**SINGLE SOURCE AWARD** **BID # SS-0316-20**

**Subject:** Maintenance and Support of the JFRD and JSO PremierCAD and PremierMDC Systems

**Department:** Information Technologies Division

**Description of Purchase:**
Recommend approval to ratify the period of service from October 1, 2019 to date of award.

Recommend approval of Single Source Award to Motorola Solutions, Inc., for Motorola Maintenance and Support for the PremierCAD and PremierMDC systems to continue supporting JSO and JFRD emergency communication operations. Period of service will be date of award through November 30, 2019. Total requested expenditure not to exceed $78,835.00.

Funding for this award to be encumbered by account AFIT531CAD-04662, to be executed by purchase order(s).

**Single Source Award To:** Motorola Solutions, Inc.

**Price Justification:** See Attached

**Total Award:** $78,835.00 **Requisition #**

**Attachments:** Single Source Form; Agency Memo, Vendor Letter, Vendor Quote

**Certification as to Single Source:** Kenneth Lathrop, Chief of Information Technologies Division/CIO

**THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.**

**ANALYST: Ruben Ola**

**Gregory Pease, Chief**
**Procurement Division**

***APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE***
**"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"**

***CHAIRMAN*** ***DATE***

**ACTION OF AWARDING AUTHORITY**

**DATE:** _____

**APPROVED** _____ **DISAPPROVED** _____

**OTHER** _____

**SIGNATURE OF AUTHENTICATION** _____

**FORM GB-114, Revised 12/2007**

Information Technologies Division

CITY OF JACKSONVILLE

October 18, 2019

10/28/19 15:02:46
Procurement Division

**TO:** Greg Pease, Chief of Procurement
Procurement Division

**FROM:** Gary Stephens Enterprise Architect Manager
Information Technologies Division

**THRU:** Kenneth Lathrop, Chief of Information Technologies/CIO

JSP 10/18/19

**SUBJECT:** **Request for Single Source Award for two months Maintenance and Support of the JFRD and JSO PremierCAD and PremierMDC systems**

---

The Information Technologies Division (ITD) in conjunction with the Jacksonville Fire Rescue Department (JFRD) and Jacksonville Sheriff's Office (JSO) request the approval for a Single Source purchase to Motorola Solutions, Inc. for two-month maintenance and support of the Motorola PremierCAD and PremierMDC Computer Aided Dispatch systems. The period of coverage is 10/1/2019 through 11/30/2019.

The Maintenance and Support for Motorola PremierCAD and PremierMDC is required to continue supporting emergency communication operations for JFRD and JSO for 911 call taking and dispatch.

The Motorola PremierCAD and PremierMDC systems software is proprietary and no other organizations are authorized to perform maintenance services on the systems.

Total award for maintenance and support: $78,835.00

| Account Number | Description | Amount |
|---|---|---|
| AFIT531CAD - 04662 | JFRD CAD Recurring Maintenance | $24,606.00 |
| AFIT531CAD - 04662 | JSO CAD Recurring Maintenance | $54,229.00 |
| | **Total request** | **$78,835.00** |

**Attachments:** -Single Source Request Form for the maintenance and support
-Maintenance and Support Price Quote
-Vendor Single Source Validation

Your favorable consideration of this request is appreciated.

**CC:** John Proctor, AITO IT Manger Finance
Pieter Jansen, Senior Project Manager
Tom Ossi, Information Technology Contract Administration and Records Manager
Alexander Ciprian, Information Technology Contract Administrator
David Castleman, Chief of Rescue JFRD
Tony Davis, Director of Police Services JSO

# SINGLE SOURCE REQUEST

**Pursuant to the City of Jacksonville Procurement Code § 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.**

**REQUESTING AGENCY (DEPT /DIVISION):** Finance & Administration / Information Technologies Division

**FUNDING SOURCE:** AFIT531CAD - 04662

**BRIEF DESCRIPTION OF GOODS/SERVICES:**
Two-month maintenance & support services renewal of the Motorola PremierCAD and PremierMDC systems. The two months of maintenance/support requested shall cover the gap from existing Legacy CAD to upgraded P1 CAD system acceptance. ETA December 2020.

**AMOUNT OF PROJECT (attach quote):** $78,835.00

**PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):**
Maintenance and Support Agreement for Motorola Premier; 24 x 7 supplemental releases, standard releases, technical support services for PremierCAD and PremierMDC.

**PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:**
The Motorola software is proprietary, and no other organizations are authorized to perform maintenance services on the software.

**ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:**
It is industry standard that a software company be the only providers of maintenance for their software product. Motorola does not allow other companies to resell maintenance on their products.

**Submitted by:** GARY STEPHENS ENTERPRISE ARCHITECT MANAGER
(Name) (Title)

**Date:** 10/18/2019

JSP 10/18/19

**Requesting Agency's Director's Signature:**

KEL 10-25-2019

**Procurement Division**

**MOTOROLA** *SOLUTIONS*

**Address Reply To:**
1064 Greenwood Blvd.
Suite 400
Lake Mary, FL 32746
(352) 589-5721
(877) 208-4318 Fax

October 8, 2019

Mr. PieterJansen, Senior Project Manager
City of Jacksonville Information Technology Division
214 N. Hogan Street, 9th Floor
Jacksonville, FL 32202

Re: Motorola Solutions Maintenance and Support Agreements SA 561 & SA 562 for Jacksonville Sheriff's Office and Fire Rescue

Dear Mr ~~Turner:~~ JANSEN

As you are aware, Motorola Solutions (Motorola) is the developer and supplier of the mission critical Computer Aided Dispatch software (Motorola Premier CAD) and Mobile Data software (Motorola Premier MDC) used by the City of Jacksonville Sheriff's Office and Fire Rescue Department.

At the City's request, Motorola provided Maintenance and Support agreements reflecting the extension of the support period from October 1, 2019 through November 30, 2019.

Since the software is proprietary to Motorola Solutions, Inc., the Maintenance and Support of the Premier CAD and MDC solution is also proprietary to Motorola Solutions, Inc.

Thank you for your continued interest in Motorola Solutions' Public Safety Applications. Should you need additional information or have any questions, please feel free to direct your inquiries to my personal attention at (352) 589-5721 or clark.mccall@motorolasolutions.com.

Sincerely,

Clark A. McCall

Clark A. McCall
Sr. Sales Consultant
Smart Public Safety Solutions

**MOTOROLA** *SOLUTIONS*

September 27, 2019

Kimberly Moreland
Jacksonville Fire and Rescue
515 N. Julia Street
Jacksonville, FL 32202

JFRD GAP

**RE: Extension to Maintenance and Support Agreement SA 562**
**Product: PremierCAD™ and PremierMDC™**

Dear Kimberly Moreland:

By means of this letter, Motorola Solutions, Inc. hereby extends Jacksonville Fire and Rescue's maintenance and support agreement as referenced above. As Motorola previously announced, **PremierCAD** is End of Support as of 08/31/18. Motorola has agreed to extend support on Jacksonville Fire and Rescue's PCAD system for **two additional months** from **10/01/19** to **11/30/19.** Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing, Exhibit B Customer Support Plan, and Exhibit C Labor Rates for the period **10/01/19** through **11/30/19**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to tanyamansell@motorolasolutions.com on or before **10/15/19**. If you have any questions or need further clarification, please contact me directly at **858-324-6305** or by e-mailing me.

Sincerely,

*Tanya Mansell*

Tanya Mansell
Contracts Manager
Motorola Solutions, Inc.

