1. Provide access to the cybersecurity dashboard for specific County personnel to allow a general overview of all alerts, alarms, and SOC ticket management.
2. Schedule a go-live date to begin notifications to County personnel and MCP's support team for incident response.
3. MCP will provide functional reviews bi-weekly, via conference calls, with the County through the initial 45-day burn-in period. The County is required to provide access to the appropriate personnel receiving these security alerts during the burn-in period to ensure the County's alerting is appropriately customized to meet the County's expectations.

Task 3: Dark Web ID Monitoring

The NetPulse Secure offering also includes our Dark Web ID credential monitoring, which detects compromised credentials in real-time on the Dark Web and notifies you immediately when these critical assets are compromised before they can be used for identity theft, data breaches or other crimes. Digital credentials such as usernames and passwords connect you and your employees to critical business applications and online services. Unfortunately, criminals know this—and that's why digital credentials are among the most valuable assets found on the Dark Web.

1. The County will provide domain addresses for monitoring (e.g., @acme.org).
2. MCP will provision dark web monitoring for up to two County web domains.
3. MCP will set up alerting and reporting each domain to designated County contacts.
4. MCP will provision portal access to designated County personnel to manage monitoring alerts.

Task 4: Password Management

MCP's secure password management platform gives agencies a robust and mobile-friendly platform to store, create, and maintain sensitive agency passwords easily. Our password management app provides an audit trail, revision history, and granular access control. Ultimately, you can remove the risks associated with poor password management with this additional service at no extra cost and still gain all the security and value it brings

1. The County will provide MCP with user email addresses to begin enrollment.
2. Access to the MCP password management tool will be granted to the designated County contacts.
3. MCP will provide up to two one-hour training sessions remotely to educate the County on using the password management tool.
4. MCP will support the tool and facilitate additions/changes of County users as requested.
5. The County may choose up to two users as administrators if desired.

Task 5: Multi-Factor Authentication

Our clients rely on various tools to manage sensitive personal information and provide essential community services, and they need security that can keep up. MCP offers multi-factor authentication services. Our service protects against threats like credential phishing and ransomware attacks by preventing unauthorized access to cloud-based and on-premises applications from any device—so government agencies can easily meet compliance requirements and spend more time serving their communities instead of managing complex IT environments.

1. MCP will work with the County to determine which service, systems, or appliance should be protected.
2. The County and MCP will determine the best user enrollment method and configure policy and controls.
3. MCP will configure the multi-factor authentication service to provision the solution in collaboration with the County.
4. A testing period will then be determined, and a pilot will be conducted to ensure optimal operation.
5. MCP will collaborate with the County to build end-user education and communications materials.

6. MCP will provide administrator training remotely for up to four hours total.
7. Post-deployment, MCP will provide solution support and maintenance for the contract term.

Project Team

MCP recognizes that as an independent solutions provider, our corporate capabilities depend directly on the qualifications and experience of our staff. A multifaceted project such as this requires different areas of expertise and knowledge—typically more than any one or two individuals can bring—because different areas of expertise often are needed at various project stages. MCP has assembled one of the country's most experienced and knowledgeable teams.

Phil Sisk, ENP, Business Development Manager

Client Manager

With Phil's experience working in the vendor community, he brings a range of skills combined with a leadership style that focuses on collaboration and communication. His experience includes managing over 100 data conversion projects for CAD and RMS and overseeing the development of numerous interfaces for CAD and RMS to state-level systems. He has engaged in over 200 CAD, RMS and Mobile implementations in 20 states. He has been involved in data-sharing projects that allowed over 350 agencies to share RMS data with other agencies in their state. As a business development and client services manager at MCP, he remains committed to exceeding client expectations.

Pat Cronin, Regional Service Manager

Service Program Manager

Pat brings more than 24 years of experience in the public safety community. His expertise involves CAD implementation, consolidation, IT network infrastructure and Voice over Internet Protocol (VoIP) support. Pat has been a Senior IT Project Manager for implementing a technology infrastructure upgrade for an eight-county CAD installation and migration. He has also served as a Senior Technology Specialist and a Technology Advisor supporting network infrastructure and service tickets.

Michael Moloney, MCSA, Network Technician

Technical Lead

Michael is a Microsoft Certified System Administrator (MCSA) with years of extensive network technical experience in the IT field, emphasizing network administration and PC support. His background includes remote access technology, system upgrades and hardware installations on servers and workstations. Michael is an excellent problem solver with strong communication and interpersonal skills. He is a skilled supervisor, manager, and former military professional who successfully builds strategic partnerships and alliances, leading groups effectively and spearheading business relationships to achieve beneficial outcomes.

Jason Franks, Cybersecurity Analyst

Cybersecurity SME

Jason is an energetic, results-driven, customer-focused professional with an innovative hands-on management style. He has exceptional accomplishments in planning, technical administration and execution across multiple domains. Jason has proven technical, analytical and leadership abilities. In addition, he has strong customer skills with a keen sense for analyzing business and operational needs, then designing creative solutions to merge them.

Colby Rooker, Senior IT Network Technician

Network Infrastructure

Colby is a network professional who uses his technical skills in network analysis for Windows, Linux, OSX, SQL and Java to document, support, implement and manage multiple systems. He has held various positions that have sharpened his technical skills to help mission-critical agencies achieve their desired results successfully.

Steven Badgio, Vice President and Director of Service Delivery Operations

Service Delivery

Steve is a highly accomplished professional with national and international project management experience. He uses his combined knowledge of business and telecommunications to drive projects to completion while building relationships and contributing to project success. Steve is well-versed in software implementation, contract management, software conversions, customer relationship management (CRM) implementation, business analysis, billing operations, project management and wireless service billing/mediation.

Kevin Bresnahan, President of Lifecycle Management Services Division

Customer Advocacy and Quality Assurance

Kevin brings over 34 years of engineering, operations, global technical support, implementations, project management and product support experience. He will provide the customer advocacy and quality assurance (QA) overview, review of all deliverables, and additional project management support to the project and client managers. Kevin has demonstrated leadership, business analysis, and consulting to deliver strategic product and technology solutions. Kevin possesses a diverse background in managing a complex organization with strategically critical responsibilities spread over numerous projects and has successfully launched new software and hardware products from concept to delivery.

Project Pricing

Saratoga County agrees to renew the NetPulse Advanced Secure monitoring with CAD On-Site services described in the above scope of work from July 1, 2023, through June 30, 2024, for a **total fee of \$107,187**, including expenses. MCP will invoice Saratoga County in advance for twelve (12) months of coverage. Payment terms are net 30 days from the date of invoice. Saratoga County does have the option to be invoiced monthly.

Table 1: NetPulse Advanced Secure Monitoring with CAD On-Site Bundle Fee Schedule

Description of Service	Monthly Fee	Invoice Schedule	Fee
NetPulse Advanced CAD with on-site 8 hours per week	\$5,796	Monthly or Annually	\$69,552
NetPulse Secure Monitoring	\$3,136	Monthly or Annually	\$37,635
Total			\$107,187

*Pricing for NetPulse Secure optional tasks 6-8 can be provided on request.

***Years 2 – 3 would increase by 3% over the prior year’s fee annually**

Mission Critical Partners is pleased to offer this proposal under PBITS (Project Based Information Technology Consulting Services). The contract number for this New York contract vehicle is PB034AA.

Saratoga County reserves the right to add additional services that would be performed based on the then-current fee schedule. Prior to initiating any such additional work, MCP would require a formal letter of authorization from Saratoga County.

Assumptions

- The costs presented in this proposal will remain valid until June 30, 2023
- To the extent that MCP can support cyberattack restoration, a separate time and materials agreement will be required at the time of the support request.
- Price includes up to 40 MFA licenses provided in the price
- Price includes up to 1 site provided in the price for dark web scan
- Price includes workstation support as described within the proposal during on-site resource visits unless otherwise arranged in advance
- Price includes monitoring of Cohesity on-prem backup device

Signature Page

Mission Critical Partners is prepared to execute this scope of work upon notification from Fulton County Juvenile Court as evidenced by authorization to proceed via signature below or receipt of a purchase order. MCP will schedule our support implementation promptly upon notification.

Agreed to and Accepted

Saratoga County, New York
Office of Emergency Services

Mission Critical Partners, LLC



Name: André M. Delvaux

Title: Director

Name: Kevin P. Bresnahan

Title: President of
Lifecycle Management Services Division

Date: _____

Date: May 8, 2023

Exhibit 1: Equipment List

Hosts	MGMT	CAD	RMS	911	Work Stations	
SC911PESXI01	SC911PVC01	CA+G3:G49DSQL01	RMSSQL01	CADPRD9K01	SCS0C01	SCS0C28
SC911PESXI02	SFC911PC	CADWEB01	RMSWEB01	CADPRD9K02	SCS0C02	SCS0C29
SC911PESXI03	SC911MGMT01	CADRPT01	RMSSQL02		SCS0C03	SCS0C30
SC911PESXI04	PRODZVM01	CADMOB01	RMSESS01		SCS0C04	SCS0C31
SC911PESXI01	VRA	CADRTR01	RMSASH01		SCS0C05	SCS0C32
SC911PESXI02	VRA	CADGIS01	RMSINT01		SCS0C06	SCS0C33
SC911PESXI03	VRA	CADINT01	RMSTSTSQL01		SCS0C07	SCS0C34
SC911PESXI04	VRA	CADINT02	RMSTRNSQL01		SCS0C08	SCS0C35
NTNX-22SG6M250036-A-CVM	SC911COHESITY	CADRLY01	RMSTRNSQL02		SCS0C09	
NTNX-22SG6M250036-B-CVM	SC911COHESITY	CADCIM01	RMSTRNWEB01		SCS0C10	
NTNX-22SG6M250036-C-CVM	SC911COHESITY	CADTSTSQL01	RMSTRNESS01		SCS0C11	
NTNX-22SG6M250036-D-CVM	SC911COHESITY	CADTSTRTR01	RMSTRNASH01		SCS0C20	
SC911COHESITY	SC911COHESITY	CADTSTMOB01	RMSTRNINT01		SCS0C21	
SC911COHESITY	SC911COHESITY	CADTSTINT01			SCS0C22	

Hosts	MGMT	CAD	RMS	911	Work Stations	
SC911COHESITY	SC911COHESITY	CADTSTCIM01			SCSOC23	
SC911COHESITY	SC911COHESITY	SC911CA01			SCSOC24	
SC911PNTNX	DRVC01	SC911DC02			SCSOC25	
SC911PNTNX	DRZVM01	SC911DC01			SCSOC26	
		CADSQL02			SCSOC27	

Servers (Legacy CAD)	Network (Legacy CAD)
CDPSVMALI02	SCSO-9K-A.e911.local
CDPSVMCERT02	SCSO-9K-B.e911.local
CDPSVMDC02	SCSO-ACCESS-SW.e911.local Member 1
CDPSVMDC04	SCSO-ACCESS-SW.e911.local Member 2
CDPSVMELAS01	SCSO-ACCESS02-SW.e911.local Member 1
CDPSVMMGR01	SCSO-ACCESS02-SW.e911.local Member 2
CDPSVMRCI01	SCSO-WAN-SW.e911.local Member 1
CDPSVMRCI03	SCSO-WAN-SW.e911.local Member 2
CDPSVMRIIS01	
CDPSVMRINT01	
CDPSVMRPT01	
CDPSVMRWI01	

Servers (Legacy CAD)	Network (Legacy CAD)
SCSOSVMGMT01	
SCSOVMALI01	
SCSOVMCAD01	
SCSOVMMOB01	
SCSOVMPPC01	
scsovmpvx01	
SCSOVMSQL01	
SCSOVMSQL02	
SCSOVMVEEAM01	
SCSOVMWDS01	
SCSOVMWEB01	
SCSOVMZVM01	
SSPDMGMTSRVR01	

Exhibit 2: Roles and Responsibilities

The following matrices document the roles and responsibilities for the managed services outlined in the scope of work. The responsibilities for each item will be documented according to the standard RASCI format using the below table for reference.

RASCI Definitions

Code	Role	Description
R	Responsible	The party who performs the work.
A	Accountable	The party ultimately accountable for the work or decision being made.
S	Support	The party who will provide support and assistance to the Responsible party.
C	Consulted	Anyone who must be consulted prior to a decision being made and/or the task being completed.
I	Informed	Anyone who must be informed when a decision is made or work is completed.

Support Services

Description	MCP	Client	NetPulse Essential	NetPulse Advanced	NetPulse Secure
Mission Critical Partners Help Desk					
Configure authorized client users in the MCP SERVICE TICKET SYSTEM	R/A	C	X	X network monitoring only	X
Provide access to the MCP SERVICE TICKET SYSTEM for authorized client users	R/A	C	X	X network monitoring only	X
Provide incident alerts	R/A	C	X	X	X
Provide responses to incidents	R/A	C		X	
NetPulse Essential provides responses to incidents	C	R/A	X		
Provide acceptable resolutions and/or workarounds	R/A	C		X	

Description	MCP	Client	NetPulse Essential	NetPulse Advanced	NetPulse Secure
Mission Critical Partners Help Desk					
NetPulse Essential manage ticket ownership, progress, and related communications	I	R/A	X		
Manage ticket ownership, progress, and related communications	R/A	I		X	X
NetPulse Essential ensures status updates are provided in a timely manner	I	R/A	X		
Ensure status updates are provided in a timely manner	R/A	I		X	X
NetPulse Advanced/Custom ensures tickets are closed when work is complete	R/A	I		X	
NetPulse Essential ensure tickets are closed when work is complete	I	R/A	X		
Ensure Root Cause Analysis (“RCA”) is completed	R/A	C		X	
NetPulse Essential/Secure ensures “RCA” is completed	C	R/A	X		X
Open and manage conference bridges, as needed, for critical severity incidents	R/A	I		X	X
Manage ticket escalations	R/A	I		X	X
Perform triage and resolution of incidents	R/A	I		X	
Investigate incidents in regard to the environment and/or infrastructure	R/A	C/I		X	
Provide acceptable resolutions and/or workarounds	R/A	C		X	
Manage third-party solution vendors (such as Central Square, AT&T, ConvergeOne, Zito, DQE, Crown Castle, MAW Comm, Centre Comm, Capital Area Comm, ComPros, Motorola, Lumen, Cisco, Nokia, etc.)	R/A	C/I		X	
Manage MCP provided configuration	R/A	C/I		X	X

IT Infrastructure Management

Description	MCP	Client	NetPulse Essential	NetPulse Advanced	NetPulse Secure
General Infrastructure Management					
Delivery of agreed-upon infrastructure components	R/A	I		X	
Monitor hardware: physical attributes	R/A	I	X	X	
Monitor and manage hardware resources: central processing unit (CPU), memory, etc.	R/A	I	X	X	
User Administration					
Applications (Auvik, Skout, Dashboards)	R/A	S	X	X	X

CAD Services

Description	MCP	Client	NetPulse Essential	NetPulse Advanced	NetPulse Secure
Operating System (OS)					
Ongoing maintenance of the operating system for all supported environments (e.g., application of maintenance and security patches, kernel changes, etc.)	R/A	I		X	

Application Management

Description	MCP	Client	NetPulse Essential	NetPulse Advanced	NetPulse Secure
Application Management and Monitoring/Monthly Reporting					
Create template report and/or provide dashboard access	R/A	A/C	X	X	X
Gather metric data each month	R/A			X	X
Validate all data for accuracy (e.g., outage times, calculations, etc.)	R/A	A		X	X

Description	MCP	Client	NetPulse Essential	NetPulse Advanced	NetPulse Secure
Application Management and Monitoring/Monthly Reporting					
Compile metrics into monthly operations report	R/A			X	X
Distribute operations report and deliver to the client no later than the 15 th of every month	R/A	A		X	X
Schedule monthly operations review meeting	R/A	A	X	X	X
Present monthly operation performance report and address any issues/concerns raised	R/A	A	X	X	X

1/21/20



SARATOGA COUNTY BOARD OF SUPERVISORS

RESOLUTION 28 - 2020

Introduced by Supervisors Peck, Lant, Lawler, O'Connor, Raymond, Veitch and Wright ^{K.} Butler, Grasso, Hammond, Tollisen

AUTHORIZING THE CHAIRMAN TO ENTER INTO AN AGREEMENT WITH MISSION CRITICAL PARTNERS, LLC FOR MAINTENANCE OF THE CAPITAL DISTRICT COMPUTER-AIDED DISPATCH SYSTEM County

WHEREAS, pursuant to Resolution 245-2015, as amended by Resolution 112-2016, this Board of Supervisors authorized the County of Saratoga to enter into an agreement with the Counties of Albany and Rensselaer to establish a shared interoperable 9-1-1 Telephone, Computer Aided Dispatch, and Records Management Network; and

WHEREAS, the three counties have constructed the shared interoperable 9-1-1 Telephone, Computer Aided Dispatch, and Records Management Network, which is more commonly referred to as the Capital District CAD System; and

WHEREAS, each of the three counties is in need of technical support services and on-site computer-aided dispatch (CAD) network support for the portion of the Capital District CAD System infrastructure constructed within its boundaries; and

WHEREAS, Mission Critical Partners, LLC has submitted ^{a maintenance service agreement} separate proposals to the three counties for the provision of technical support services, and on-site computer-aided dispatch (CAD) network support for each county's portion of the Capital District CAD System, and each county wishes to accept the proposal of Mission Critical Partners, LLC in order to allow for a single contractor to maintain the entire Capital District CAD System and provide for uniformity of maintenance and support; and

WHEREAS, our Public Safety Committee and the ^{Director} ~~Commissioner~~ of Emergency Services ^{Management} have recommended that the proposal of Mission Critical Partners, LLC for the provision of technical support services and on-site computer-aided dispatch (CAD) network support for the ^{an initial term} portion of the Capital District CAD System constructed within Saratoga County, for a term of one (1) year at a cost of ~~\$5,267~~ ^{\$8,932.00} per month, with total costs not to exceed ~~\$63,200~~ ^{\$107,187.00}, be accepted; now, therefore, be it

RESOLVED, that the Chair of the Board is authorized to execute an agreement with Mission Critical Partners, LLC of Port Matilda, Pennsylvania, for the provision of technical support services and on-site computer-aided dispatch (CAD) network support for the portion of the Capital District CAD System constructed within Saratoga County, for a term of one (1) year at a cost of ~~\$5,267~~ ^{\$8,932.00} per month, with total costs not to exceed ~~\$63,200~~ ^{\$107,187.00}, with the form and content of such agreement to be subject to the approval of the County Attorney. ^{to automatically renew the years prior years free annually}

BUDGET IMPACT STATEMENT: No budget impact.

Budget will be amended to accept these funds & authorize the related expense

and protection from cyber intrusion
dates (term) to commence 7/1/2020
and terminate 6/30/21
\$8,932.00

and protection from cyber intrusion

\$107,187.00 to automatically renew for 2 additional 1 year terms...



SARATOGA COUNTY

AGENDA ITEM REQUEST FORM

TO: Steve Bulger, County Administrator
Ridge Harris, Deputy County Administrator
Michelle Granger, County Attorney
Therese Connolly, Clerk of the Board
Stephanie Hodgson, Director of Budget

CC: John Warmt, Director of Purchasing
Jason Kemper, Director of Planning and Economic Development
Bridget Rider, Deputy Clerk of the Board
Matt Rose, Management Analyst
Clare Giammusso, County Attorney's Office
Audra Hedden, County Administrator's Office

DEPARTMENT: Office of Emergency Management

DATE: 05/25/2023

COMMITTEE: Public Safety

1. Is a Resolution Required:

Yes, Contract Renewal

2. Proposed Resolution Title:

Authorizing the Chairman to execute a four year maintenance service agreement with Motorola Solutions, Inc. for maintenance of the County's Public Safety Radio Infrastructure

3. Specific Details on what the resolution will authorize:

This resolution will renew a maintenance service agreement with Motorola Solutions, Inc. for the continued maintenance of the County's 800 MHz radio system, covering non-warranty radio system infrastructure, cyber intrusion, around-the-clock network event monitoring, proactive security updates, 24/7/365 technical support, rapid network hardware repair, annual preventative maintenance and planned network upgrades. Renewal agreement will be a term of four years commencing on July 1, 2023 and continuing through June 30, 2027 at a cost of \$3,833,160.77. Form and content of agreement will be subject to the approval of County Attorney.

This column must be completed prior to submission of the request.

County Attorney's Office
Consulted Yes

4. Is a Budget Amendment needed: YES or NO
 If yes, budget lines and impact must be provided.
 Any budget amendments must have equal and offsetting entries.

County Administrator's Office
 Consulted Yes

Please see attachments for impacted budget lines.
 (Use ONLY when more than four lines are impacted.)

Revenue

Account Number	Account Name	Amount

Expense

Account Number	Account Name	Amount

Fund Balance (if applicable): (Increase = additional revenue, Decrease = additional expenses)

Amount:

5. Identify Budget Impact (**Required**):

No Budget Impact. Funds are included in the Department Budget

- a. G/L line impacted A36.000.7051
- b. Budget year impacted 2023-2027
- c. Details
 - Y2023 - 2024: \$911,641.83
 - Y2024 - 2025: \$941,922.22
 - Y2025 - 2026: \$973,413.82
 - Y2026 - 2027: \$1,006,182.90

6. Are there Amendments to the Compensation Schedule?

YES or NO (If yes, provide details)

a. Is a new position being created? Y N

Effective date

Salary and grade

b. Is a new employee being hired? Y N

Effective date of employment

Salary and grade

Appointed position:

Term

c. Is this a reclassification? Y N

Is this position currently vacant? Y N

Is this position in the current year compensation plan? Y N

Human Resources Consulted
Yes

7. Does this item require the awarding of a contract: Y N

a. Type of Solicitation

b. Specification # (BID/RFP/RFQ/OTHER CONTRACT #)

c. If a sole source, appropriate documentation, including an updated letter, has been submitted and approved by Purchasing Department? Y N N/A

d. Vendor information (including contact name):

e. Is the vendor/contractor an LLC, PLLC, or partnership:

f. State of vendor/contractor organization:

g. Commencement date of contract term:

h. Termination of contract date:

i. Contract renewal date and term:

k. Is this a renewal agreement: Y N

l. Vendor/Contractor comment/remarks:

Purchasing Office Consulted
Yes

County Administrator's Office
Consulted **Yes**

8. Is a grant being accepted: YES or NO
- a. Source of grant funding:
 - b. Agency granting funds:
 - c. Amount of grant:
 - d. Purpose grant will be used for:
 - e. Equipment and/or services being purchased with the grant:
 - f. Time period grant covers:
 - g. Amount of county matching funds:
 - h. Administrative fee to County:

9. Supporting Documentation:

- Marked-up previous resolution
- No Markup, per consultation with County Attorney
- Information summary memo
- Copy of proposal or estimate
- Copy of grant award notification and information
- Other _____

10. Remarks:

County of Saratoga

MAINTENANCE SERVICES - ADVANCED PLUS PACKAGE

MAY 8, 2023

The design, technical, pricing, and other information ("Information") furnished with this Use or disclosure of this proposal is subject to the restrictions on the cover page. submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions. This submission is subject to the clarifications specified in the pricing section of the budgetary estimate/quote. This document includes Motorola Solutions' Proprietary data; such information is submitted with the restriction that it is to be used only for evaluation purposes, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the budgetary estimate/quote.

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Motorola Solutions, Inc.
500 W Monroe Street, Ste 4400
Chicago, IL 60661-3781
USA

May 8, 2023

Director Andre M. Delvaux

Saratoga County Sheriff's Office
6012 County Road Farm
Ballston Spa, NY 12020

Subject: Maintenance Services

Dear Director Delvaux,

Motorola Solutions, Inc. ("Motorola") is pleased to have the opportunity to provide The County of Saratoga, NY with quality communications equipment and services. The Motorola project team has taken great care to propose a solution that will meet your needs and provide unsurpassed value.

To best meet the functional and operational specifications of this solicitation, our solution includes a combination of hardware, software, and services. Specifically, this solution is for Maintenance Services and the Solution and provides:

Maintenance Services with Advanced Plus Package

This proposal includes this cover letter and the SERVICE AGREEMENT, with its terms and conditions. This proposal shall remain valid for a period of 90 days from the date of this cover letter. The County of Saratoga, NY may accept the proposal by delivering to Motorola the SERVICE AGREEMENT signed by an authorized representative of The County of Saratoga. Alternatively, Motorola would be pleased to address any concerns Customer may have regarding the proposal. Any questions can be directed to your Motorola Account Executive, Ralph Mariani, our Senior Account Manager, at 518 538-0196.

We thank you for the opportunity to furnish The County of Saratoga, NY with "best in class" solutions and we hope to strengthen our relationship by implementing this project. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,



Roy Kirchner
MSSSI Vice President
Motorola Solutions, Inc.

Support Description

ADVANCED PLUS SERVICES

1.1 Overview

Motorola Solutions is proposing our Advanced Plus Services for ASTRO® 25 infrastructure, a comprehensive program to sustain the long-term performance of Saratoga County's network. Advanced Plus Services consists of the following elements:

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

Together, these elements will help to avoid operational disruptions and maintain the value of Saratoga County's communications investment.

1.2 Advanced Plus Services Element Descriptions

The following sections describe the elements proposed for Saratoga County's ASTRO 25 infrastructure.

1.2.1 Network Event Monitoring

Motorola Solutions will continuously monitor Saratoga County's ASTRO 25 network to detect potential issues or communications outages, maximizing network uptime. Motorola Solutions assesses each alert with advanced event detection and correlation algorithms to determine how to respond. Potential responses include remote restoration or dispatching a local field technician to resolve the incident on-site.

1.2.2 Remote Technical Support

Motorola Solutions' Centralized Managed Support Operations (CMSO) will provide Remote Technical Support for infrastructure issues that require specific technical expertise. Experienced technical support specialists will be available to consult with The County of Saratoga to help diagnose, troubleshoot, and resolve

infrastructure issues. Service Desk maintenance procedures and incident resolution techniques are based on ISO 9001 and TL 9000 standards.

1.2.3 Network Hardware Repair with Advanced Replacement

To restore Saratoga County's ASTRO 25 network components if they malfunction, Motorola Solutions will repair Motorola Solutions-provided infrastructure equipment. This includes select third-party infrastructure equipment supplied by Motorola Solutions. Motorola Solutions will ship and return repaired equipment, and will coordinate the repair of third-party solution components.

To reduce the impact of a malfunction, Motorola Solutions will exchange malfunctioning equipment with Advanced Replacement units or Field Replacement Units (FRU), as available. Motorola Solutions' repair depot will diagnose and repair malfunctioning components, and once repaired, add those to the depot's FRU inventory. Replacement components will remain in Saratoga County's ASTRO 25 network to maintain continued network functionality.

If The County of Saratoga prefers to maintain their existing FRU inventory rather than using Motorola Solutions' depot inventory, Motorola Solutions can provide "loaner" FRUs during the repair process.

1.2.4 Remote Security Update Service

Commercial security software updates are often designed without consideration for specialized systems like radio communications networks. These updates may inadvertently disrupt ASTRO 25 network operations and functionality.

To minimize cyber risks and software conflicts, Motorola Solutions provides the Remote Security Update Service (RSUS). With this service, Motorola Solutions deploys antivirus and operating system security updates on an ASTRO 25 network in a dedicated information assurance lab to test and validate them for use with ASTRO 25 networks.

Motorola Solutions tests whether applying these security updates degrades network service. If an update degrades performance, Motorola Solutions searches for a solution or workaround to address the issue before releasing that update.

With RSUS, Motorola Solutions will remotely install tested updates on Saratoga County's ASTRO 25 network. If there are any recommended configuration changes, warnings, or workarounds, Motorola Solutions will provide detailed documentation on a secured extranet website.

1.2.5 On-site Infrastructure Response

Motorola Solutions will provide repair service from trained and qualified technicians. Once dispatched, technicians will travel to Saratoga County's ASTRO 25 network location to diagnose issues and restore functionality. These technicians will run diagnostics on hardware to identify defective components, and repair or replace them as appropriate. Infrastructure Response times are based on a given issue's impact on overall system function.

Travel times and service levels are governed by local geography. Motorola Solutions will provide additional information in the Statement of Work for ASTRO 25 Advanced Plus Services and in the Customer Support Plan agreed between Saratoga County and Motorola Solutions.

1.2.6 Annual Preventive Maintenance

Motorola Solutions will annually test and service network components. Qualified field technicians will perform routine hands-on examination and diagnostics of network equipment to keep them operating according to original manufacturer specifications.

1.2.7 Network Updates

The Network Updates service provides public safety radio system release updates on a consistent, budgeted plan. These updates maintain reliable network operations and cybersecurity protection. In addition, Network Updates keeps Saratoga County's ASTRO 25 network compatible with expansion elements, as well as new products or features. With Network Updates, Saratoga County's network will remain on a release that qualifies for support services.

Motorola Solutions will deliver updates based on a predefined cadence of upgrade windows, with up to one update in each window. The Network Updates service includes the following:

- **Software Release Updates** - Motorola Solutions-certified software that improves network functions over previous releases. This also includes commercial operating system and application software updates.
- **Hardware Update** – When needed to support a software release update, Motorola Solutions provides new hardware. New hardware will both support the new software update, as well as maintain existing functions and features.
- **Professional Implementation Services** – Motorola Solutions will plan and implement updates at Saratoga County's site. This includes factory integration, testing, and supply chain management for new software and hardware.

With these services, Saratoga County will have access to the technology, support, and planning expertise needed for an effective upgrade.

1.3 Motorola Solutions Service Delivery Ecosystem

Advanced Plus Services are delivered through a tailored combination of field service personnel, centralized teams, product repair depots, and MyView Portal. These service resources will collaborate to swiftly analyze network issues, accurately diagnose root causes, and efficiently resolve issues to return the network to normal operation.