**Accepted by:**

| **MOTOROLA SOLUTIONS, INC.** | **JACKSONVILLE FIRE AND RESCUE** |
|---|---|
| Chris Carroll | |
| By: _____ | By: _____ |
| Name: Chris Carroll | Name: _____ |
| Title: MSSSI Vice President and Director, Sales | Title: _____ |
| Date: 09/27/19 | Date: _____ |

## Exhibit A

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

**MAINTENANCE AND SUPPORT AGREEMENT 562 TERM: 10/01/19-11/30/19**

| **CUSTOMER AGENCY** | **Jacksonville Fire and Rescue** | **BILLING AGENCY** | **Jacksonville Fire and Rescue** |
|---|---|---|---|
| Address | 214 N. Hogan St, Ed Ball Bldg 9th Floor | Address | 117 W. Duval St, Ste 375 |
| City, State, Zip | Jacksonville, FL 32202 | City, State, Zip | Jacksonville, FL 32202 |
| **Contact Name** | **Tom Ossi** | **Contact Name** | **Accounts Payable** |
| Telephone Number | 904-255-8080 | Telephone Number | |
| Email Address | | Email Address | |

***For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357) Option 4 Software Products/Public Safety Applications:***

***Option 2) Computer Aided Dispatch and Mobile***

***Option 2) PremierOne, Legacy CAD/Mobile***

### Site Identification Numbers

| *Product Group* | *Site Identification Number* | *Phone Prompt* |
|---|---|---|
| PremierCAD™ | PSA0244_(CAD) | 4,2,2 |
| PremierMDC™ | PSA0244_(PMDC) | 4,2,2 |

### Standard Services Include:

Customer Support Plan
Case Management 24X7
Technical Support 9x5
Third-party Vendor Coordination
Virtual Private Network VPN Tool, if applicable
Defective Media Retention (DMR), if available
Software Releases, as defined
Access to Users Group Site

On-site Support (when applicable)

## MOTOROLA SUPPORTED PRODUCTS

| Product | Description | Technical Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| PremierCAD™ | Premier CAD Server License | 24x7 Limited Support after 08/31/18* | 1 | $12,040.00 |
| | CAD Workstation w/o Mapping - CAD & AWW | | 1 | |
| | CAD Workstation with Mapping - CAD, AWW & ATM | | 21 | |
| | MGU License | | 1 | |
| | UDT License | | 1 | |
| | CAD Ad Hoc Reporting Server License | | 1 | |
| | Premier AVL Server License | | 1 | |
| | ATM Vehicle Client (101-500) | | 160 | |
| PremierCAD™ Interfaces | CML | | 1 | |
| | Spectracom Netclock 8182 Interface | | 1 | |
| | PMDC - Fire Mobile Interface | | 1 | |
| | Custom Toning IF | | 1 | |
| | Paging Interface | | 1 | |
| | UDT to Fire RMS Interface | | 1 | |
| | ProQA Interfaces | | 16 | |
| | CAD to CAD Interface | | 1 | |
| | | | **PCAD SUPPORT TOTAL** | **$12,040.00** |

## Exhibit A

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING Continued

### MOTOROLA SUPPORTED PRODUCTS Continued

| Product | Description | Technical Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| PremierMDC™ | Premier MDC Server License (101-500 units) | 24x7 | 1 | $6,433.00 |
| | Premier MDC Client License (101-500 units) | | 160 | |
| | GPS Integration Client Module | | 160 | |
| PremierMDC™ Interfaces | Premier CAD Standard Interface | | 1 | |
| | PMDC to Motorola AVL | | 1 | |
| | | | **PMDC SUPPORT TOTAL** | **$6,433.00** |

### HPE NS SYSTEM SUPPORTED PRODUCTS

| Product# | Description | Vendor Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| | *HP Hardware, System# 70427* | | | $7,254.00 |
| 3880 | SERVERNET WIDE AREA NET CONCENTRATOR | 24x7, 4 Hour Onsite, Parts | 1 | |
| M1202M8 | HP NS1200 2P/8GB MEM HW BASE BUNDLE EOSL Feb18 Note: No whole unit spares replacement, only sub-assembly repair. | | 1 | |
| M8400-44 | 146 GB FIBRE CHANNEL DISK DRIVE EOSL Feb18 Note: High risk with limited spares. Older disk drives, if HPE needs to replace the drives there will be additional expenses to upgrade the drives to higher capacity drives. | | 8 | |
| M8505 | LTO GEN3 TAPE DRV TABLE TOP; NO ACL EOSL Aug20 | | 1 | |
| S7X-NSC8 | HP NONSTOP SYSTEM CONSOLE PACKAGE EOSL Dec15 | | 1 | |
| SMOD-USB | NONSTOP SERVICE CONNECT USB MODEM EOSL Oct19 | | 1 | |
| | *HP Software, System# 70427* | | | |
| H9190 | NETBATCH | 24x7 | 2 | |
| HSA30 | PERFORMANCE MANAGEMENT BUNDLE | | 2 | |
| HSA31V4 | PERFORMANCE MGMT BUNDLE WORKSTATION | | 1 | |
| HSA57 | EXPAND | | 2 | |
| HSB02 | COBOL RUNTIME FOR TNS/E | | 2 | |
| HSB81 | COBOL85 RUNTIME FOR TNS | | 2 | |
| HSJ70V5 | WEB VIEWPOINT | | 2 | |
| HSM58V1 | RSC/MP HOST | | 2 | |
| HSM67V1 | RSC/MP WINDOWS 32 CLIENT V1.0 UPD 7 | | 1 | |
| HSN01 | NONSTOP OS, MISSION CRITICAL EDITION | | 2 | |
| HSR76 | PATHWAY WITH TS/MP | | 2 | |
| | | | **HPE NS SYSTEM SUPPORT TOTAL** | **$7,254.00** |

## Exhibit A

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING Continued

### OTHER THIRD-PARTY VENDOR SUPPORTED PRODUCTS

| Vendor | Description | Vendor Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| HPE HW | HP DL380G7 Proliant Server (Serial# USE109N1XV, USE109N1XX, USE920N5CD, USE920N3MV, USE920N5CF, USE920N4AQ) | 24x7, 4 Hour Onsite, Parts, DMR | 1 | $1,749.00 |
| Vision Solutions | Double-Take Availability – Advanced Edition (Serial# 240911, 261330) | 24x7 | 2 | Removed |
| | | | **OTHER THIRD-PARTY VENDR SUPPORT TOTAL** | **$1,749.00** |

**Optional Services Available:**

24X7 Technical Support
Professional Services Upgrades*
Hardware Refresh*
Professional Services Consultation
Professional Services Training
**Require Multi-year Agreement*

Users Conference Advance Purchase**
On-site Support Dedicated Resource
GeoFile Services
Time and Materials
Lifecycle Services*

| USERS CONFERENCE ADVANCE PURCHASE OPTION | | | | | |
|---|---|---|---|---|---|
| | | | **Attendees** | **Qty** | **Fees** |
| **Users Conference Attendance** | **Year** | | **Standard Attendance[1]** | | |
| | | | **Registration Only** | | |

**Standard Attendance Fees Includes the following:**

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

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

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

### OPTIONAL SUPPORT SERVICES

| Service | Description | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|
| Service Level | 24x7 Technical Support | 1 | Included |
| | | **OPTIONAL SUPPORT TOTAL** | **Included** |

## Exhibit A Continued

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

**MAINTENANCE AND SUPPORT AGREEMENT** **562** **TERM:** **10/01/19-11/30/19**

# SUPPORT FEES SUMMARY

| Product | Service Level | 10/1/19-11/30/19 (2 mos) Term Fees |
|---|---|---|
| **Motorola Solutions Software** | | |
| PremierCAD™ Software | 24x7 Limited Support after 08/31/18* | $12,040.00 |
| PremierMDC™ Software | 24x7 | $6,433.00 |
| | Multi-System Discount - 2.5% | ($462.00) |
| | **Motorola Solutions Support Subtotal** | **$18,011.00** |
| | | |
| **3rd Party Hardware/Software** | | |
| HPE Hardware/Software NS System 70427 | 24x7 | $7,254.00 |
| HPE Proliant Server Hardware | | $1,749.00 |
| Double-Take Software | | Removed |
| | **3rd Party HW/SW Maintenance Subtotal** | **$9,003.00** |
| | | |
| **Optional Support Services** | | |
| 24x7 Technical Support | | Included |
| | **Optional Support Services Subtotal** | **Included** |
| | | |
| | **Total** | **$27,014.00** |
| | | |
| **Bridge Program*** | | |
| | Bridge Program Discount - 20% | ($2,408.00) |
| | **Grand Total** | **$24,606.00** |

***Limited Support Definition**

- Support can be reached via phone, email or Motorola On-Line as is currently available.
- For Sev 3 and Sev 4 situations, Support will attempt resolution on a best effort basis. For those situations where Support cannot achieve resolution, the problem ticket will be closed.
- For Sev 1 and Sev 2 situations, Support will attempt resolution on a best effort basis. For those situations where Support cannot achieve resolution, the problem will be escalated to the next level of Support.
- Resolution of escalated Sev 2 situations will be attempted on a best effort basis. For those situations where the next level of Support cannot achieve resolution, the problem ticket will be closed.
- Service will be restored for escalated Sev 1 situations.
- For all severity levels, no product defect resolution or interface updates will be provided.
- There will be no product changes or enhancements made for any reason including technology advancements (i.e. Microsoft Version EOL) or CJIS security standard updates.
- There will be no existing Release upgrades deployed by Motorola Solutions after the End of Support (EOS) date of August 31, 2018.

## Exhibit B
## CUSTOMER SUPPORT PLAN

**MAINTENANCE AND SUPPORT AGREEMENT** **562** **TERM:** **10/01/19-11/30/19**

**CUSTOMER:** **Jacksonville Fire and Rescue**

## Introduction

Welcome to Motorola Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications (PSA) system.

The Customer Support Plan is designed to provide Motorola customers the details necessary for understanding Motorola overall support processes and policies as a compliment to the Motorola Maintenance and Support Agreement.

The Motorola Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

I. **Service Offerings**
II. **Accessing Customer Support**
III. **Severity Levels and Case Management**
IV. **Responsibilities**
V. **Customer Call Flow**
VI. **Contacts**

## *I. Service Offerings*

Motorola Customer Support organization includes a staff of Support Analysts who are managed by Motorola Customer Support Managers and are chartered with the direct front-line support of Motorola Customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

**Service Levels**

| | |
|---|---|
| Level 0 | Logging, dispatching and tracking service requests |
| Level 1 | Selected 1st call support, triage and resolution |
| Level 2 | Telephone and/or on-site support for normal technical requirements |
| Level 3 | High-level technical support prior to Engineering escalation |
| Level 4 | Engineering software code fixes and changes |

Motorola provides to customers on an active Maintenance and Support Agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in Section 3 of the main body of the Maintenance and Support Agreement.

## *II. Accessing Customer Support*

### *The Motorola Solutions System Support Center Operations*

Motorola Public Safety Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Public Safety Application systems. Accessing support through Motorola toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola:

1. **Motorola System Support Center Toll Free Number**
2. **eCase Management through Motorola Online**
3. **Email Case Ticketing**

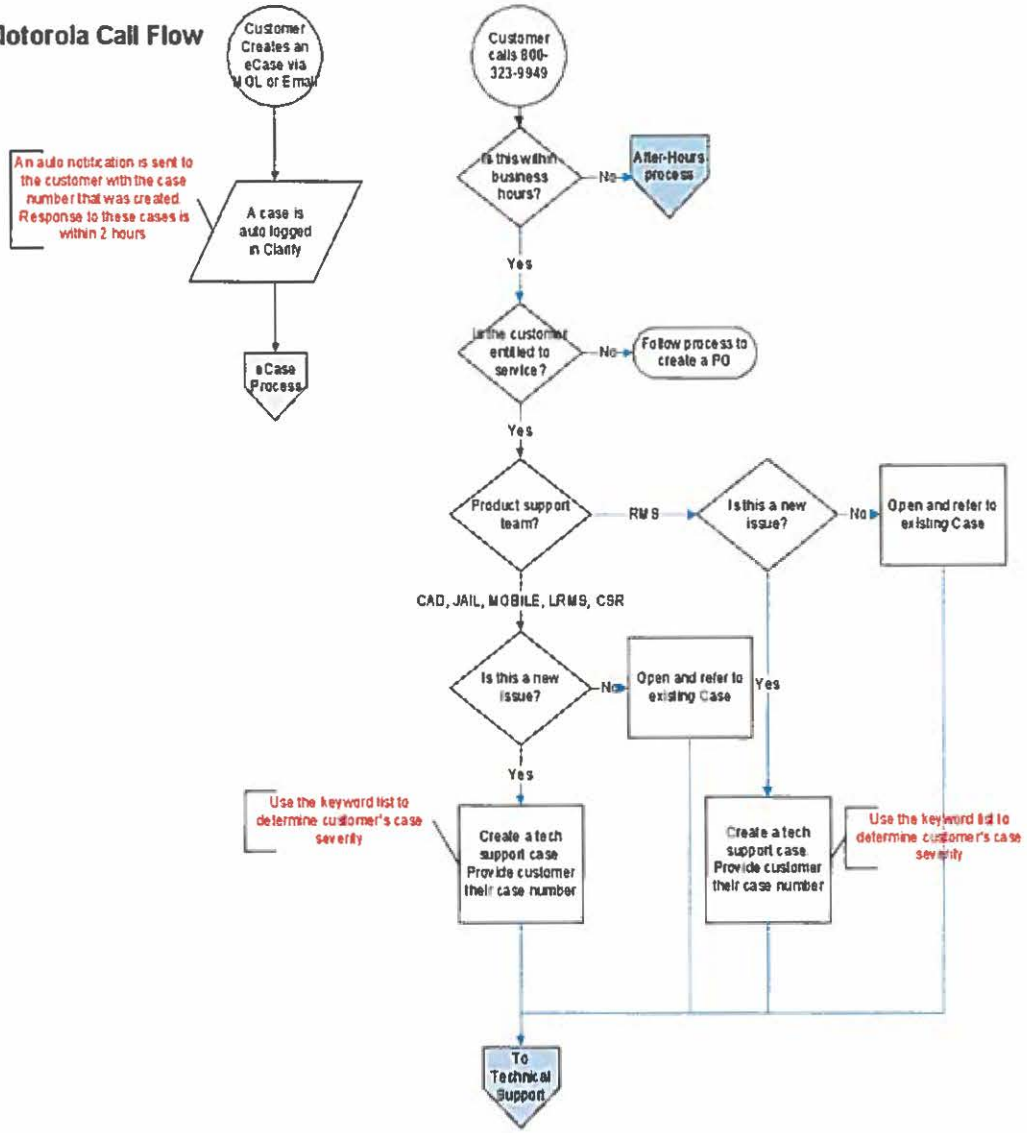
### Option 1 - Call Motorola Solutions System Support Center

**For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP**
**Option 4 Software Products/Public Safety Applications:**
**Option 2) Computer Aided Dispatch and Mobile**
**Option 2) PremierOne, Legacy CAD/Mobile**

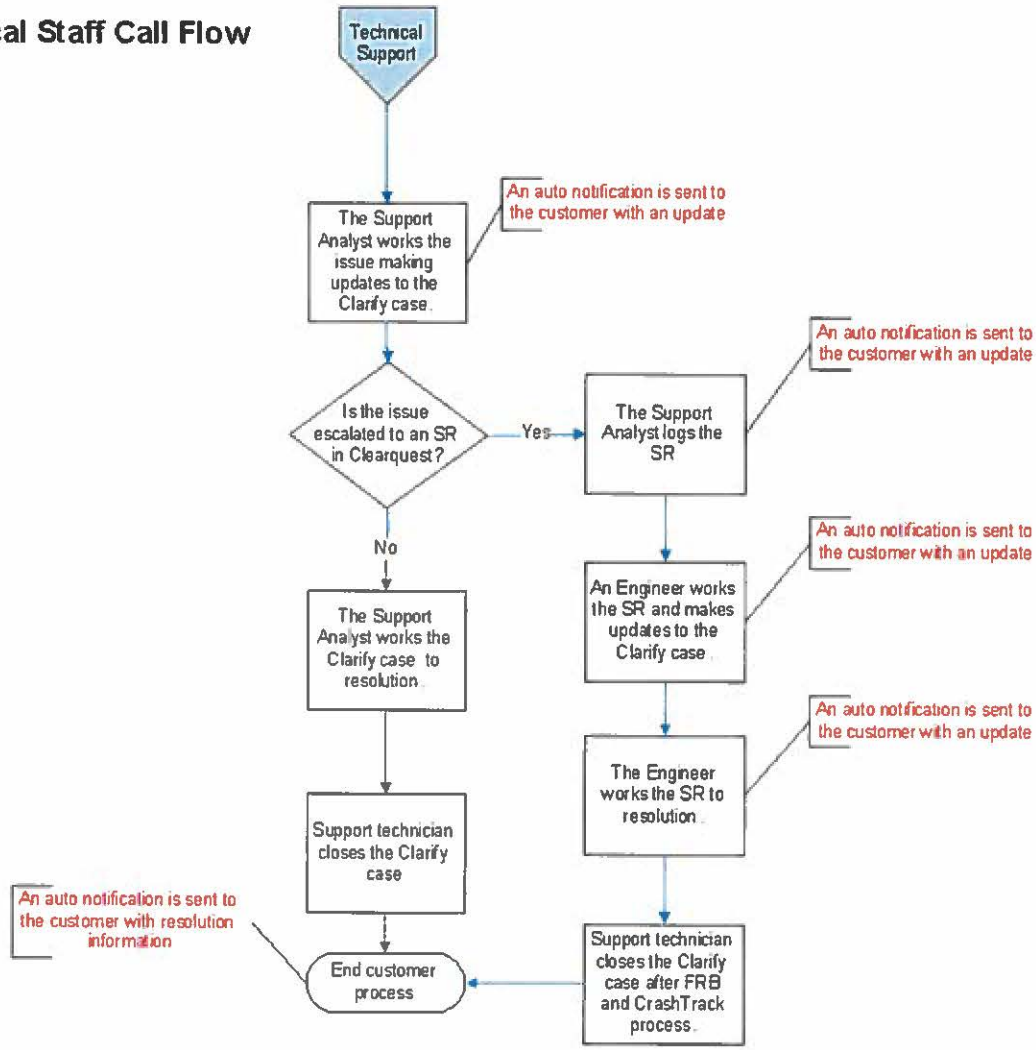
Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst 24/7/365.