Motorola Solutions services will be delivered by staff experienced in servicing mission-critical networks. Motorola Solutions uses the Information Technology Infrastructure Library (ITIL) framework to define service tasks based on industry-recognized best practices. As staff perform tasks, service incident information will be available to Saratoga County's administrators and personnel through MyView Portal.

Service activities and Motorola Solutions' service team are described in more detail below.

1.3.1 Centralized Managed Support Operations

The cornerstone of Motorola Solutions' support process is the Centralized Managed Support Operations (CMSO) organization. This TL 9000/ISO 9001-certified organization is staffed 24x7x365 by experienced service desk specialists, security analysts, and operations managers. The CMSO houses critical central functions, including the Service Desk.

The CMSO Service Desk will serve as a single point of contact for services. It processes service requests, service incidents, change requests, and dispatching. The Service Desk communicates necessary information to stakeholders, bridging communications among The County of Saratoga, Motorola Solutions, and third-party subcontractors.

Service Desk teams record, track, and update incidents through the Motorola Solutions Customer Relationship Management (CRM) system. They document and respond to inquiries, requests, concerns, and service tickets. When an incident is initiated, the CMSO will engage with teams to resolve that incident. The CMSO will escalate to new teams when needed. Depending on the incident, the CMSO will coordinate incident resolution with local field service and authorized repair depots.

1.3.2 Field Service

Motorola Solutions authorized and qualified field service technicians will perform the On-site Infrastructure Response service, repair malfunctioning hardware in the field, and conduct preventive maintenance tasks. These technicians will coordinate with the Service Desk, technical support teams, and product engineering as needed to resolve incidents.

1.3.3 Repair Depot

The Motorola Solutions Repair Depot will provide Saratoga County with a central repair location. This will eliminate the need to send network equipment to multiple vendor locations for repair. Motorola Solutions tracks products sent to the Depot via a case management system throughout the repair process. This system will enable Saratoga County's representatives to check repair status, from inbound shipment to return.

1.3.4 Customer Support Manager

A Motorola Solutions Customer Support Manager (CSM) will be Saratoga County's key point of contact for the definition and administration of services. The CSM will work with Saratoga County to define service delivery details to address Saratoga County's specific priorities.

1.3.5 MyView Portal

To provide The County of Saratoga with quick access to service details, Motorola Solutions will provide our MyView Portal online network information tool. MyView Portal provides our customers with real-time critical network and services information through an easy-to-use graphical interface.



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

With MyView Portal, Saratoga County’s administrators will be able to monitor system health and maintenance updates. Capabilities include:

- Viewing network and support compliance.
- Viewing incident reports.
- Updating and creating incidents.
- Checking system update status.
- Receiving pro-active notifications regarding updates.

Available 24x7x365 from any web-enabled device, the information provided by MyView will be based on your needs and user access permissions, ensuring that the information displayed is secure and pertinent to your operations.

Pricing Summary

Description	Price
Year 1 Advanced Plus Services – 7/1/2023-6/30/2024	\$911,641.83
Year 2 Advanced Plus Services – 7/1/2024-6/30/2025	\$941,922.22
Year 3 Advanced Plus Services – 7/1/2025-6/30/2026	\$973,413.82
Year 4 Advanced Plus Services – 7/1/2026-6/30/2027	\$1,006,182.90
Total	\$3,833,160.77

Advanced Plus Service Includes:

- MSI System Tech Support
- MSI Dispatch
- MSI Onsite Sys Support-Std
- MSI Preventive Maintenance1
- MSI Repair and Return
- MSI Security Update Service
- SUA II Lifecycle Upgrades
- MSI Network Monitoring
- MSI Remote SUS Mgt

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

Section 3
 Service
 Agreement

SERVICE AGREEMENT

Quote Number : QUOTE-2072568
 Contract Number: USC000004278
 Contract Modifier: R03-MAR-23 10:46:38

500 W Monroe Street
 Chicago, IL. 60661
 (888) 325-9336

Date:03/03/2023

Company Name: The County of
 Att: Saratoga

Billing Address: 25 WEST HIGH ST

City, State, Zip: BALLSTON SPA , NY, 12020

Customer Contact:

Phone:

Required P.O. :

PO # :

Customer # :1000692162

Bill to Tag # :

Contract Start Date :01-Jul-2023

Contract End Date :30-Jun-2027

Payment Cycle :ANNUALLY

Qty	Service Name	Service Description	Extended Amt
	SVC02SVC0201A	ASTRO SUA II UO IMPLEMENTATION SERVICES	\$194,623.19
	SVC02SVC0344A	RELEASE IMPLEMENTATION TRAINING	\$57,398.61
	SVC02SVC0343A	RELEASE IMPACT TRAINING	\$12,833.60
	SVC04SVC0169A	SYSTEM UPGRADE AGREEMENT II	\$1,244,962.92
	SVC02SVC0433A	ASTRO SUA II FIELD IMPLEMENTATN SVC	\$186,570.21
	LSV01S01109A	ASTRO SYSTEM ADVANCED PLUS PACKAGE	\$2,136,772.24
		Subtotal - Recurring Services	\$319,430.06
		Subtotal - One-Time Event Services	\$0.00
		Total	\$3,833,160.77
THIS SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS WHERE APPLICABLE, TO BE VERIFIED BY MOTOROLA			

SPECIAL INSTRUCTIONS:

500 W Monroe Street
 Chicago, IL. 60661
 (888) 325-9336

Quote Number : QUOTE-2072568
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Cyber Services / Opt-In Acknowledgement Section:

Note: This section is to be completed by the CSM, in conjunction and cooperation with Customer during dialog.

	Opt-In: Service Included in this Contract?	*Service Opt-Out?	** Not Applicable (add reason code)
Security Update Service (SUS)	<input type="checkbox"/>	<input type="checkbox"/>	# _____
Remote Security Update Service (RSUS)	<input type="checkbox"/>	<input type="checkbox"/>	# _____
Managed Detection and Response (MDR)	<input type="checkbox"/>	<input type="checkbox"/>	# _____

* Service Opt-out - I have received a briefing on this service and choose not to subscribe.

** If Selecting "Not Applicable", please consider the following, and enter reason code:

- 1 ----- Infrastructure / Product / Release Not Supported
- 2 ----- Tenant or User Restrictions
- 3 ----- Customer Purchased / Existing Service(s)

I have received Applicable Statements of Work which describe the Services and cybersecurity services provided on this Agreement. Motorola's Terms and Conditions, including the Cybersecurity Online Terms Acknowledgement, are attached hereto and incorporate the Cyber Addendum (available at https://www.motorolasolutions.com/en_us/managed-support-services/cybersecurity.html) by reference. By signing below Customer acknowledges these terms and conditions govern all Services under this Service Agreement.

 AUTHORIZED CUSTOMER SIGNATURE

 TITLE

 DATE

 CUSTOMER (PRINT NAME)

 MOTOROLA REPRESENTATIVE(SIGNATURE)

 TITLE

 DATE



SERVICE AGREEMENT

500 W Monroe Street
Chicago, IL. 60661
(888) 325-9336

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MOTOROLA REPRESENTATIVE(PRINT NAME)

PHONE

Company Name : The County of
Contract Number : Saratoga
Contract Modifier : USC000004278
Contract Start Date : R03-MAR-23 10:46:38
Contract End Date : 01-Jul-2023
30-Jun-2027

Service Terms and Conditions

Motorola Solutions Inc. ("Motorola") and the customer named in this Agreement ("Customer") hereby agree as follows:

Section 1. APPLICABILITY

These Maintenance Service Terms and Conditions apply to service contracts whereby Motorola will provide to Customer either (1) maintenance, support, or other services under a Motorola Service Agreement, or (2) installation services under a Motorola Installation Agreement.

Section 2. DEFINITIONS AND INTERPRETATION

2.1 "Agreement" means these Maintenance Service Terms and Conditions; the cover page for the Service Agreement or the Installation Agreement, as applicable; and any other attachments, all of which are incorporated herein by this reference. In interpreting this Agreement and resolving any ambiguities, these Maintenance Service Terms and Conditions take precedence over any cover page, and the cover page takes precedence over any attachments, unless the cover page or attachment states otherwise.

2.2 "Equipment" means the equipment that is specified in the attachments or is subsequently added to this Agreement.

2.3 "Services" means those installation, maintenance, support, training, and other services described in this Agreement.

Section 3. ACCEPTANCE

Customer accepts these Maintenance Service Terms and Conditions and agrees to pay the prices set forth in the Agreement. This Agreement becomes binding only when accepted in writing by Motorola. The term of this Agreement begins on the "Start Date" indicated in this Agreement.

Section 4. SCOPE OF SERVICES

4.1 Motorola will provide the Services described in this Agreement or in a more detailed statement of work or other document attached to this Agreement. At Customer's request, Motorola may also provide additional services at Motorola's then-applicable rates for the services.

4.2 If Motorola is providing Services for Equipment, Motorola parts or parts of equal quality will be used; the Equipment will be serviced at levels set forth in the manufacturer's product manuals; and routine service procedures that are prescribed by Motorola will be followed.

4.3 If Customer purchases from Motorola additional equipment that becomes part of the same system as the initial Equipment, the additional equipment may be added to this Agreement and will be billed at the applicable rates after the warranty for that additional equipment expires.

4.4 All Equipment must be in good working order on the Start Date or when additional equipment is added to the Agreement. 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 Service fees for this Equipment will terminate at the end of the month in which Motorola receives the written notice.

4.5 Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.

4.6 If Equipment cannot, in Motorola's reasonable opinion, be properly or economically serviced 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 Service that Equipment.

4.7 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.

Section 5. EXCLUDED SERVICES

5.1 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.

5.2 Unless specifically included in this Agreement, 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.

500 W Monroe Street
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(888) 325-9336

Quote Number : QUOTE-2072568
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Contract Modifier: R03-MAR-23 10:46:38

Section 6. TIME AND PLACE OF SERVICE

Service will be provided at the location specified in this Agreement. When Motorola performs service 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 Agreement, 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 Agreement, 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.

Section 7. 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.

Section 8. INVOICING AND PAYMENT

8.1 Customer affirms that a purchase order or notice to proceed is not required for the duration of this service contract and will appropriate funds each year through the contract end date. Unless alternative payment terms are stated in this Agreement, Motorola will invoice Customer in advance for each payment period. All other charges will be billed monthly, and Customer must pay each invoice in U.S. dollars within twenty (20) days of the invoice date

8.2 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. The Customer will pay all invoices as received from Motorola. 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.

8.3 For multi-year service 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).

Section 9. WARRANTY

Motorola warrants that its Services under this Agreement will be free of defects in materials and workmanship for a period of ninety (90) days from the date the performance of the Services are completed. In the event of a breach of this warranty, Customer's sole remedy is to require Motorola to re-perform the non-conforming Service or to refund, on a pro-rata basis, the fees paid for the non-conforming Service. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Section 10. DEFAULT/TERMINATION

10.1 If either party defaults in the performance of this Agreement, the other party will give to the non-performing party a written and detailed notice of the default. The non-performing party will have thirty (30) days thereafter to provide a written plan to cure the default that is acceptable to the other party and begin implementing the cure plan immediately after plan approval. If the non-performing party fails to provide or implement the cure plan, then the injured party, in addition to any other rights available to it under law, may immediately terminate this Agreement effective upon giving a written notice of termination to the defaulting party.

10.2 Any termination of this Agreement will not relieve either party of obligations previously incurred pursuant to this Agreement, including payments which may be due and owing at the time of termination. All sums owed by Customer to Motorola will become due and payable immediately upon termination of this Agreement. Upon the effective date of termination, Motorola will have no further obligation to provide Services.

10.3 If the Customer terminates this Agreement before the end of the Term, for any reason other than Motorola default, then the Customer will pay to Motorola an early termination fee equal to the discount applied to the last three (3) years of Service payments for the original Term.

Section 11. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's 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 12. EXCLUSIVE TERMS AND CONDITIONS

12.1 This Agreement supersedes all prior and concurrent agreements and understandings between the parties, whether written or oral, related to the Services, and there are no agreements or representations concerning the subject matter of this Agreement except for those expressed herein. The Agreement may not be amended or modified except by a written agreement signed by authorized representatives of both parties.

12.2 Customer agrees to reference this Agreement on any purchase order issued in furtherance of this Agreement, however, an omission of the reference to this Agreement will not affect its applicability. In no event will either party be bound by any terms contained in a Customer purchase order, acknowledgement, or other writings unless: the purchase order, acknowledgement, or other writing specifically refers to this Agreement; clearly indicate the intention of both parties to override and modify this Agreement; and the purchase order, acknowledgement, or other writing is signed by authorized representatives of both parties.

Section 13. PROPRIETARY INFORMATION; CONFIDENTIALITY; INTELLECTUAL PROPERTY RIGHTS

13.1 Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer under this Agreement will remain Motorola's property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola's request. Customer may not disclose, without Motorola's written permission or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this Agreement. The obligations set forth in this Section survive the expiration or termination of this Agreement.

13.2 Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by Customer to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide Customer with access to its confidential and proprietary information, including cost and pricing data.

13.3 This Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property, including any intellectual property created as a result of or related to the Equipment sold or Services performed under this Agreement.

Section 14. FCC LICENSES AND OTHER AUTHORIZATIONS

Customer is solely responsible for obtaining licenses or other authorizations required by the Federal Communications Commission or any other federal, state, or local government agency and for complying with all rules and regulations required by governmental agencies. Neither Motorola nor any of its employees is an agent or representative of Customer in any governmental matters.

Section 15. COVENANT NOT TO EMPLOY

During the term of this Agreement and continuing for a period of two (2) years thereafter, Customer will not hire, engage on contract, solicit the employment of, or recommend employment to any third party of any employee of Motorola or its subcontractors without the prior written authorization of Motorola. This provision applies only to those employees of Motorola or its subcontractors who are responsible for rendering services under this Agreement. If this provision is found to be overly broad under applicable law, it will be modified as necessary to conform to applicable law.

Section 16. MATERIALS, TOOLS AND EQUIPMENT

All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of this Agreement will be and remain the sole property of Motorola. Customer will safeguard all such property while it is in Customer's custody or control, be liable for any loss or damage to this property, and return it to Motorola upon request. This property will 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.

Section 17. GENERAL TERMS

17.1 If any court renders any portion of this Agreement unenforceable, the remaining terms will continue in full force and effect.

17.2 This Agreement and the rights and duties of the parties will be interpreted in accordance with the laws of the State in which the Services are performed.

17.3 Failure to exercise any right will not operate as a waiver of that right, power, or privilege.

17.4 Neither party is liable for delays or lack of performance resulting from any causes that are beyond that party's reasonable control, such as strikes, material shortages, or acts of God.

17.5 Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

17.6 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.

17.7 THIS AGREEMENT WILL RENEW, FOR AN ADDITIONAL ONE (1) YEAR TERM, ON EVERY ANNIVERSARY OF THE START DATE UNLESS EITHER THE COVER PAGE SPECIFICALLY STATES A TERMINATION DATE OR ONE PARTY NOTIFIES THE OTHER IN WRITING OF ITS INTENTION TO DISCONTINUE THE AGREEMENT NOT LESS THAN THIRTY (30) DAYS OF THAT ANNIVERSARY DATE. At the anniversary date, Motorola may adjust the price of the Services to reflect its current rates.