## Motorola Call Flow



## Technical Staff Call Flow



## How to Obtain Technical Support for Products

| Action / Response |
|---|
| **Step 1. Call the Motorola Solutions System Support Center 1-800-MSI-HELP**<br>**Step 2.** Select option 4 (Software Products/Public Safety Applications)<br>**Step 3.** Select option 2 (CAD/Mobile) or Select option 4 (Records/Jail)<br>**Step 4.** Select product specific option<br>**Step 5.** Provide Site Identification Number (See Covered Products Exhibit for your agency's Site Identification Numbers) |

| | |
|---|---|
| **Step 6.** Provide Your Information | Caller Name<br>Contact Phone Number<br>Description of problem<br>Severity of system problem determined at time of call<br>Time available for call back<br>Email address |

| | |
|---|---|
| **Step 7.** Case Number Generated | Caller will receive a Case number for tracking the service request. |
| Check Status | The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number. |
| Case Assignment | The Customer Support Representative will determine a course of action and assign the Case to the appropriate group. |
| Standard Response Time | RESPONSE See Section III for Severity Level definitions<br>Severity 1: 1 hour<br>Severity 2: 3 business hours<br>Severity 3: 6 business hours<br>Severity 4: 2 business days |

| | |
|---|---|
| **Step 8.** Notification of CASE All Activity | Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.<br><br>To request case notifications, please contact your Support Manager. |
| Notification of CASE Open/Close Activity | Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.<br><br>To request case notifications, please contact your Support Manager. |

## Option 2 - Submit a ticket via eCase Management from Motorola On-Line

Motorola Online eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

### Setting Up a Motorola Solutions Online Account

To set up a Motorola Solutions On-Line account, please visit https://businessonline.motorolasolutions.com and follow the directions on the link for "Sign Up Now."

**A User ID and Password are not required for setting up your account.** After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management.** Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions Online account set up. In approximately 4-5 business days an additional email will be sent which includes details about your Online account.

### Accessing the Technical Case Management web site

Once you have set up your agency's Motorola On-Line Account, to access the site simply log onto Motorola at businessonline.motorolasolutions.com with your user ID and password, click on the **Contact Us ➐ Open Case**, and select **System Support Issue** from the Issue Type drop-down.

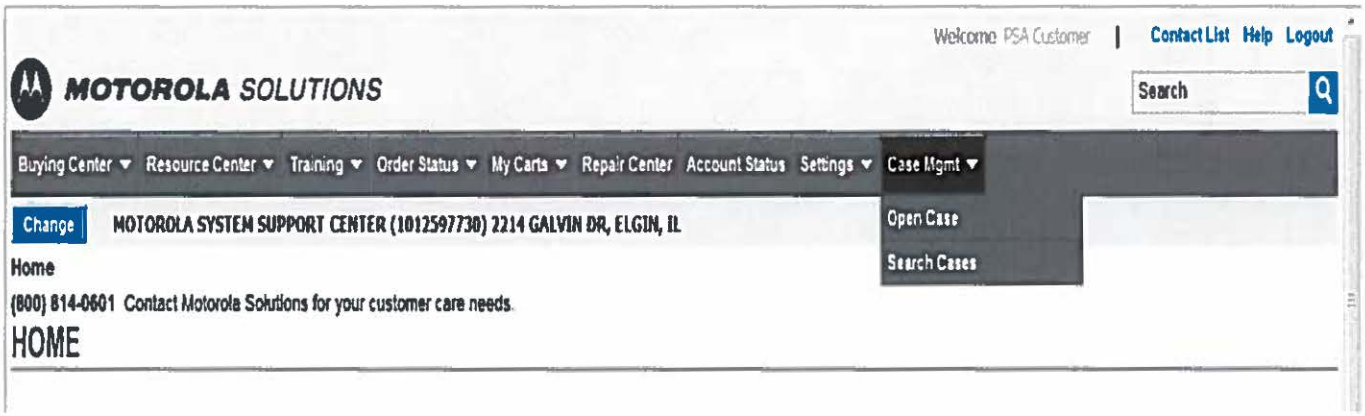
### Primary Features of Online Technical Case Management

Motorola customers have three main functions available through Motorola Online to manage their cases:

***A. Open new cases***
***B. Search for existing cases and view details of the existing case***
***C. Update existing cases by adding notes***

*A. Open a New Case*

1. Log into Motorola Solutions Online
2. Click on the "Case Mgmt" ➐ Open Case



3. Select the Reason Code = **Technical Request** (and the page will automatically reload)

**Open Case**

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

**Contact Name:** PSA Customer WebID
**Contact Phone:** 8008140601
**Contact Email:** PT1728@MOTOROLASOLUTIONS.COM
**Reason:** System Support Issue
**Title:**
**System Support Site:** Please Specify
**Case Type:** Please Specify
**Severity:** Please Specify
**System:** Please Specify
**Description:**

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)
5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications** System
6. Fill in a detailed description of your issue
7. Click "Create Case"

**Open Case**

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

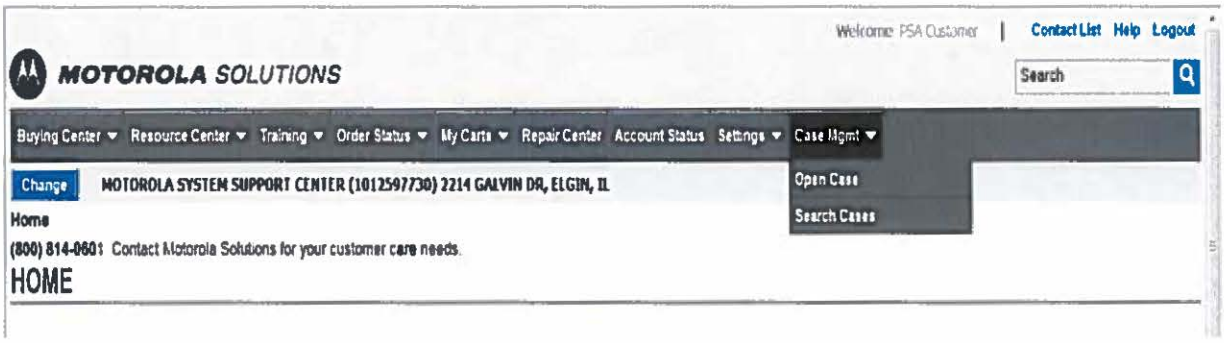
**Contact Name:** PSA Customer WebID
**Contact Phone:** 8008140601
**Contact Email:** PT1728@MOTOROLASOLUTIONS.COM
**Reason:** System Support Issue
**Title:**
**System Support Site:** Please Specify
**Case Type:** Please Specify
**Severity:** Please Specify
**System:** Please Specify
**Description:**

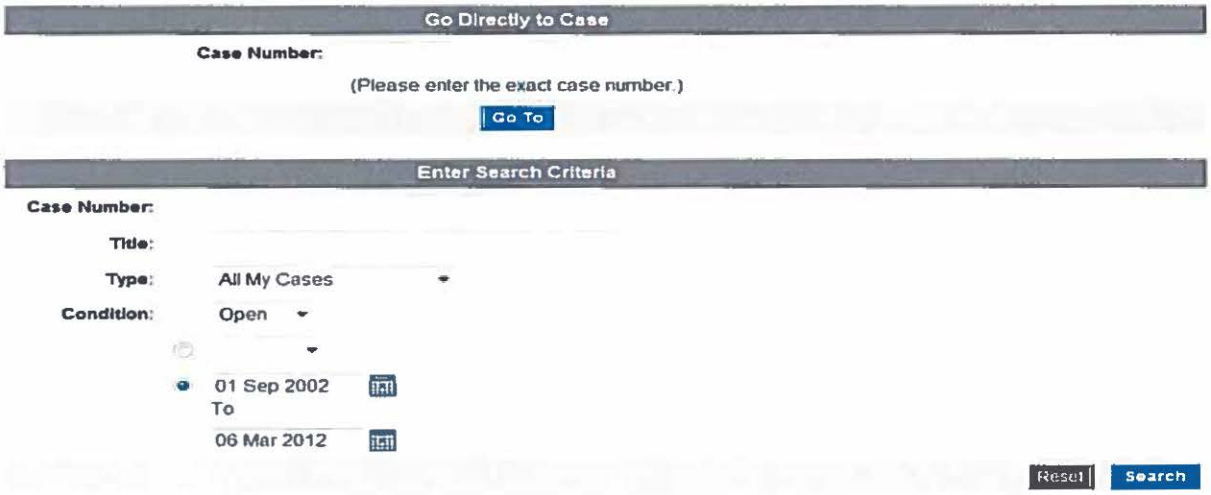
Create Case

8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long), Note: The confirmation screen includes "expand all" and "collapse all" buttons for case notes.

## B. *Search for an Existing Case*

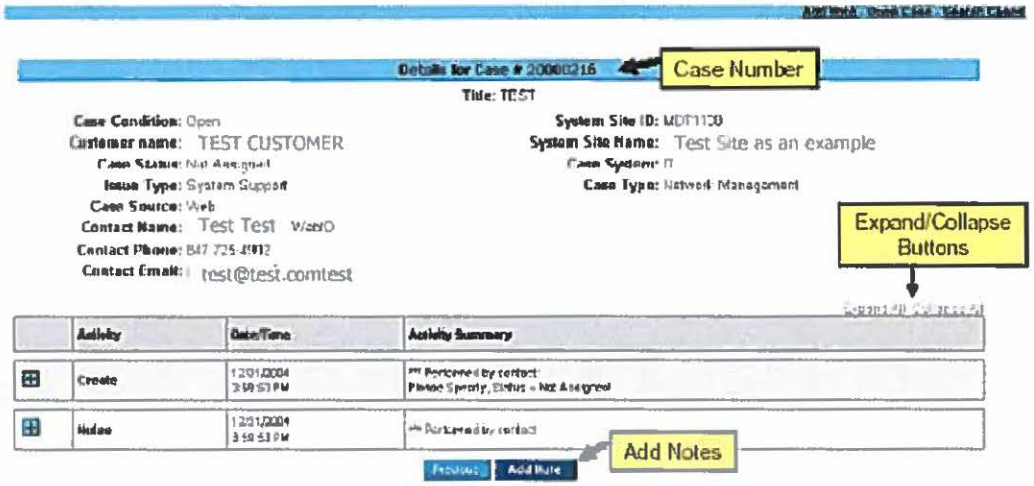
1. Log into Motorola Online
2. Click on the "Case Mgmt" ➐ Search *Case*
3. *Enter the exact* case number or enter search criteria to find a range of tickets
4. Click "Got To" or "Search"



## C. *Update an Existing Case*

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

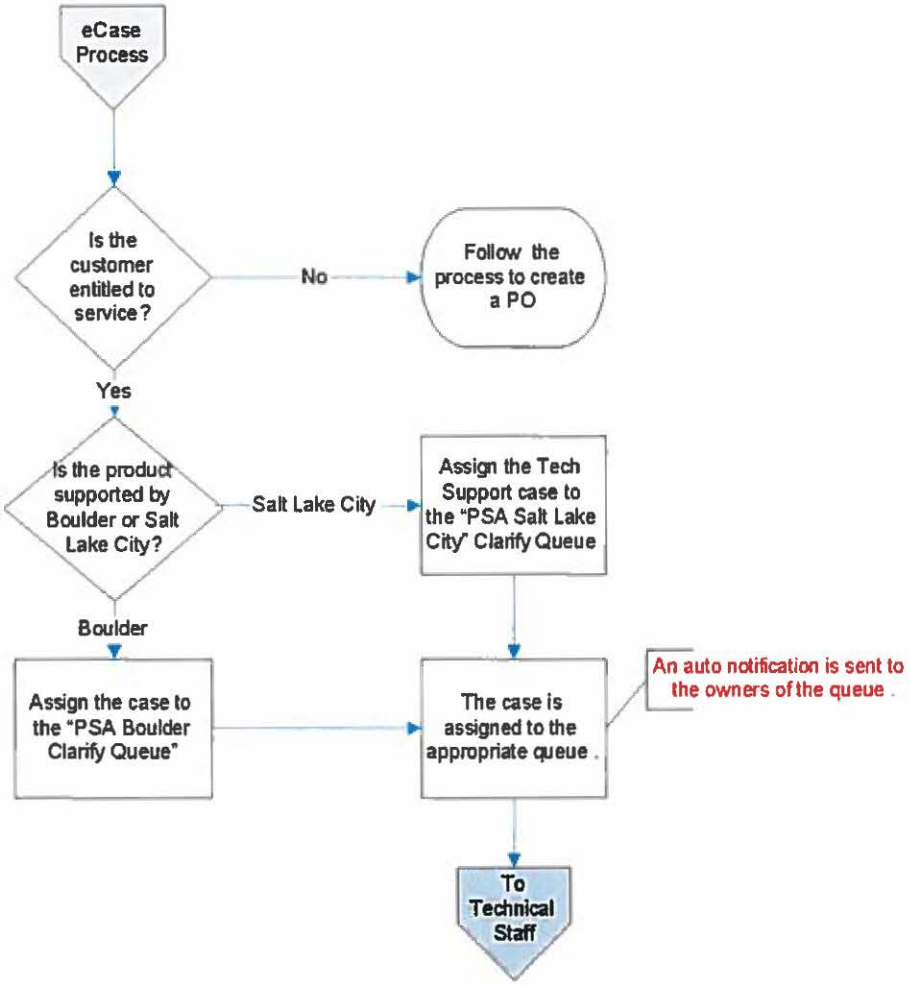



## Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.

Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

**Motorola On-line Flow**



## Option 3 - Submit a ticket via Email Case Management

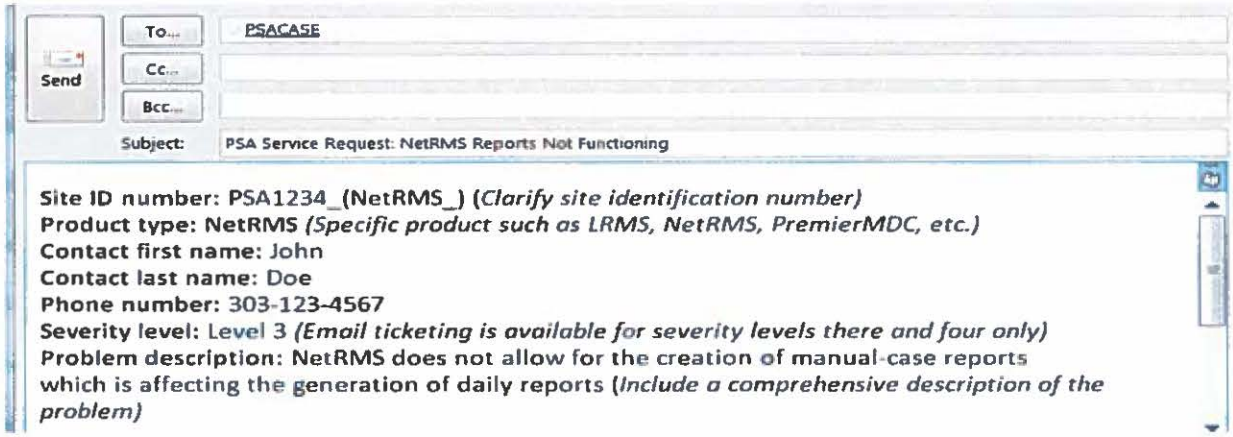
An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below:

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID =** followed by the site identification number of the system location
4. Type **Product Type=** followed by the product family type. Choose from the following list:
   - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
   - CSR (CUSTOMER SERVICE REQUEST)
   - INFOTRAK, LRMS
   - JAIL MANAGEMENT (OFFENDERTRAK)
   - MOBILE APPLICATIONS (PMDC, AIRMOBILE, TXMESSENGER)
   - NETRMS
5. Type **Contact First Name =** followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name =** followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number =** followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level =** followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description =** followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA Customer Support at 1 800-323-9949 for further assistance.