17.8 If Motorola provides Services after the termination or expiration of this Agreement, the terms and conditions in effect at the time of the 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.

17.9 This Agreement may be executed in one or more counterparts, all of which shall be considered part of the Agreement. The parties may execute this Agreement in writing, or by electronic signature, and any such electronic signature shall have the same legal effect as a handwritten signature for the purposes of validity, enforceability and admissibility. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document.

Revised Sept 03, 2022



500 W Monroe Street
Chicago, IL. 60661
(888) 325-9336

SERVICE AGREEMENT

Quote Number : QUOTE-2072568
Contract Number: USC000004278
Contract Modifier: R03-MAR-23 10:46:38

Customer Name Text Field
Month Day, Year

Cybersecurity Online Terms Acknowledgement

This Cybersecurity Online Terms Acknowledgement (this "Acknowledgement") is entered into between Motorola Solutions, Inc. ("Motorola") and the entity set forth in the signature block below ("Customer").

1. Applicability and Self Deletion. This Cybersecurity Online Terms Acknowledgement applies to the extent cybersecurity products and services, including Remote Security Update Service, Security Update Service, and Managed Detection & Response subscription services, are purchased by or otherwise provided to Customer, including through bundled or integrated offerings or otherwise.

NOTE: This Acknowledgement is self-deleting if not applicable under this Section 1.

2. Online Terms Acknowledgement. The Parties acknowledge and agree that the terms of the *Cyber Subscription Renewals and Integrations Addendum* available at <http://www.motorolasolutions.com/cyber-renewals-integrations> are incorporated in and form part of the Parties' agreement as it relates to any cybersecurity products or services sold or provided to Customer. By signing the signature block below, Customer certifies that it has read and agrees to the provisions set forth and linked on-line in this Acknowledgement. To the extent Customer is unable to access the above referenced online terms for any reason, Customer may request a paper copy from Motorola. The signatory to this Acknowledgement represents and warrants that he or she has the requisite authority to bind Customer to this Acknowledgement and referenced online terms.

3. Entire Agreement. This Acknowledgement supplements any and all applicable and existing agreements and supersedes any contrary terms as it relates to Customer's purchase of cybersecurity products and services. This Acknowledgement and referenced terms constitute the entire agreement of the parties regarding the subject matter hereof and as set out in the referenced terms, and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter.

4. Execution and Amendments. This Acknowledgement 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 Acknowledgement may be amended or modified only by a written instrument signed by authorized representatives of both Parties.
The Parties hereby enter into this Acknowledgement as of the last signature date below.

Revised Sept 03, 2022

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Service Statements of Work

Advanced Plus Services Statement of Work

4.1 Overview

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

Advanced Plus Services consist of the following elements:

- Network Event Monitoring
- Remote Technical Support
- Network Hardware Repair
- Remote Security Update Service
- On-site Infrastructure Response
- Annual Preventative Maintenance
- System Upgrade Agreement (SUA)

Each of these elements is summarized below and expanded upon in Section 4.4: Advanced Plus Services Detailed Description. In the event of a conflict between the descriptions below and an individual subsection of Section 4.4: Advanced Plus 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 Solutions, Inc. (Motorola Solutions) and the customer (Customer).

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

Network Event Monitoring

Real-time, continuous ASTRO 25 radio communications network monitoring and event management. Using sophisticated tools for remote monitoring and event characterization, Motorola Solutions will

assess events, determine the appropriate response, and initiate that response. Possible responses include remotely addressing the issue, escalation to product technical support groups, and dispatch of designated field technical resources.

Remote Technical Support

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

Network Hardware Repair

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

Remote Security Update Service

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

On-site Infrastructure Response

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

Annual Preventive Maintenance

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

System Upgrade Agreement

Utilizing the ASTRO 25 System Upgrade Agreement (SUA) service, the ASTRO 25 system is able to take advantage of new functionality and security features while extending the operational life of the system. Motorola Solutions continues to make advancements in on-premise and cloud technologies to bring value to our customers. Cloud technologies enable the delivery of additional functionality through frequent updates ensuring the latest in ASTRO 25 is available at all times.

4.2 Motorola Solutions Service Delivery Ecosystem

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

4.2.1 Centralized Managed Support Operations

The cornerstone of Motorola Solutions' support process is the Centralized Managed Support Operations (CMSO) organization, which includes the Service Desk and technical support teams. The

CMSO is staffed 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 Solutions, and third-party subcontractors. The Service Desk processes service requests, service incidents, change requests, and dispatching, and communicates with stakeholders in accordance with pre-defined response times.

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

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

4.2.2 Field Service

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

4.2.3 Customer Support Manager

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

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

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

4.2.4 MyView Portal

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

- Network Event Monitoring: Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- Remote Technical Support: Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- Network Hardware Repair: Track return material authorizations (RMA) shipped to Motorola Solutions' repair depot and eliminate the need to call for status updates. In certain countries, customers will also have the ability to create new RMA requests online.

- Remote Security Update Service: View patch history and status of recently completed security updates.
- On-site Infrastructure Response: Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- Annual Preventive Maintenance: View incident status and details of each annual change request for preventive maintenance, including completed checklist information for the incident.
- Network Updates: View system status overview and software update information.
- Orders and Contract Information: View available information regarding orders, service contracts, and service coverage details.

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

4.3 Connectivity Specifications

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

4.4 Advanced Plus Services Detailed Description

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

4.4.1 Network Event Monitoring

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

4.4.1.1 Description of Service

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

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

Standard Threshold	Optional Threshold
An incident will be triggered if an event fulfills one of the two following criteria: <ul style="list-style-type: none"> ▪ Event occurs 5 times in 30 minutes. 	An incident will be triggered if an event fulfills one of the two following criteria: <ul style="list-style-type: none"> ▪ Event occurs 7 times in 30 minutes.

▪ Event causes 10 minutes of continuous downtime for a monitored component.

▪ Event causes 15 minutes of continuous downtime for a monitored component.

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

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

Motorola Solutions uses a set of standard templates to record key information on service process, defined actions, and points of contact for the Customer's service. In the event of an incident, Motorola Solutions and the Customer can reference these templates. When information is updated, it will be organized in four categories:

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

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

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

4.4.1.2 Scope

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

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

4.4.1.3 Inclusions

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

4.4.1.4 Motorola Solutions Responsibilities

- Provide a dedicated network connection necessary for monitoring the Customer's communication network. Section 4.4.1.7: Connectivity Matrix describes available connectivity options.

- If determined necessary by Motorola Solutions, provide Motorola Solutions-owned equipment at the Customer's premises for monitoring network elements. The type of equipment and location of deployment is listed in Section 4.4.1.8: Motorola Solutions Owned and Supplied Equipment.
- Verify connectivity and event monitoring prior to system acceptance or start date.
- Monitor system continuously during hours designated in the CSP, and in accordance with Section 4.5: Priority Level Definitions and Response Times.
- Remotely access the Customer's system to perform remote diagnosis as permitted by the Customer pursuant to Section □: Motorola Solutions will not monitor any elements outside of the Customer's ASTRO 25 network, or monitor infrastructure provided by a third party, unless specifically stated. Monitored elements must be within the ASTRO 25 radio network and capable of sending alerts to the Unified Event Manager (UEM).
- Additional support charges above contracted service agreement fees may apply if Motorola Solutions determines that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola Solutions.
- Monitoring of network transport, such as WAN ports, WAN cloud, and redundant paths, unless provided by supplemental service outside this standard scope.
- Emergency on-site visits required to resolve technical issues that cannot be resolved by working remotely with the Customer's technical resource.
- System installations, upgrades, and expansions.
- Customer training.
- Hardware repair and/or replacement.
- Network security services.
- Information Assurance.
- Customer Responsibilities.
- Create an incident, as necessary. Gather information to perform the following:
 - Characterize the issue.
 - Determine a plan of action.
 - Assign and track the incident to resolution.
- Provide the Customer with a link to access system configuration info, site info, system notifications, and system notes.
- Cooperate with the Customer to coordinate the transition of monitoring responsibilities between Motorola Solutions and the Customer as specified in Section □: Motorola Solutions will not monitor any elements outside of the Customer's ASTRO 25 network, or monitor infrastructure provided by a third party, unless specifically stated. Monitored elements must be within the ASTRO 25 radio network and capable of sending alerts to the Unified Event Manager (UEM).
- Additional support charges above contracted service agreement fees may apply if Motorola Solutions determines that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola Solutions.
- Monitoring of network transport, such as WAN ports, WAN cloud, and redundant paths, unless provided by supplemental service outside this standard scope.
- Emergency on-site visits required to resolve technical issues that cannot be resolved by working remotely with the Customer's technical resource.
- System installations, upgrades, and expansions.

- Customer training.
- Hardware repair and/or replacement.
- Network security services.
- Information Assurance.
- Customer Responsibilities.
- Maintain communication as needed with the Customer in the field until incident resolution.
- Provide available information on incident resolution to the Customer.

4.4.1.5 Limitations and Exclusions

The following activities are outside the scope of the Network Monitoring service:

- Motorola Solutions will not monitor any elements outside of the Customer's ASTRO 25 network, or monitor infrastructure provided by a third party, unless specifically stated. Monitored elements must be within the ASTRO 25 radio network and capable of sending alerts to the Unified Event Manager (UEM).
- Additional support charges above contracted service agreement fees may apply if Motorola Solutions determines that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola Solutions.
- Monitoring of network transport, such as WAN ports, WAN cloud, and redundant paths, unless provided by supplemental service outside this standard scope.
- Emergency on-site visits required to resolve technical issues that cannot be resolved by working remotely with the Customer's technical resource.
- System installations, upgrades, and expansions.
- Customer training.
- Hardware repair and/or replacement.
- Network security services.
- Information Assurance.

4.4.1.6 Customer Responsibilities

- Allow Motorola Solutions continuous remote access to enable the monitoring service.
- Provide continuous utility service to any Motorola Solutions equipment installed or used at the Customer's premises to support delivery of the service. The Customer agrees to take reasonable due care to secure the Motorola Solutions equipment from theft or damage while on the Customer's premises.
- Prior to contract start date, provide Motorola Solutions with pre-defined information necessary to complete a CSP, including:
 - Incident notification preferences and procedure.
 - Repair verification preference and procedure.
 - Database and escalation procedure forms.
- Submit timely changes in any information supplied to Motorola Solutions and included in the CSP to the CSM.

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

4.4.1.7 Connectivity Matrix

Request connectivity eight weeks in advance of service start date.

Table 4-2: Available Connectivity

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

4.4.1.8 Motorola Solutions Owned and Supplied Equipment

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

Table 4-3: Motorola Solutions Owned and Supplied Equipment

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

4.4.1.9 Monitored Elements

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

Table 4-4: Monitored Elements

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

Data Warehouse Server	NTP	Virtual Machine
Device Configuration Server	OP	VMS
DIU	OSP	VPM
DNS	Packet Data Gateway	WSGU
Domain Controller	Physical Host Environmental	ZDS
DSC 8000 Site Controller	Physical Host Power and Network	Zone Controller
eNodeB	Power Distribution Unit	

4.4.2 Remote Technical Support

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

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

4.4.2.1 Description of Service

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

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

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

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

4.4.2.2 Scope

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

4.4.2.3 Inclusions

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

4.4.2.4 Motorola Solutions Responsibilities

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

4.4.2.5 Limitations and Exclusions

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

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

4.4.2.6 Customer Responsibilities

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

- Cooperate with Motorola Solutions, and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide Remote Technical Support.
- In the event that Motorola Solutions agrees in writing to provide supplemental Remote Technical Support to third-party elements provided by the Customer, the Customer agrees to obtain all third-party consents or licenses required to enable Motorola Solutions to provide the service.

4.4.3 Network Hardware Repair with Advanced Replacement

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

4.4.3.1 Description of Service

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

Network Hardware Repair is also known as Infrastructure Repair.

4.4.3.2 Scope

Repair authorizations are obtained by contacting the CMSO organization Service Desk, which is available 24/7/365. Repair authorizations can also be obtained by contacting the CSM.

4.4.3.3 Inclusions

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

4.4.3.4 Motorola Solutions Responsibilities

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

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

4.4.3.5 Limitations and Exclusions

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

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

- Racks, furniture, and cabinets.
- Non-standard configurations, customer-modified infrastructure, and certain third party infrastructure.
- Firmware or software upgrades.

4.4.3.6 Customer Responsibilities

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

4.4.3.7 Repair Process

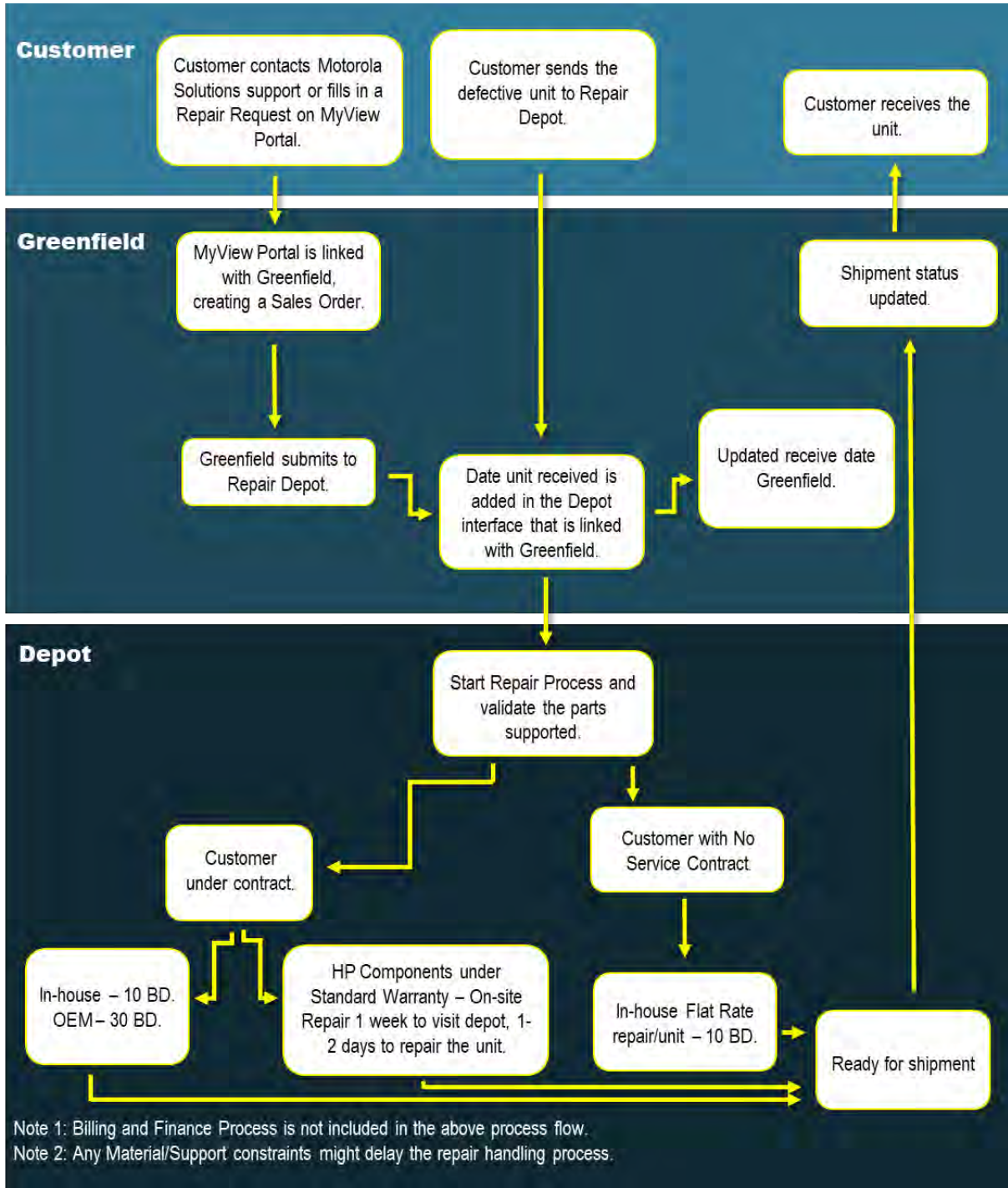


Figure 4-1: Repair Decision Process

4.4.3.8 Advanced Replacement

As an addition to Hardware Repair service, Advanced Replacement is a repair exchange service for Motorola Solutions and select third-party infrastructure components supplied by Motorola Solutions.

When available, Motorola Solutions will provide the Customer with advanced replacement units or Field Replacement Units (FRU) in exchange for the Customer's malfunctioning equipment. A Motorola Solutions-authorized repair depot will evaluate and repair malfunctioning equipment, and add that equipment to the depot's FRU inventory after completing repairs.

Customers who prefer to maintain their own FRU inventory may request a "Loaner" FRU while their unit is being repaired. Refer to Figure 4-2: Advanced Replacement or Loaner Decision Process for details on the unit loan process.

4.4.3.8.1 Added Motorola Solutions Responsibilities for Advanced Replacement

- Use commercially reasonable efforts to maintain FRU inventory on supported platforms.
- Provide new or reconditioned FRU's to the Customer upon request, subject to availability. The FRU will be an equipment type and version similar to the Customer's malfunctioning component, and will contain equivalent boards and chips.
- Load firmware and software for equipment that requires programming. The Customer's software version information must be provided for the replacement FRU to be programmed accordingly. If the Customer's software version and configuration are not provided, shipping will be delayed.
- Package and ship FRU from the FRU inventory to Customer-specified address.
 - Motorola Solutions will ship FRU as soon as possible, depending on stock availability and requested configuration. FRU will be shipped during normal operating hours of Monday through Friday from 7:00 a.m. to 7:00 p.m. CST, excluding holidays. Motorola Solutions will pay for the shipping to the Customer, unless the Customer requests shipments outside of standard business hours or carrier programs, such as weekend or NFO shipment. In such cases, the Customer will be responsible for paying shipping and handling charges.
 - When sending FRU to the Customer, provide a return air bill in order for the Customer to send the Customer's malfunctioning component. The Customer's malfunctioning component will become property of the Motorola Solutions repair depot or select third party replacing it, and the Customer will own the FRU.
 - For loaner equipment, Motorola Solutions will ship repaired infrastructure components to Customer-specified address during normal operating hours, Monday through Friday from 7:00 a.m. to 7:00 p.m. CST, excluding holidays. FRU will be sent using two-day air shipping unless the Customer requests otherwise. Motorola Solutions will pay for shipping unless the Customer requests shipments outside of the above mentioned standard business hours or carrier programs, such as NFO. In such cases, the Customer will be responsible for paying shipping and handling charges.
 - When sending a loaner FRU to the Customer, Motorola Solutions will pay for outbound shipping charges. Inbound shipping to Motorola Solutions for repair will be the Customer's responsibility. Motorola Solutions will repair and return the Customer's component, and provide a return air bill for the Customer to return the loaner FRU. Refer to Figure 4-1: Repair Decision Process for the loaner process, and Table 4-5: Shipping Charges and Default Mail Service for shipping charge details.
- Provide repair return authorization (RA) number upon Customer request to replace infrastructure components that are not classified as an advanced replacement or loaner FRU.
- Provide a repair RA number so that returned components can be repaired and returned to FRU stock.
- Receive malfunctioning components from the Customer, carry out repairs and testing, and return it to the FRU stock.

4.4.3.8.2 Added Customer Responsibilities for Advanced Replacement

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

Replacement Process for Advanced Replacement

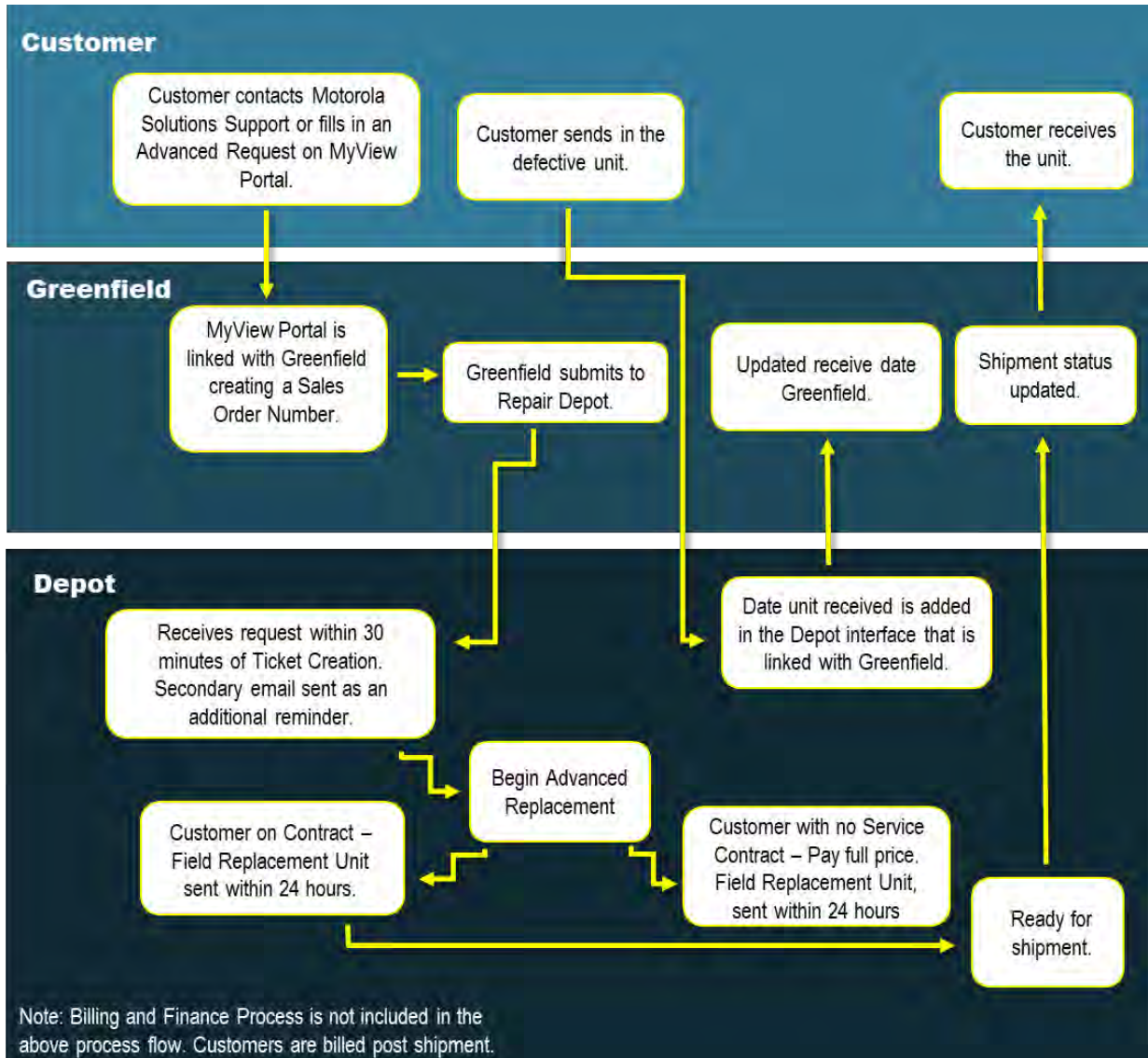


Figure 4-2: Advanced Replacement or Loaner Decision Process

Table 4-5: Shipping Charges and Default Mail Service

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

Motorola Solutions shipping carrier – FedEx.

4.4.4 Remote Security Update Service

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

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

4.4.4.1 Description of Service

Motorola Solutions remotely installs pretested security updates on the applicable ASTRO 25 system components. Motorola Solutions tests security updates for compatibility with ASTRO 25 in a dedicated information assurance lab.

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

4.4.4.1.1 Remote Update Requirements

An always on, reliable connection from the Customer’s network to Motorola Solutions is required to enable this service. Recommended Internet bandwidth of 20 Mbps or higher. Additional hardware (such as a secure router) may be provided to deliver the services. If the Customer is unable to install the equipment or provide a suitable Internet connection, please contact your CSM to discuss options. Please note, if an existing connection is available, this may be suitable to deliver the service.

Customer systems with slow and/or unreliable remote site links may impact our ability to deliver the service.

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

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

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

4.4.4.1.2 Reboot Support

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

4.4.4.2 Scope

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

Table 4-6: Update Cadence

Software	Update Release Cadence
Antivirus Definition Files	Weekly
Microsoft Windows	Monthly
Microsoft Windows SQL Server	Quarterly
Microsoft Windows third party (Adobe Reader)	Monthly
Red Hat Linux (RHEL)	Quarterly
VMWare ESXi Hypervisor	Quarterly
McAfee Patch(es)	Quarterly
Dot Hill DAS Firmware	Quarterly
HP SPP Firmware	Quarterly

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

Motorola Solutions will provide an Impact Timeline (ITL) to show installation tasks scheduled during normal business hours, including preparation work and the transfer of security updates to local storage

or memory. Server and workstation reboots or zone controller rollover will be initiated at the times shared in the ITL.

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

4.4.4.3 Inclusions

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

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

Table 4-7: SUS Packages

Service	ASTRO 25 Core Type	Included
Remote Security Update Service	L Core M Core Simplified Core	X
Remote Security Update Service with Reboot Support	L Core M Core Simplified Core	

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

4.4.4.4 Motorola Solutions Responsibilities

- If required, in order to provide the services, Motorola Solutions will send to the customer a secure router and / or a Network Management Client for installation in the ASTRO 25 system. If the Customer is unable to install, please contact your CSM who will be able to arrange for this to be completed.
- Remotely deploy patches listed in Section 4.4.4.2: Scope on the Customer’s system. Patches will be installed on the cadence described in that section.
 - As outlined in Section 4.4.4.2: Scope, coordinate and communicate with the Customer when installing updates that will require server reboots, workstation reboots, or both.
 - Install non-intrusive updates, like antivirus definitions, as released without coordination.
- In the event no security updates are released by the Original Equipment Manufacturers (OEM) during the usual time period, Motorola Solutions will send a notice that no new security updates were deployed.

4.4.4.5 Limitations and Exclusions

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

4.4.4.6 Customer Responsibilities

- This service requires connectivity from Motorola Solutions to the Customer's ASTRO 25 system. If required, procure internet connectivity before the service commences, and maintain it for the duration of the service contract.
- Refrain from making uncertified changes to the ASTRO 25 system. Consult with Motorola Solutions before making changes to the ASTRO 25 system.
- Be aware of the operational impacts of RSUS update installation, and coordinate the update process with users.
- Coordinate any maintenance or other updates that are not part of RSUS with Motorola Solutions to minimize downtime and redundant efforts.
- MTN must be applied to enable Motorola Solutions to remotely deploy the latest security updates.

4.4.4.7 Reboot Responsibilities

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

Table 4-8: Reboot Responsibilities Matrix

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

4.4.4.8 Disclaimer

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

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

All security updates are important. This service is intended to balance the security and compatibility of tested updates with agreed upon time/cadence of delivery. Customer assumes the risk of this inherent tradeoff.

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

4.4.5 On-site Infrastructure Response

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

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

4.4.5.1 Description of Service

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

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

The dispatched field service technician will travel to the Customer's location to restore the system in accordance with Section 4.4.5.8: Priority Level Definitions and Response Times.

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

4.4.5.2 Scope

On-site Infrastructure Response is available in accordance with Section 4.4.5.8: Priority Level Definitions and Response Times. Customer's Response Time Classification is designated in the Customer Support Plan.

4.4.5.3 Geographical Availability

On-site Infrastructure Response is available worldwide where Motorola Solutions servicers are present. Response times are based on the Customer's local time zone and site location.

4.4.5.4 Inclusions

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

4.4.5.5 Motorola Solutions Responsibilities

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

- Open, assigned to the Motorola Solutions field service technician, arrival of the field service technician on-site, delayed, or closed.
- Provide incident activity reports to the Customer, if requested.

4.4.5.6 Limitations and Exclusions

The following items are excluded from this service:

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

4.4.5.7 Customer Responsibilities

- Contact Motorola Solutions, as necessary, to request service.
- Prior to start date, provide Motorola Solutions with the following pre-defined Customer information and preferences necessary to complete CSP:
 - Incident notification preferences and procedure.
 - Repair verification preference and procedure.
 - Database and escalation procedure forms.
- Submit timely changes in any information supplied in the CSP to the CSM.
- Provide the following information when initiating a service request:
 - Assigned system ID number.
 - Problem description and site location.
 - Other pertinent information requested by Motorola Solutions to open an incident.
- Provide field service technician with access to equipment.
- Supply infrastructure spare or FRU, as applicable, in order for Motorola Solutions to restore the system.

- Maintain and store software needed to restore the system in an easily accessible location.
- Maintain and store proper system backups in an easily accessible location.
- If required by repair verification preference provided by the Customer, verify with the CMSO Service Desk and dispatch that restoration is complete or system is functional.
- Cooperate with Motorola Solutions and perform reasonable or necessary acts to enable Motorola Solutions to provide these services.
- In the event that Motorola Solutions agrees in writing to provide supplemental On-site Infrastructure Response to Customer-provided third-party elements, the Customer agrees to obtain and provide applicable third-party consents or licenses to enable Motorola Solutions to provide the service.

4.4.5.8 Priority Level Definitions and Response Times

This section describes the criteria Motorola Solutions used to prioritize incidents and service requests, and lists the response times for those priority levels.