**SAMPLE Email Ticket Formatting:**



## *III. Severity Levels and Case Management*

Motorola services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Support and Engineering teams. Due to the urgency involved in some service cases, Motorola will make every reasonable effort to provide a temporary or work around solution (On Demand). When a permanent solution is developed and certified through testing, it will be incorporated into the applicable On Demand, Cumulative Update, Supplemental, or Standard Release.

| SEVERITY LEVEL | DEFINITION | RESPONSE TIME |
|---|---|---|
| 1 | **Total System Failure** - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available. | **Telephone conference within 1 Hour of initial voice notification** |
| 2 | **Critical Failure** - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer's normal use of the System, Subsystem, Product or major non-critical features. | **Telephone conference within 3 Business Hours of initial voice notification during normal business hours** |
| 3 | **Non-Critical Failure** - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features. | **Telephone conference within 6 Business Hours of initial notification during normal business hours** |
| 4 | **Inconvenience** - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests. | **Telephone conference within 2 Standard Business Days of initial notification** |

*Incoming cases are automatically assigned an initial **Severity Level** of **3**, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola adheres to strict policy dictated by the level of problem severity.*

## Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

| Escalation Policy- Severity Level 1 | | |
|---|---|---|
| **CRITICAL** | **ACTION** | **RESPONSIBILITY** |
| 0 Hours | Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level. | Support Analyst |
| 2 Hours | If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration. | Support Analyst<br>Support Manager |
| 4 Hours | If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support. | Support Manager<br>Director of Customer Support<br>Director of Systems Integration |
| 8 Hours | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team. | Support Manager<br>Director of Customer Support<br>Director of Systems Integration<br>VP of System Integration<br>VP of Customer Support |
| 12 Hours | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team, Senior Vice President of Operations, System Integration, Customer Support and Engineering. | Senior Management<br>Support<br>Operations<br>Systems Integration<br>Engineering |

All ***Severity Level 1*** problems will be transferred or dispatched immediately to the assigned Motorola technical support representative, to include notification to Motorola management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

3.1 **Reporting a Problem**. Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.

3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detailed error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.

3.3 **Error Correction Status Report**. Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

# IV. Key Responsibilities

## 4.1 Motorola Responsibilities

4.1.1 **Support on Motorola Software**. Motorola will provide any required software fixes in the form of either a "patch" or in an On Demand, Cumulative Update, Supplemental or Standard Release.

4.1.2 **Motorola Response**. Motorola will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.

4.1.3 **Remote Installation**. At Customer's request, Motorola will provide remote installation advice or assistance for Updates.

4.1.4 **Software Release Compatibility**. At Customer's request, Motorola will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.

4.1.5 **Customer Notifications**. Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.

4.1.6 **On-Site Software Correction**. Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.

4.1.7 **On-site Product Technical Support Services**. Motorola will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.

4.1.8 **Principal Period of Maintenance**. At Customer's request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.

4.1.9 **Compliance to Local, County, State and/or Federal Mandated Changes**. (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, NCIC and state interfaces are not part of the covered Services and will be quoted at the time of the request. Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.

4.1.10 **Anti-virus Software**. At Customer's request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Motorola will respond to any reported problem as an escalated support call.

4.1.11 **Account Reviews**. Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.

4.1.12 **Reports**. Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.

4.1.13 **Maintenance Contract Administration**. Motorola's Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.

Approximately four months prior to the expiration of the warranty period, a Motorola Customer Support Manager will contact you to discuss the options available for your specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

## 4.2 Customer Responsibilities

4.2.1 **Initiate Service Request Cases**. Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.

4.2.2 **Assess Severity Level**. Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.

4.2.3 **Escalate Appropriately**. Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.

4.2.4 **Support on Hardware**. Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.

4.2.5 **VPN connectivity**. Provide VPN connectivity and telephone access to Motorola personnel.

4.2.6 **Anti-virus software.** Run installed anti-virus software.

4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.

4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Support team in expediting and troubleshooting the issue. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

# Trouble Report Form

| | | | |
|---|---|---|---|
| **Agency Name:** | | **Motorola Case Number:** | |
| **Contact Name:** | | **E-mail Address:** | |
| **Contact Phone:** | | **Contact Fax:** | |
| **Severity Level:** | | **CAD Correction#:** | |
| **Subject:** | | | |
| **Product/Version:** | | | |

**Problem Description:** Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.

**Steps to Duplicate:** Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.

| | |
|---|---|
| Step One: | |
| Step Two: | |
| Step Three: | |
| Step Four: | |
| Step Five: | |
| Step Six: | |
| Step Seven: | |
| Additional Steps: | |
| **Expected Results:** | |
| **Actual Results:** | |
| **Configuration Checked:** | |

## V. Customer Call Flow

***To Be Provided By Customer***

## VI. Contact Information

**Motorola Contacts**

| CONTACT | PHONE NUMBER |
|---|---|
| **Motorola Solutions System Support Center** | **(800) MSI-HELP**<br>**Option 4 Software Product/Public Safety Apps:**<br>***Option 2) Computer Aided Dispatch and Mobile;***<br>***Option 2) PremierOne, Legacy CAD/Mobile*** |
| Phillip Askey<br>Tier 2 - Technical Support Manager<br>P.Askey@motorolasolutions.com | (720) 565-4764 - office |
| Jeff Dolph<br>Tier 1 - Technical Support Manager<br>JeffDolph@motorolasolutions.com | (303) 527-4038 - office<br>(303) 319-8935 - mobile |
| Tanya Mansell<br>Contracts Manager<br>tanyamansell@motorolasolutions.com | (858) 324-6305 - office |
| Clark McCall<br>Sr. Sales Consultant, Public Safety Solutions<br>clark.mccall@motorolasolutions.com | (352) 589-5721 - office |

**Customer Contacts (to be provided by Customer)**

| |
|---|
| Customer Agency Name:<br>Address:<br>City, State and Zip: |
| Billing Contact Name:<br>Phone No:<br>Email: |
| Backup System Administrator Name:<br>Phone No:<br>Email: |
| Service Escalations Contact Name:<br>Title:<br>Phone No:<br>Email: |

## Exhibit C
## LABOR RATES

**MAINTENANCE AND SUPPORT AGREEMENT** **562** **TERM:** **10/01/19-11/30/19**

**CUSTOMER:** **Jacksonville Fire and Rescue**

The following are Motorola's current labor rates, subject to an annual change.

**The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:**

| SERVICE HOURS | LABOR RATES |
|---|---|
| 8 a.m.-5 p.m. M-F (local time) | $223 per hour, 2 hours minimum |
| After 5 p.m., Saturday, Sunday, Motorola Holidays | $334 per hour, 2 hours minimum |

**The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:**

| SERVICE HOURS | LABOR RATES |
|---|---|
| 8 a.m.-5 p.m. M-F (local time) | $446 per hour, 2 hours minimum |
| After 5 p.m., Saturday, Sunday, Motorola Holidays | $668 per hour, 2 hours minimum |

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.