Table 4-9: Standard Level Definitions and Response Times

Incident Priority	Incident Definition	On-site Response Time
Critical P1	<p>Core: Core server or core link failure. No redundant server or link available.</p> <p>Sites/Subsites: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater.</p> <p>Consoles: More than 40% of a site's console positions down.</p> <p>Conventional Channels: Conventional Channel Gateways (CCGW) down without redundant gateways available.</p> <p>Security Features: Security is non-functional or degraded.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>
High P2	<p>Core: Core server or link failures. Redundant server or link available.</p> <p>Consoles: Between 20% and 40% of a site's console positions down.</p> <p>Sites/Subsites: One RF site or up to 10% of RF sites down, whichever is greater.</p> <p>Conventional Channels: Up to 50% of CCGWs down. Redundant gateways available.</p> <p>Network Elements: Site router, site switch, or GPS server down. No redundant networking element available.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>
Medium P3	<p>Consoles: Up to 20% of a site's console positions down.</p> <p>Conventional Channels: Single channel down. Redundant gateway available.</p> <p>Network Elements: Site router/switch or GPS server down. Redundant networking element available.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Field service technician arrival on-site within 8 hours of receiving dispatch notification.</p>

Incident Priority	Incident Definition	On-site Response Time
Low P4	Service Requests: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).	Not applicable.

Table 4-10: Premier Priority Level Definitions and Response Times

Incident Priority	Incident Definition	On-site Response Time
Critical P1	<p>Core: Core server or core link failure. No redundant server or link available.</p> <p>Sites/Subsites: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater.</p> <p>Consoles: More than 40% of a site's console positions down.</p> <p>Conventional Channels: Conventional Channel Gateways (CCGW) down without redundant gateways available.</p> <p>Security Features: Security is non-functional or degraded.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 2 hours of receiving dispatch notification.</p>
High P2	<p>Core: Core server or link failures. Redundant server or link available.</p> <p>Consoles: Between 20% and 40% of a site's console positions down.</p> <p>Sites/Subsites: One RF site or up to 10% of RF sites down, whichever is greater.</p> <p>Conventional Channels: Up to 50% of CCGWs down. Redundant gateways available.</p> <p>Network Elements: Site router, site switch, or GPS server down. No redundant networking element available.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 2 hours of receiving dispatch notification.</p>
Medium P3	<p>Consoles: Up to 20% of a site's console positions down.</p> <p>Conventional Channels: Single channel down. Redundant gateway available.</p> <p>Network Elements: Site router/switch or GPS server down. Redundant networking element available.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Field service technician arrival on-site within 8 hours of receiving dispatch notification.</p>
Low P4	Service Requests: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).	Not applicable.

Table 4-11: Limited Priority Level Definitions and Response Times

Incident Priority	Incident Definition	On-site Response Time
Critical P1	<p>Core: Core server or core link failure. No redundant server or link available.</p> <p>Sites/Subsites: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater.</p> <p>Consoles: More than 40% of a site's console positions down.</p> <p>Conventional Channels: Conventional Channel Gateways (CCGW) down without redundant gateways available.</p> <p>Security Features: Security is non-functional or degraded.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>
High P2	<p>Core: Core server or link failures. Redundant server or link available.</p> <p>Consoles: Between 20% and 40% of a site's console positions down.</p> <p>Sites/Subsites: One RF site or up to 10% of RF sites down, whichever is greater.</p> <p>Conventional Channels: Up to 50% of CCGWs down. Redundant gateways available.</p> <p>Network Elements: Site router, site switch, or GPS server down. No redundant networking element available.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>
Medium P3	<p>Consoles: Up to 20% of a site's console positions down.</p> <p>Conventional Channels: Single channel down. Redundant gateway available.</p> <p>Network Elements: Site router/switch or GPS server down. Redundant networking element available.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Field service technician arrival on-site within 8 hours of receiving dispatch notification.</p>
Low P4	<p>Service Requests: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).</p>	<p>Not applicable.</p>

4.4.6 Annual Preventative Maintenance

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

4.4.6.1 Description of Service

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

4.4.6.2 Scope

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

4.4.6.3 Inclusions

Annual Preventive Maintenance service will be delivered for Motorola Solutions-provided infrastructure, including integrated third-party products, per the level of service marked in Table 4-12: Preventive Maintenance Level.

Table 4-12: Preventive Maintenance Level

Service Level	Included
Level 1 Preventive Maintenance	X
Level 2 Preventive Maintenance	

4.4.6.4 Motorola Solutions Responsibilities

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

- Provide diagnostic and test equipment necessary to perform the Preventive Maintenance service.
- As applicable, use the Method of Procedure (MOP) defined for each task.

4.4.6.5 Limitations and Exclusions

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

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

4.4.6.6 Customer Responsibilities

- Provide preferred schedule for Annual Preventative Maintenance to Motorola Solutions.
- Authorize and acknowledge any scheduled system downtime.
- Maintain periodic backup of databases, software applications, and firmware.
- Establish and maintain a suitable environment (heat, light, and power) for the equipment location as described in equipment specifications, and provide Motorola Solutions full, free, and safe access to the equipment so that Motorola Solutions may provide services. All sites shall be accessible by standard service vehicles.
- Submit timely changes in any information supplied in the CSP to the CSM.
- Provide site escorts, if required, in a timely manner.
- Provide Motorola Solutions with requirements necessary for access to secure facilities.
- In the event that Motorola Solutions agrees in writing to provide supplemental Annual Preventive Maintenance to third-party elements provided by Customer, the Customer agrees to obtain any third-party consents or licenses required to enable Motorola Solutions field service technician to access the sites to provide the service.

4.4.6.7 Preventative Maintenance Tasks

The Preventive Maintenance service includes the tasks listed in this section. Tasks will be performed based on the level of service noted in Section 4.4.6.3: Inclusions.

PRIMARY SITE CHECKLIST – LEVEL 1	
Servers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Network Management (NM) Client Applications	Review Unified Event Manager (UEM) events and verify backhaul links are reported as operational. Review event log for persistent types. Verify all NM client applications are operating correctly.

PRIMARY SITE CHECKLIST – LEVEL 1

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

PRIMARY SITE CHECKLIST – LEVEL 1

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

PRIMARY SITE CHECKLIST – LEVEL 1

Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Server CPU Health	Check memory, HDD, CPU, and disk space utilization.

PRIME SITE CHECKLIST – LEVEL 1

Software

Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.
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Switches

Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on switch type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.

Routers

Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on router type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.

Miscellaneous Equipment

Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Site Frequency Standard Check (Timing Reference Unit)	Check LEDs for proper operation.

Site Controllers

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

PRIME SITE CHECKLIST – LEVEL 1

Comparators

Equipment Alarms	Verify no warning/alarm indicators.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.

DISPATCH SITE CHECKLIST – LEVEL 1

General

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

Headset Unplugged Testing

Speakers	Test all speakers for audio quality, volume, static, drop-outs, and excess hiss when turned up.
Channel Audio in Speaker	Verify selected channel audio in select speaker only.
Footswitch Pedals	Verify both footswitch pedals operational.
Radio On-Air Light	Verify radio on-air light comes on with TX (if applicable).

Headset Plugged In Testing

Radio TX and RX	Verify radio TX/RX from both headset jacks. Verify levels OK. Check volume controls for noise, static, or drop-outs.
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DISPATCH SITE CHECKLIST – LEVEL 1

Speaker Mute	Verify speaker mutes when muted.
Telephone Operation	Verify telephone operational through both headset jacks. Check volume controls for noise, static, or drop-outs.
Audio Switches	Verify audio switches to speaker when phone off-hook if interfaced to phones.
Radio Takeover in Headset	Verify radio-takeover in headset mic when phone is off-hook, with mic switching to radio and muting phone during push-to-talk.
Other Tests	
Phone Status Light	Verify phone status light comes on when phone is off-hook (if applicable).
Desk Microphone Operation	Confirm desk mic operation (if applicable).
Radio Instant Recall Recorder (IRR) Operation	Verify radio IRR operational on Motorola Solutions dispatch (if applicable).
Telephone IRR Operation	Verify telephone IRR operational on Motorola Solutions dispatch, if on radio computer.
Recording	Verify operator position being recorded on long term logging recorder, if included in service agreement
Computer Performance Testing	
Computer Reboot	Reboot operator position computer.
Computer Operational	Confirm client computer is fully operational (if applicable).
Audio Testing	
Conventional Resources	Confirm all conventional resources are functional, with adequate audio levels and quality.
Secure Mode	Confirm any secure talkgroups are operational in secure mode.
Trunked Resources	Confirm all trunked resources on screen are functioning by placing a call in both directions, at the Customer's discretion, and at a single operator position
Backup Resources	Confirm backup resources are operational.
Logging Equipment Testing	
Recording - AIS Test	Verify audio logging of trunked calls.
Recording	With Customer assistance, test operator position logging on recorder.
System Alarms	Review alarm system on all logging equipment for errors.
Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.

DISPATCH SITE CHECKLIST – LEVEL 1

Playback Station (Motorola Solutions Provided)

Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.
Recall Audio	Verify that radio and telephone audio can be recalled.

RF SITE CHECKLIST – LEVEL 1

RF PM Checklist

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

MOSCAD CHECKLIST – LEVEL 1

MOSCAD Server

Equipment Alarms	Verify no warning or alarm indicators.
Check Alarm/Event History	Review MOSCAD alarm and events to find if there are chronic issues.
Windows Event Logs	Review Windows event logs. Save and clear if full.
Password Verification	Log in to site devices to verify passwords. Document changes if any found.

MOSCAD CHECKLIST – LEVEL 1

MOSCAD Client

Equipment Alarms	Verify no warning or alarm indicators.
Check Alarm / Event History	Review MOSCAD alarm and events to find if there are chronic issues.
Windows Event Logs	Review Windows event logs. Save and clear if full.
Password Verification	Site devices to verify passwords. Document changes if any found.
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.

MOSCAD RTUs

Equipment Alarms	Verify no warning or alarm indicators.
Verify Connectivity	Verify connectivity
Password Verification	Site devices to verify passwords. Document changes if any found.
Check Alarm/Event History	Review MOSCAD alarms and events to find if there are chronic issues.
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to Customer server.

FACILITIES CHECKLIST – LEVEL 1

Visual Inspection Exterior

Antenna Site Registration Sign	Verify that the Antenna Site Registration sign is posted.
Warning Sign - Tower	Verify that a warning sign is posted on the tower.
Warning Sign - Gate	Verify that a warning sign is posted at the compound gate entrance.
10 Rule Sign	Verify that a 10 rules sign is posted on the inside of the shelter door.
Outdoor Lighting	Verify operation of outdoor lighting and photocell.
Exterior of Building	Check exterior of building for damage and disrepair.
Fences / Gates	Check fences and gates for damage and disrepair.
Landscape / Access Road	Check landscape and access road for accessibility.

Visual Inspection Interior

Electrical Surge Protectors	Check electrical surge protectors for alarms.
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FACILITIES CHECKLIST – LEVEL 1	
Emergency Lighting	Verify emergency lighting operation.
Indoor Lighting	Verify indoor lighting.
Equipment Inspection	Visually inspect that all hardware, including equipment, cables, panels, batteries, and racks, is in acceptable physical condition for normal operation.
Regulatory Compliance (License, ERP, Frequency, Deviation)	Check for site and station FCC licensing indicating regulatory compliance.
Clean Fans and Equipment	Use antistatic vacuum to clean cooling pathways.
UPS	
Visual inspection (condition, cabling)	Check for damage, corrosion, physical connections, dirt and dust, and error indications.
Generator	
Visual Inspection	Check panel housing for cracks, rust, and weathering. Check physical connections for corrosion, dirt and dust, or other abnormal conditions.
Fuel	Verify fuel levels in backup generators, document date of last fuel delivered from fuel service provider.
Oil	Check the oil dipstick for proper level. Note condition of oil.
Verify operation (no switchover)	Verify generator running and check ease or difficulty of start. Is generator "throttling" or running smooth? Any loud unusual noise? Document any concerns or abnormal conditions.
Motorized Dampers	Check operation
HVAC	
Air Filter	Check air filter and recommend replacement if required.
Coils	Check coils for dirt and straightness.
Outdoor Unit	Check that outdoor unit is unobstructed.
Wiring	Check wiring for insect and rodent damage.
Cooling / Heating	Check each HVAC unit for cooling/heating.
Motorized Dampers	Check operation.

4.4.6.8 Site Performance Evaluation Procedures

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

ASTRO 25 GTR ESS SITE PERFORMANCE

Antennas

Transmit Antenna Data

Receive Antenna System Data

Tower Top Amplifier Data

FDMA Mode

Base Radio Transmitter Tests

Base Radio Receiver Tests

Base Radio Transmit RFDS Tests

Receive RFDS Tests with TTA (if applicable)

Receive RFDS Tests without TTA (if applicable)

TDMA Mode

Base Radio TDMA Transmitter Tests

Base Radio TDMA Receiver Tests

TDMA Transmit RFDS Tests

TDMA Receive RFDS Tests with 432 Diversity TTA

TDMA Receive RFDS Tests with 2 Independent TTA's (if applicable)

TDMA Receive RFDS Tests without TTA (if applicable)

4.4.7 System Upgrade Agreement

Utilizing the ASTRO 25 System Upgrade Agreement (SUA) service, the ASTRO25 system is able to take advantage of new functionality and security features while extending the operational life of the system. Motorola Solutions continues to make advancements in on-premise and cloud technologies to bring value to our customers. Cloud technologies enable the delivery of additional functionality through frequent updates ensuring the latest in ASTRO 25 is available at all times.

The ASTRO System Upgrade Agreement periodically provides upgrades to system software and cloud platforms, with associated implementation services and hardware changes, to keep the overall ASTRO 25 system in a supportable state for maintenance, repair, overall network health, and security.

4.4.7.1 Scope

As system releases become available, Motorola Solutions agrees to provide the Customer with the software, hardware and implementation services required to execute up to one system infrastructure upgrade in each eligible upgrade window over the term of this agreement. The term of the agreement is listed in Table 4-13: SUA Terms. The eligible upgrade windows and their duration are illustrated in Table 4-14: Eligible Upgrade Window.

With the addition of the cloud services, Motorola Solutions agrees to provide continuous updates to the cloud core to enable the delivery of additional functionality. Cloud updates will be more frequent than the ASTRO 25 system release upgrades and will occur outside the defined eligible upgrade windows in Table 4-14: Eligible Upgrade Window. Motorola Solutions may in its sole discretion automatically apply the cloud updates as they become available.

If needed to perform the software upgrades, Motorola Solutions will provide updated and/or replacement hardware for covered infrastructure components. System release upgrades, when executed, will provide an equivalent level of functionality as that originally purchased and deployed by the Customer. At Motorola Solutions' option, new system releases may introduce new features or enhancements that Motorola Solutions may offer for purchase. These new features, available separately for purchase, are not part of the System Upgrade Agreement.

Table 4-13: SUA Terms

Duration	4 Year(s)
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Table 4-14: Eligible Upgrade Window

First Eligible Upgrade Window	Second Eligible Upgrade Window
2 years	2 years
2024	2026

The methodology for executing each system upgrade is described in Section 4.4.7.4.1: Upgrade Planning and Preparation through Section 4.4.7.4.4: Upgrade Completion. ASTRO 25 SUA pricing is based on the system configuration outlined in Section 4.4.7.7: System Pricing Configuration. This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require an ASTRO 25 SUA price adjustment.

The price quoted for ASTRO 25 SUA requires the Customer to choose a certified system upgrade path in Section 4.4.7.6: ASTRO 25 System Release Upgrade Paths. Should the Customer elect an upgrade path other than one listed in Section 4.4.7.6: ASTRO 25 System Release Upgrade Paths, the Customer agrees that additional fees may be incurred to complete the implementation of the system upgrade. In this case, Motorola Solutions agrees to provide a price quotation for any additional materials and services necessary.