**MOTOROLA** *SOLUTIONS*

September 27, 2019

James Van Gorder
City of Jacksonville Sheriff's Office
501 East Bay Street
Jacksonville, FL 32202

JSO GAP

**RE:** **Extension to Maintenance and Support Agreement: 561**
**Product: PremierCAD™ and PremierMDC™**

Dear Mr. Van Gorder:

By means of this letter, Motorola Solutions, Inc. hereby extends City of Jacksonville Sheriff's Office's maintenance and support agreement as referenced above. As Motorola previously announced, **PCAD** is at End of Support as of 08/31/18. Motorola has agreed to extend support on the **Jacksonville Shreiff's Office's PCAD** system for **two additional months** from **10/01/19** to **11/30/19.** Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing, Exhibit B Customer Support Plan, and Exhibit C Labor Rates for the period **10/01/19** through **11/30/19.** Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to **tanyamansell@motorolasolutions.com** on or before **10/15/19.** If you have any questions or need further clarification, please contact me directly at **858-324-6305** or by e-mailing me.

Sincerely,

*Tanya Mansell*

Tanya Mansell
Contracts Manager
Motorola Solutions, Inc.

**Accepted by:**

| **MOTOROLA SOLUTIONS, INC.** | **CITY OF JACKSONVILLE SHERIFF'S OFFICE** |
|---|---|
| Chris Carroll | |
| By: _____ | By: _____ |
| Name: Chris Carroll | Name: _____ |
| Title: MSSSI Vice President and Director, Sales | Title: _____ |
| Date: 09/27/19 | Date: _____ |

## Exhibit A

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

**MAINTENANCE AND SUPPORT AGREEMENT 561 TERM: 10/01/19-11/30/19**

| **CUSTOMER AGENCY** | **Jacksonville SO** | **BILLING AGENCY** | **Jacksonville, City of** |
|---|---|---|---|
| Address | 501 East Bay St | Address | 117 W. Duval St |
| City, State, Zip | Jacksonville, FL 32202 | City, State, Zip | Jacksonville, FL 32202 |
| **Contact Name** | **James Van Gorder** | **Contact Name** | **Accounts Payable** |
| Contact Title | Information Systems Tech Analyst | Contact Title | |
| Telephone Number | (904)630-7841 | Telephone Number | |
| Email Address | James.VanGorder@jaxsheriff.org | Email Address | |

***For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357) Option 4 Software Products/Public Safety Applications:***

***Option 2) Computer Aided Dispatch and Mobile***

***Option 2) PremierOne, Legacy CAD/Mobile***

### Site Identification Numbers

| *Product Group* | *Site Identification Number* | *Phone Prompt* | *Location* |
|---|---|---|---|
| PremierCAD™ | PSA811100_(CAD) | 4,2,2 | Jacksonville SO |
| PremierMDC™ | PSA811100_(PMDC) | 4,2,2 | Jacksonville SO |
| PremierCAD™ | PSA74600_(CAD) | 4,2,2 | City of Jacksonville |

### Standard Services Include:

Customer Support Plan
Case Management 24X7
Technical Support 9x5
Third-party Vendor Coordination
On-site Support (when applicable)
Virtual Private Network VPN Tool, if applicable
Defective Media Retention (DMR), if available
Software Releases, as defined
Access to Users Group Site

### MOTOROLA SUPPORTED PRODUCTS

| Product | Description | Technical Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| PremierCAD™ | PCAD Server License Includes WWVB, Soundex & Email | 24x7 Limited Support* | 1 | $35,991.00 |
| | External Interfaces: E9-1-1, TDD, Radio ANI, A18, FDLE/FCIC, MDT | | 1 | |
| | MGU | | 1 | |
| | UDT License | | 1 | |
| | UDT License PO# PO005771 dtd 3/4/10 | | 1 | |
| | CAD Workstation License | | 52 | |
| | AWW Workstation License | | 52 | |
| | CAD with Mapping (CAD, AWW, ATM) | | 5 | |
| | CAD DSS License | | 1 | |
| | Open Query Server License | | 1 | |
| | Open Query Client License | | 1 | |
| | ATM CAD License | | 1 | |
| | ATM Client License | | 42 | |
| PremierMDC™ Add On | CAD with Mapping (CAD, AWW, ATM) | | 10 | $781.00 |
| | RDF Interface | | 1 | $506.00 |
| | | | **PCAD TOTAL** | **$37,278.00** |

## Exhibit A

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

### MOTOROLA SUPPORTED PRODUCTS

| Product | Description | Technical Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| PremierMDC™ | PMDC Message Switch 1- 1000 Server License | 24x7 | 1 | $16,372.00 |
| | PMDC Mobile Client License | | Site | |
| | PMDC In-House Client License | | Site | |
| | In-Vehicle Paging Server Software Module | | Site | |
| | In-Vehicle Paging Mobile Client Module | | Site | |
| | Wireless File Transfer Integration Module | | Site | |
| | Wireless File Transfer Client Site License | | Site | |
| | CAD Integration Module | | Site | |
| | | | **PMDC TOTAL** | **$16,372.00** |

### HPE SUPPORTED PRODUCTS, NS Server# 78330

| Product# | Description | HPE Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| | *Hardware* | | | |
| CM8713-02 | HP NONSTOP 6G SAS PCIE 3.0 HBA EOSL May21 | 24x7 | 1 | $3,781.00 |
| M23A2M16 | HP NONSTOP NS2300 2P 16GB HW BNDL EOSL May21 | | 1 | |
| M8212-24 | HP NONSTOP 24 PORT MTNT LAN SWITCH | | 1 | |
| M8331-6 | HP NONSTOP SINGLE PH UPS NA/JPN R2 | | 1 | |
| M8331-ERM | NONSTOP EXTENDED RUN TIME MODULE R2 | | 1 | |
| M8415-146 | 146 GB 15K SAS 6G SFF HDD EOSL May21 | | 6 | |
| M8415-300 | 300GB 15K SAS 6G SFF HDD EOSL Jan21 | | 2 | |
| M8801-4 | HP NS VIO EXPANSION BOARD ENET/FC | | 2 | |
| M8805A | HP NONSTOP TABLE TOP SAS TAPE DRIVE | | 1 | |
| M90110 | HP NONSTOP 42U INTELLIGENT RACK | | 1 | |
| M90112 | HP NONSTOP 42U RACK SIDE PANEL KIT | | 1 | |
| M90210 | HP NONSTOP INTELLIGENT EXT BAR | | 4 | |
| M90230 | HP NONSTOP NA/JP 1PH INTELIGNT PDU | | 2 | |
| NSCR213 | HP RACK MOUNT SYSTEM CONSOLE EOSL Jan20 | | 1 | |
| NSCRMKM1 | NSC RACKMOUNT MONITOR EOSL Feb21 | | 1 | |

## Exhibit A

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

### HPE SUPPORTED PRODUCTS, NS Server# 78330 Continued

| Product# | Description | HPE Service Level | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|---|
| | *Software* | | | |
| Q9640 | VIEWPOINT | 24x7 | 2 | $1,414.00 |
| QNTS01V1 | NONSTOP TIME SYNC - NONSTOP EDITION | | 2 | |
| QSA32 | PERFORMANCE MGMT BUNDLE - HOST | | 2 | |
| QSA44V1 | REMOTE DATABASE FACILITY/IMPX | | 2 | |
| QSA57 | EXPAND | | 2 | |
| QSB02 | COBOL RUNTIME FOR TNS/E | | 2 | |
| QSB81 | COBOL85 RUNTIME FOR TNS | | 2 | |
| QSM58V1 | RSC/MP HOST | | 2 | |
| QSM67V1 | RSC/MP WINDOWS 32 CLIENT V1.0 UPD 7 | | 1 | |
| QSN01 | NONSTOP OS, MISSION CRITICAL EDITION | | 2 | |
| QSN52 | HP NONSTOP OS SECURITY BUNDLE | | 2 | |
| QSR78 | PATHWAY WITH TS/MP (ACS) | | 2 | |
| | | | **HPE TOTAL** | **$5,195.00** |

### Optional Services Available:

24X7 Technical Support
Professional Services Upgrades*
Hardware Refresh*
Professional Services Consultation
Professional Services Training
**Require Multi-year Agreement*

Users Conference Advance Purchase**
On-site Support Dedicated Resource
GeoFile Services
Time and Materials
Lifecycle Services*

| USERS CONFERENCE ADVANCE PURCHASE OPTION | | | | | |
|---|---|---|---|---|---|
| | | | **Attendees** | **Qty** | **Fees** |
| **Users Conference Attendance** | **Year** | | **Standard Attendance[1]** | | |
| | | | **Registration Only** | | |