4.4.7.2 Inclusions

The ASTRO 25 SUA only covers the products outlined in Section 4.4.7.7: System Pricing Configuration and does not cover all products. Refer to Section 4.4.7.3: Limitations and Exclusions for examples of exclusions and limitations.

The ASTRO 25 SUA applies only to system release upgrades within the ASTRO 25 platform and entitles the Customer to eligible past software versions for downgrading product software to a compatible release version. Past versions from within the Standard Support Period will be available.

ASTRO 25 SUA makes available the subscriber radio software releases that are shipping from the factory during the coverage period.

4.4.7.3 Limitations and Exclusions

The parties acknowledge and agree that the ASTRO 25 SUA does not cover the products and services detailed in this section.

Excluded Products and Services	Examples, but not limited to
Purchased directly from a third party	NICE, Genesis, Verint

Excluded Products and Services	Examples, but not limited to
Residing outside of the ASTRO 25 network	CAD, E911, Avtec Consoles
Not certified on ASTRO 25 systems	Laptops, PCs, Eventide loggers
Backhaul Network	MPLS, Microwave, Multiplexers
Two-Way Subscriber Radios	APX, MCD 5000, Programming, Installation
Consumed in normal operation	Monitors, microphones, keyboards, speakers
RFDS and Transmission Mediums	Antennas, Transmission Line, Combiners
Customer provided cloud connectivity	LTE, Internet
Maintenance Services of Any Kind	Infrastructure Repair, Tech Support, Dispatch

4.4.7.3.1 Platform Migrations

Any upgrades to hardware versions and/or replacement hardware required to support new features or those not specifically required to maintain existing functionality are not included. Platform migrations are the replacement of a product with the next generation of that product. Unless otherwise stated, platform migrations such as, but not limited to, stations, comparators, site controllers, consoles, backhaul, and network changes are not included.

4.4.7.3.2 Non-Standard Configurations

Systems that have non-standard configurations that have not been certified by Motorola Solutions Systems Integration Testing are specifically excluded from the ASTRO 25 SUA unless otherwise included in this SOW. Customer acknowledges that if the system has a Special Product Feature it may be overwritten by the software upgrade. Restoration of that feature is not included in the coverage of this SOW.

4.4.7.3.3 System Expansions and New Features

Any upgrades to hardware versions and/or replacement hardware required to support new features or those not specifically required to maintain existing functionality are not included. Upgrades for equipment add-ons or expansions during the term of this ASTRO 25 SUA are not included in the coverage of this SOW unless otherwise agreed to in writing by Motorola Solutions.

Any implementation services that are not directly required to support the certified system upgrade are not included. Unless otherwise stated, implementation services necessary to provide system expansions and/or new features or functionality that are implemented concurrently with the certified system upgrade are not included.

4.4.7.3.4 Security Update Service

ASTRO 25 SUA does not cover or include deliverables included with the Security Update Service. The SUA does not include software support for virus attacks, applications that are not part of the ASTRO 25 system, unauthorized modifications, or other misuse of the covered software. At the time of upgrade, Motorola Solutions will provide the latest applicable software, patches, and antivirus updates when and if available, as a part of the system release upgrade. The security patches and antivirus updates delivered as part of this upgrade are intended to bring the system current in all respects but does not imply that the Customer is eligible for ongoing security patching.

ASTRO 25 SUA does not cover the labor or materials associated with the backlog accumulation of security patches or antivirus updates. Additional fees may apply as outlined in Section 4.4.7.4.1: Upgrade Planning and Preparation, Motorola Solutions Responsibilities.

The upgrade may include third party software such as Microsoft Windows and Server OS, Red Hat Linux, and any Motorola Solutions software service packs that may be available. Motorola Solutions will only provide patch releases that have been analyzed, pre-tested, and certified in a dedicated ASTRO 25 test lab to ensure that they are compatible and do not interfere with the ASTRO 25 network functionality.

4.4.7.3.5 Cloud Technology

Support for Customer provided connectivity to the cloud platform is not covered under this agreement.

Future cloud, IT, and security related adoption is an evolving technological area and laws, regulations, and standards relating to ASTRO 25 SUA may change. Any changes to ASTRO 25 SUA required to achieve future regulatory or Customer specific compliance requirements are not included.

4.4.7.4 System Upgrades

4.4.7.4.1 Upgrade Planning and Preparation

All items listed in this section are to be completed at least 6 months prior to a scheduled upgrade.

Motorola Solutions Responsibilities

- Obtain and review infrastructure system audit data as needed.
- Identify the backlog accumulation of security patches and antivirus upgrades needed to implement a system release. If applicable, provide a quote for the necessary labor, security patches and antivirus upgrades.
- If applicable, identify additional system hardware needed to implement a system release.
- Identify Customer provided hardware that is not covered under this agreement, or where the Customer will be responsible for implementing the system release upgrade software.
- Identify the equipment requirements and the installation plan.
- Advise the Customer of probable impact to system users during the cloud update and the actual field upgrade implementation.
- If applicable, advise the Customer on the network connection specifications necessary to perform the system upgrade.

- Where necessary to maintain existing functionality and capabilities, deploy and configure any additional telecommunications equipment necessary for connectivity to the cloud based technologies.
- Assign program management support required to perform the certified system upgrade. Prepare an overall project schedule identifying key tasks and personnel resources required from Motorola Solutions and Customer for each task and phase of the upgrade. Conduct a review of this schedule and obtain mutual agreement of the same.
- Assign installation and engineering labor required to perform the certified system upgrade.
- Provide access to cloud training videos, frequently asked questions, and help guide.
- Deliver release impact and change management training to the primary zone core owners, outlining the changes to their system as a result of the upgrade path elected. This training needs to be completed at least 12 weeks prior to the scheduled upgrade. This training will not be provided separately for user agencies who reside on a zone core owned by another entity. Unless specifically stated in this document, Motorola Solutions will provide this training only once per system.

Customer Responsibilities

- Contact Motorola Solutions to schedule and engage the appropriate Motorola Solutions resources for a system release upgrade and provide necessary information requested by Motorola Solutions to execute the upgrade. Review upgrade schedule and reach mutual agreement of the same.
- Identify hardware not purchased through Motorola Solutions that will require the system release upgrade software.
- Purchase the security patches, antivirus upgrades and the labor necessary to address any security upgrades backlog accumulation identified in Section 4.4.7.4.1: Upgrade Planning and Preparation, Motorola Solutions Responsibilities, if applicable. Unless otherwise agreed in writing between Motorola Solutions and Customer, the installation and implementation of accumulated backlog security patches and network updates is the responsibility of the Customer.
- If applicable, provide network connectivity at the zone core site(s) for Motorola Solutions to use to download and pre-position the software that is to be installed at the zone core site(s) and pushed to remote sites from there. Motorola Solutions will provide the network connection specifications, as listed in Section 4.4.7.4.1: Upgrade Planning and Preparation, Motorola Solutions Responsibilities. Network connectivity must be provided at least 12 weeks prior to the scheduled upgrade. In the event access to a network connection is unavailable, the Customer may be billed additional costs to execute the system release upgrade.
- Assist in site walks of the system during the system audit when necessary.
- Provide a list of any FRUs and/or spare hardware to be included in the system release upgrade when applicable. Upon reasonable request by Motorola Solutions, Customer will provide a complete serial and model number list of the equipment. The inventory count of Customer FRUs and/or spare hardware to be included as of the start of the SUA is included in Section 4.4.7.7: System Pricing Configuration.
- Acknowledge that new and optional system release features or system expansions, and their required implementation labor, are not within the scope of the SUA. The Customer may purchase these under a separate agreement.
- If not provided by Motorola Solutions, maintain an internet connection between the on premise radio solution and the cloud platform.

- Identify any Customer specific standard or requirements that may be implicated by the planned upgrade(s), including heightened cloud, IT, or information security related standards or requirements, such as those that may apply to U.S. Federal Customer or other government Customer standards. Motorola Solutions makes no representations as to the compliance of ASTRO 25 SUA with any Customer specific standards, requirements, specifications, or terms, except to the extent expressly specified.
- Participate in release impact training at least 12 weeks prior to the scheduled upgrade. This applies only to primary zone core owners. It is the zone core owner's responsibility to contact and include any user agencies that need to be trained, or to act as a training agency for those users not included.

4.4.7.4.2 System Readiness Checkpoint

All items listed in this section are to be completed at least 30 days prior to a scheduled upgrade.

Motorola Solutions Responsibilities

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

Customer Responsibilities

- Validate that system maintenance is current.
- Validate that all available security patches and antivirus upgrades to the Customer's system have been completed or contract Motorola Solutions to complete in time for the System Readiness Checkpoint.

4.4.7.4.3 System Upgrade

Motorola Solutions Responsibilities

- Perform system infrastructure upgrade for the system elements outlined in this SOW.

Customer Responsibilities

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

4.4.7.4.4 Upgrade Completion

Motorola Solutions Responsibilities

- Validate all certified system upgrade deliverables are complete as contractually required.
- Confirm with Customer that the cloud is available for beneficial use.

Customer Responsibilities

- Cooperate with Motorola Solutions in efforts to complete any post upgrade punch list items as needed.

4.4.7.5 Special Provisions

The migration of capabilities from ASTRO 25 on-premise infrastructure to the cloud is not considered to be a platform migration and is therefore included in the deliverable of the SUA agreement.

Technologies based on cloud architecture will be a part of the Motorola Solutions roadmap and may be subject to additional cloud terms and conditions.

The SUA does not extend to customer-provided software and hardware. Motorola Solutions makes no warrants or commitments about adapting our standard system releases to accommodate customer implemented equipment. If during the course of an upgrade, it is determined that customer provided software and/or hardware does not function properly, Motorola Solutions will notify the customer of the limitations. The customer owns any costs and liabilities associated with making the customer provided software and/or hardware work with the standard Motorola Solutions system release. This includes, but is not limited to, Motorola Solutions costs for the deployment of resources to implement the upgrade once the limitations have been resolved by the customer.

Any Motorola Solutions software, including any system releases, is licensed to Customer solely in accordance with the applicable Motorola Solutions Software License Agreement. Any non-Motorola Solutions Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner unless the copyright owner has granted to Motorola Solutions the right to sublicense the Non-Motorola Solutions Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor's rights and protections under the Software License Agreement. Motorola Solutions makes no representations or warranties of any kind regarding non-Motorola Solutions Software. Non-Motorola Solutions Software may include Open Source Software.

ASTRO 25 SUA coverage and the parties' responsibilities described in this SOW will automatically terminate if Motorola Solutions no longer supports the ASTRO 25 7.x software version in the Customer's system or discontinues the ASTRO 25 SUA program. In either case, Motorola Solutions will refund to Customer any prepaid fees for ASTRO 25 SUA applicable to the terminated period.

If the Customer cancels a scheduled upgrade within less than 12 weeks of the scheduled on site date, Motorola Solutions reserves the right to charge the Customer a cancellation fee equivalent to the cost of the pre-planning efforts completed by the Motorola Solutions Upgrade Operations Team.

The ASTRO 25 SUA annualized price is based on the fulfillment of the system release upgrade in each eligible upgrade window. If the Customer terminates, except if Motorola Solutions is the defaulting party, the Customer will be required to pay for the balance of payments owed in that eligible upgrade window if a system release upgrade has been taken prior to the point of termination.

4.4.7.6 ASTRO 25 System Release Upgrade Paths

The upgrade paths for standard ASTRO 25 system releases are listed in Table 4-15: Certified Standard ASTRO 25 System Release Upgrade Paths.

Table 4-15: Certified Standard ASTRO 25 System Release Upgrade Paths

ASTRO 25 System Release	Certified Upgrade Paths
Pre-7.17.X	Upgrade to Current Shipping Release
A7.17.X	A2020.1
A7.18	A2021.1
A2019.2	A2021.1
A2020.1	A2022.1

The upgrade paths for high security ASTRO 25 system releases for federal deployments are described in Table 4-16: Certified High Security ASTRO 25 System Release Upgrade Paths.

Table 4-16: Certified High Security ASTRO 25 System Release Upgrade Paths

ASTRO 25 High Security System Release	Certified Upgrade Paths
A7.17.X	A2020.HS
A2020.HS	A2022.HS

The release taxonomy for the ASTRO 25 7.x platform is expressed in the form “ASTRO 25 7.x release 20YY.Z”. In this taxonomy, YY represents the year of the release, and Z represents the release count for that release year. A20XX.HS enhances the ASTRO 25 System release with support for Public key infrastructure (PKI) Common Access Card/Personal Identity Verification (CAC/PIV) and with Cyber Security Baseline Assurance.

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

4.4.7.7 System Pricing Configuration

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

Table 4-17: System Configuration

System Configuration	
Primary Site Configurations	
Cloud based Primary Site	0
Cloud based DSR Site	0
On-Premise Primary Site	2
On-Premise DSR Site	0
System Level Features	
Standalone servers (Critical Connect / Smart Connect / Edge Server)	0

System Configuration	
MOSCAD NFM RTU (typically 1 per site location)	11
Network Management Clients	3
Unified Network Services (UNS) or KMF	0
Telephone Interconnect	0
Security Configurations	
AERSS Sensors	0
Firewalls	0
RF Site Configurations	
Virtual Prime Sites	0
IP Simulcast Prime Sites (include co-located/redundant)	0
RF Sites (include Simulcast sub-sites, ASR sites, HPD sites)	11
GTR 8000 Base Stations	108
Dispatch Site Configurations	
Dispatch Site Locations	3
MCC7500 Dispatch Consoles	26
AIS	1
CCGWs	20
MC EDGE Aux I/O	0
AXS Console Dispatch Site Locations	0
AXS Console PDH (Command Central Hub)	0
AXS Servers	0
Third Party Elements	
NICE Logging recorders (IP, Telephony, or Analog) Purchased through MSI	0
Verint Logging recorders (IP, Telephony, or Analog) Purchased through MSI	0
MACH Alert FSA Purchased through MSI	0
Genesis Applications Purchased through MSI	0

4.5 Priority Level Definitions and Response Times

Table 4-18: Priority Level Definitions and Response Time describes the criteria Motorola Solutions uses to prioritize incidents and service requests, and lists the response times for those priority levels.

Table 4-18: Priority Level Definitions and Response Time

Incident Priority	Incident Definition	Initial Response Time	On-site Response Time
Critical P1	<p>Core: Core server or core link failure. No redundant server or link available.</p> <p>Sites/Subsites: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater.</p> <p>Consoles: More than 40% of a site's console positions down.</p> <p>Conventional Channels: Conventional Channel Gateways (CCGW) down without redundant gateways available.</p> <p>Security Features: Security is non-functional or degraded.</p> <p>Alarm Events: Door, motion, intrusion, power failure, or environmental alarms triggered.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 30 minutes of CMSO logging incident.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>
High P2	<p>Core: Core server or link failures. Redundant server or link available.</p> <p>Consoles: Between 20% and 40% of a site's console positions down.</p> <p>Sites/Subsites: One RF site or up to 10% of RF sites down, whichever is greater.</p> <p>Conventional Channels: Up to 50% of CCGWs down. Redundant gateways available.</p> <p>Network Elements: Site router, site switch, or GPS server down. No redundant networking element available.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 1 hour of CMSO logging incident.</p>	<p>Response provided 24/7 until service restoration.</p> <p>Field service technician arrival on-site within 4 hours of receiving dispatch notification.</p>
Medium P3	<p>Consoles: Up to 20% of a site's console positions down.</p> <p>Conventional Channels: Single channel down. Redundant gateway available.</p> <p>Network Elements: Site router/switch or GPS server down. Redundant networking element available.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 4 hours of CMSO logging incident.</p>	<p>Response provided during normal business hours until service restoration.</p> <p>Field service technician arrival on-site within 8 hours of receiving dispatch notification.</p>
Low P4	<p>Service Requests: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).</p>	<p>Response provided during normal business hours.</p> <p>Motorola Solutions will acknowledge and respond within 1 Business Day.</p>	<p>Not applicable.</p>

6/16/20



SARATOGA COUNTY BOARD OF SUPERVISORS

RESOLUTION 122-2020

Introduced by Supervisors ~~Peck, Lant, Lawler, O'Connor, Raymond, Veitch and Wright~~ ^{K.} ~~Butler, Grasso, Hammond, Tolliver~~

AUTHORIZING THE CHAIRMAN TO EXECUTE A ^{Four} ~~THREE~~ YEAR MAINTENANCE SERVICE AGREEMENT WITH MOTOROLA SOLUTIONS, INC. FOR MAINTENANCE OF THE COUNTY'S PUBLIC SAFETY RADIO INFRASTRUCTURE

WHEREAS, pursuant to Resolution 107-13, this Board authorized a ~~five~~ year system maintenance agreement with Motorola Corporation for the maintenance of Saratoga County's Emergency Radio infrastructure to include network components, base stations, data hardware and dispatch consoles for Saratoga County's 800 MHz radio system at a cost of \$283,032 per year, subject to an annual increase of 3% per year commencing June 1, 2014; and

WHEREAS, pursuant to Resolution 226-2018, this Board authorized a renewal of said maintenance service agreement with Motorola Solutions, Inc. for the provision of maintenance services for the County's 800 MHz Public Safety Radio infrastructure, for a term of one year commencing on June 1, 2018 and continuing through May 31, 2019, at a cost not to exceed \$188,347.32; and

WHEREAS, in 2018, the County's Office of Emergency Services installed various upgrades to the County's 800 MHz Radio System, including its system Core, and the one year warranty on the system Core and project improvements expired in 2019; and

WHEREAS, pursuant to Resolution 147-2019, this Board authorized a renewal of said maintenance services agreement with Motorola Solutions, Inc. for the provision of maintenance services for the County's 800 MHz Public Safety Radio infrastructure not covered by warranty, including said upgrades and system Core installed in 2018, for a term of one year commencing on July 1, 2019 and continuing through June 30, 2020 at a cost of \$285,912.60; and

WHEREAS, Motorola Solutions, Inc. has submitted a quote for the renewal of its maintenance service agreement for the continued maintenance of the County's 800 MHz radio system, covering non-warranty covered radio system infrastructure, at a discounted rate of 15% for a term of ^{four} ~~three~~ years commencing on July 1, 2020 and continuing through June 30, 2023 at a total cost of \$1,168,355.18; and ²⁰²³ ~~2022~~

Management

WHEREAS, our Public Safety Committee and the ^{Director} ~~Commissioner~~ of the Office of Emergency Services have recommended that the County's maintenance agreement with Motorola Solutions, Inc. be renewed for an additional term of ^{four} ~~three~~ years commencing on July 1, 2020 and continuing through June 30, 2023 at a cost of \$1,168,355.18; now, therefore, be it ²⁰²³ ~~2022~~

\$3,833,160.77

Cyber intrusion and further upgrades to the County's 800 MHz Emergency Radio System with upgrade to include hardware, software & implementation services.

Chicago, IL

RESOLVED, that the Chair of the Board is authorized to execute a renewal agreement with Motorola Solutions, Inc. of ~~Montvale, New Jersey~~, for the provision of maintenance services for the County's 800 MHz Public Safety Radio infrastructure, covering all non-warranty covered radio system infrastructure, for a term of ~~three~~ ^{five} years commencing on July 1, ~~2020~~ ²⁰²² and continuing through June 30, ~~2023~~ at a cost not to exceed \$1,168,355.18, with the form and content of such renewal agreement to be subject to the approval of the County Attorney.

↳ \$3,033,160.22

BUDGET IMPACT STATEMENT: None. Funds are available in Emergency Services' 2020 budget.

No Budget impact. Funds are included in the Department Budget

Cyber intrusion, and further upgrades to the County's 800 MHz Emergency Radio System with upgrade to include hardware, software & implementation services



SARATOGA COUNTY

AGENDA ITEM REQUEST FORM

TO: Steve Bulger, County Administrator
Ridge Harris, Deputy County Administrator
Michelle Granger, County Attorney
Therese Connolly, Clerk of the Board
Stephanie Hodgson, Director of Budget

CC: John Warmt, Director of Purchasing
Jason Kemper, Director of Planning and Economic Development
Bridget Rider, Deputy Clerk of the Board
Matt Rose, Management Analyst
Tracy Goodson, County Attorney's Office
Audra Hedden, County Administrator's Office

DEPARTMENT: Office of Emergency Management



DATE: May 31, 2023

COMMITTEE: Public Safety



1. Is a Resolution Required:

Yes, Contract Approval

2. Proposed Resolution Title:

Purchase of a Hazardous Materials Response Vehicle.

3. Specific Details on what the resolution will authorize:

- Approval to register for use of Cooperative Purchasing through HGAC- Buy.
- Approval of said Cooperative Purchasing with Shakerley Truck Sales for Purchase of a Hazardous Materials Response Vehicle using ARPA account A.90-4089.
- This will replace the 2001 Spencer Manufacturing HME Chassis purchased and delivered in 2002. The Team has outgrown the unit. The new unit will meet current safety standards per NFPA 1901 Automotive Fire Apparatus and allow room needed for the proper storage and charging of equipment.

This column must be completed prior to submission of the request.

County Attorney's Office
Consulted Yes

4. Is a Budget Amendment needed: YES or NO
 If yes, budget lines and impact must be provided.
 Any budget amendments must have equal and offsetting entries.

County Administrator's Office
 Consulted

Please see attachments for impacted budget lines.
 (Use ONLY when more than four lines are impacted.)

Revenue

Account Number	Account Name	Amount
A.90-4089	ARPA Fed Aid	\$820,000.00

Expense

Account Number	Account Name	Amount
A.36.363-7041	Car/ Trucks	\$820,000.00

Fund Balance (if applicable): (Increase = additional revenue, Decrease = additional expenses)

Amount:

5. Identify Budget Impact (**Required**):

The budget will be amended to accept these funds and authorize the related expenses

- a. G/L line impacted
- b. Budget year impacted
- c. Details
 ARPA Funds

6. Are there Amendments to the Compensation Schedule?

YES or NO (If yes, provide details)

a. Is a new position being created? Y N

Effective date

Salary and grade

b. Is a new employee being hired? Y N

Effective date of employment

Salary and grade

Appointed position:

Term

c. Is this a reclassification? Y N

Is this position currently vacant? Y N

Is this position in the current year compensation plan? Y N

7. Does this item require the awarding of a contract: Y N

a. Type of Solicitation **State/National Contract**

b. Specification # (BID/RFP/RFQ/OTHER CONTRACT #)

HGAC- Buy

c. If a sole source, appropriate documentation, including an updated letter, has been submitted and approved by Purchasing Department? Y N N/A

d. Vendor information (including contact name):

Shakerley Truck Sales
PO Box 4060 Clifton Park, NY 12065
(518)877-6565 George Downs Sales Administrator

e. Is the vendor/contractor an LLC, PLLC, or partnership:

f. State of vendor/contractor organization: **New York**

g. Commencement date of contract term:

h. Termination of contract date: Completion of Vehilce which an Estimate Build Time is 730 from term start

i. Contract renewal date and term:

k. Is this a renewal agreement: Y N

l. Vendor/Contractor comment/remarks:

Human Resources Consulted

Purchasing Office Consulted
Yes

County Administrator's Office
Consulted

8. Is a grant being accepted: YES or NO
- a. Source of grant funding:
 - b. Agency granting funds:
 - c. Amount of grant:
 - d. Purpose grant will be used for:
 - e. Equipment and/or services being purchased with the grant:
 - f. Time period grant covers:
 - g. Amount of county matching funds:
 - h. Administrative fee to County:

9. Supporting Documentation:

- Marked-up previous resolution
- No Markup, per consultation with County Attorney
- Information summary memo
- Copy of proposal or estimate
- Copy of grant award notification and information
- Other Previous un marked Resolution 120-01 from current truck

10. Remarks:

Service Center:
183 Ushers Road
Round Lake, NY 12151



Mail:
PO Box 4060
Clifton Park, NY 12065

Service Center Phone:
518.877.6565
Service Center Fax:
518.877.6414

Email: gdowns@shakerley.com
Phone: 518-877-6565

May 1, 2023

Apparatus Committee
Saratoga County Public Safety Committee
40 Mc Master Street
Ballston Spa, New York, 12020

Re: Proposal for One (1) Custom Walk Around Rescue

Greetings,

On behalf of Toyne Fire Apparatus, Shakerley Fire Truck Sales is pleased to provide the following revised proposal for the following:

Toyne Walk Around Rescue Truck Built on a Spartan Chassis:

Eight Hundred Nine Thousand Six Hundred Ninety Five Dollars (\$809,695.00)

The pricing includes delivery, training, lettering, and associated items found herein. Payment will be expected upon delivery to the Saratoga County Public Safety Building, Ballston Spa, NY.

The anticipated build time is 730 days. Please see the following page for additional important information.

With the current supply chain uncertainty, Toyne, Inc., shall not be held responsible for delivery delays due to an act of God, component and/or chassis delays, or any other delay outside of the control of Toyne, Inc.

We thank you for the opportunity to provide this proposal, should you have any questions please feel free to contact myself at any time.

Respectfully,

George Downs, Sales Administrator

Service Center:
 183 Ushers Road
 Round Lake, NY 12151



Mail:
 PO Box 4060
 Clifton Park, NY 12065

Service Center Phone:
 518.877.6565
 Service Center Fax:
 518.877.6414

Email: gdowns@shakerley.com
 Phone: 518-877-6565

Items included in pricing

Contingency Fund

Included in the price of this apparatus is a contingency fund of \$15,000.00 to help offset any possible surcharges that may be added by third party vendors outside of Toyne's control after contract signing. Should these funds not be used, they will be deducted off the final invoice. Any deductions from this fund will be documented in change orders and provided to the Fire Department.

Quote Validity Period

The chassis pricing is valid until the 3rd of June at which time it will be resubmitted for reapproval.

The Toyne body pricing is valid until the 3rd June 2023 at which time it will be resubmitted for reapproval.

	Upon Chassis Arrival at Toyne	PAYMENTS AT TIME OF CONTRACT				
		50%	66%	75%	80%	90%
Payment	\$414,783	\$404,848	\$534,399	\$607,271	\$647,756	\$728,726
Discount	\$32,544	\$40,900	\$46,251	\$49,260	\$50,932	\$54,276
Balance Due	\$362,368	\$363,948	\$229,046	\$153,164	\$111,007	\$26,693

RE: Truck

gdowns@shakerley.com

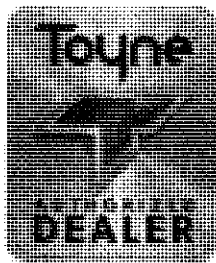
Wed 5/24/2023 7:30 PM

To: Ed Tremblay <ETremblay@saratogacountyny.gov>

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

We will go ahead and extend

George Downs
Apparatus Sales Coordinator
Shakerley Fire Truck Sales
518.877.6565
www.shakerley.com



From: Ed Tremblay <ETremblay@saratogacountyny.gov>
Sent: Wednesday, May 24, 2023 3:26 PM
To: gdowns@shakerley.com
Subject: Re: Truck

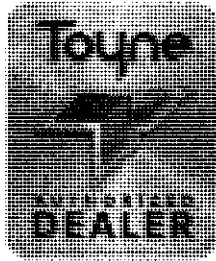
George,
The quotes are good till June 3rd.
Will the extend 30 days?
They want to go to resolution on June 20th.

From: gdowns@shakerley.com <gdowns@shakerley.com>
Sent: Wednesday, May 24, 2023 11:36 AM
To: Ed Tremblay <ETremblay@saratogacountyny.gov>
Subject: RE: Truck

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Very good, let me know how it goes

George Downs
Apparatus Sales Coordinator
Shakerley Fire Truck Sales
518.877.6565
www.shakerley.com



From: Ed Tremblay <ETremblay@saratogacountyny.gov>
Sent: Wednesday, May 24, 2023 11:20 AM
To: gdowns@shakerley.com
Subject: Re: Truck

Nothing yet.

We were supposed to meet yesterday but was cancelled due to the shooting.

Rescheduled for this afternoon.

Ed Tremblay

Deputy Director/ Fire Coordinator

Office of Emergency Management

Saratoga County Sheriff's Office



From: gdowns@shakerley.com <gdowns@shakerley.com>
Sent: Wednesday, May 24, 2023 11:02 AM
To: Ed Tremblay <ETremblay@saratogacountyny.gov>
Subject: Truck

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Morning Sir,

Any feedback from the proposal? I know the committee meets soon

George Downs
Apparatus Sales Coordinator
Shakerley Fire Truck Sales
518.877.6565
www.shakerley.com

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*To:
Ed Tremblay
for your review
Mark Rider*

6/19/01

RESOLUTION 120 - 01

Introduced by Supervisors Lilac, Acunto, DeCerce, Donnan, Hunter, Scirocco and Stokes

AUTHORIZING SOLICITATION OF BIDS FOR A HAZMAT VEHICLE AND INCLUDING THE HAZMAT PROJECT IN THE 2002 CAPITAL PLAN

WHEREAS, the use, storage and transport of hazardous materials in Saratoga County presents potential danger to county residents in the event of a spill, and

WHEREAS, the establishment of a well equipped and well trained HAZMAT Response Team is necessary to enable emergency personnel to respond to HAZMAT spills throughout the County, and

WHEREAS, the purchase of HAZMAT equipment, including a HAZMAT response vehicle, and the training of a qualified HAZMAT response team will foster a rapid and capable response to HAZMAT spills within all parts of the County, now, therefore, be it

RESOLVED, that the establishment of a county wide HAZMAT Response Team and the furnishing of needed equipment and training be included in the 2002 capital plan, and be it further

RESOLVED, that the County solicit bids for a HAZMAT Response Vehicle, to be purchased by the County and furnished to the county-wide HAZMAT Response Team.

BUDGET IMPACT STATEMENT: Projected expense of \$250,000 will be included in the 2002 budget.