**Standard Attendance Fees Includes the following:**

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

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

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

## Exhibit A Continued

## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

**MAINTENANCE AND SUPPORT AGREEMENT** **561** **TERM:** **10/01/19-11/30/19**

### OPTIONAL SUPPORT SERVICES

| Service | Description | Qty | Oct19-Nov19 Term Fees |
|---|---|---|---|
| Service Level | 24x7 Technical Support | 1 | Included |
| | | **OPTIONAL SUPPORT SERVICES TOTAL** | **Included** |

### SUPPORT FEES SUMMARY

| Product | Service Level | Oct19-Nov19 Term Fees |
|---|---|---|
| PremierCAD™ Software | 24x7 Limited Support* | $37,278.00 |
| PremierMDC™ Software | 24x7 | $16,372.00 |
| | Multi-System Discount – 2.5% | ($1,341.00) |
| | Bridge Program Discount – 20% | ($3,275.00) |
| | **MOTOROLA SUPPORT SUBTOTAL** | **$49,034.00** |
| HP Hardware/Software NS System# 78330 | 24x7 | $5,195.00 |
| | **THIRD PARTY SUPPORT SUBTOTAL** | **$5,195.00** |
| 24x7 Technical Support | | Included |
| | **OPTIONAL SUPPORT SERVICES SUBTOTAL** | **Included** |
| | **GRAND TOTAL** | **$54,229.00** |

***Limited Support Definition**

- Support can be reached via phone, email or Motorola On-Line as is currently available.
- For Sev 3 and Sev 4 situations, Support will attempt resolution on a best effort basis. For those situations where Support cannot achieve resolution, the problem ticket will be closed.
- For Sev 1 and Sev 2 situations, Support will attempt resolution on a best effort basis. For those situations where Support cannot achieve resolution, the problem will be escalated to the next level of Support.
- Resolution of escalated Sev 2 situations will be attempted on a best effort basis. For those situations where the next level of Support cannot achieve resolution, the problem ticket will be closed.
- Service will be restored for escalated Sev 1 situations.
- For all severity levels, no product defect resolution or interface updates will be provided.
- There will be no product changes or enhancements made for any reason including technology advancements (i.e. Microsoft Version EOL) or CJIS security standard updates. There will be no existing Release upgrades deployed by Motorola Solutions after the End of Support (EOS) date of August 31, 2018.

## Exhibit B
## CUSTOMER SUPPORT PLAN

**MAINTENANCE AND SUPPORT AGREEMENT** **561** **TERM:** **10/01/19-11/30/19**

**CUSTOMER:** **Jacksonville Sheriff Office**

## Introduction

Welcome to Motorola Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications (PSA) system.

The Customer Support Plan is designed to provide Motorola customers the details necessary for understanding Motorola overall support processes and policies as a compliment to the Motorola Maintenance and Support Agreement.

The Motorola Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

I. **Service Offerings**
II. **Accessing Customer Support**
III. **Severity Levels and Case Management**
IV. **Responsibilities**
V. **Customer Call Flow**
VI. **Contacts**

## *I. Service Offerings*

Motorola Customer Support organization includes a staff of Support Analysts who are managed by Motorola Customer Support Managers and are chartered with the direct front-line support of Motorola Customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

**Service Levels**

| | |
|---|---|
| Level 0 | Logging, dispatching and tracking service requests |
| Level 1 | Selected 1st call support, triage and resolution |
| Level 2 | Telephone and/or on-site support for normal technical requirements |
| Level 3 | High-level technical support prior to Engineering escalation |
| Level 4 | Engineering software code fixes and changes |

Motorola provides to customers on an active Maintenance and Support Agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in Section 3 of the main body of the Maintenance and Support Agreement.

## *II. Accessing Customer Support*

### *The Motorola Solutions System Support Center Operations*

Motorola Public Safety Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Public Safety Application systems. Accessing support through Motorola toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola:

1. **Motorola System Support Center Toll Free Number**
2. **eCase Management through Motorola Online**
3. **Email Case Ticketing**

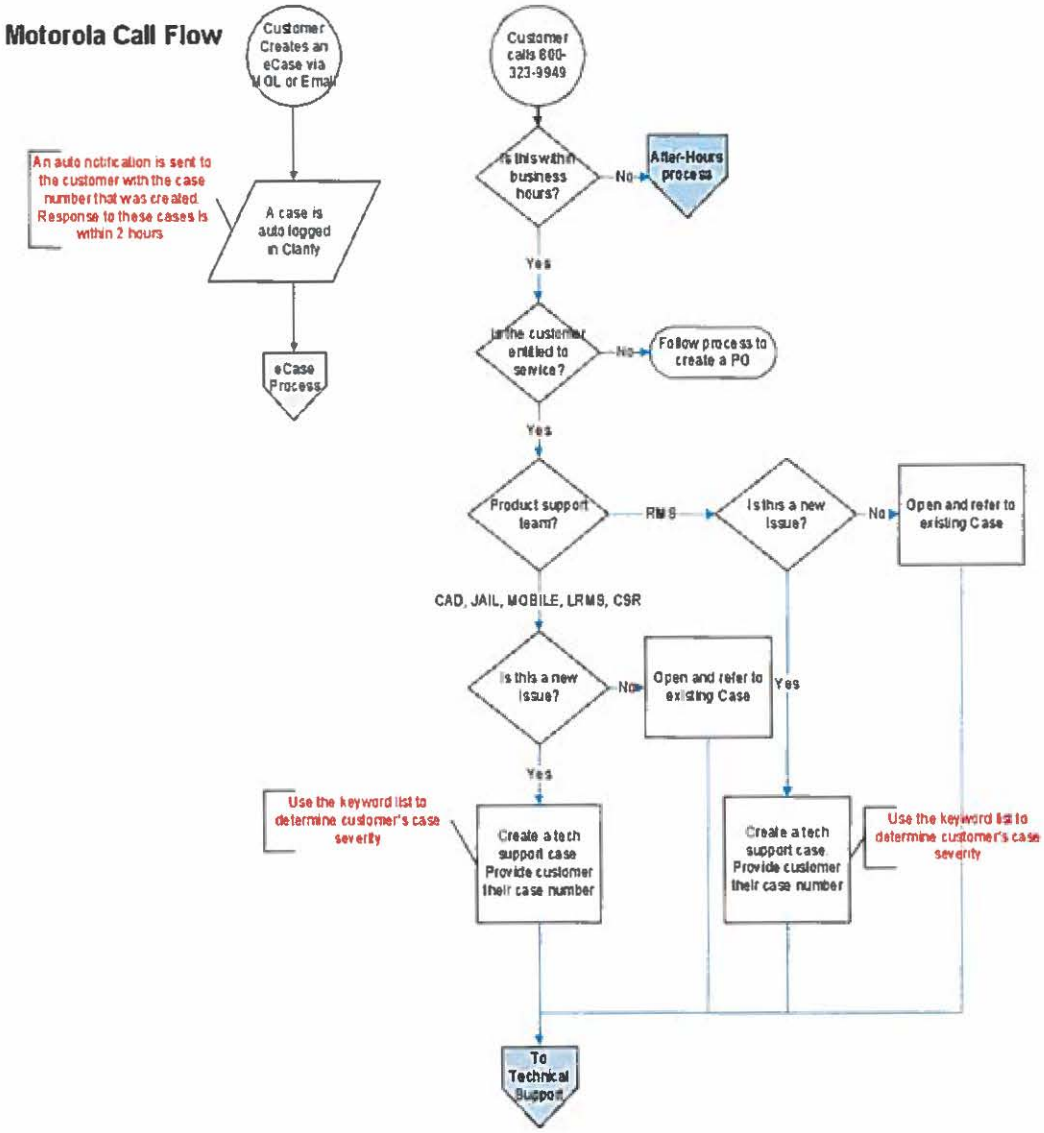
### Option 1 - Call Motorola Solutions System Support Center

**For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP**
**Option 4 Software Products/Public Safety Applications:**
**Option 2) Computer Aided Dispatch and Mobile**
**Option 2) PremierOne, Legacy CAD/Mobile**

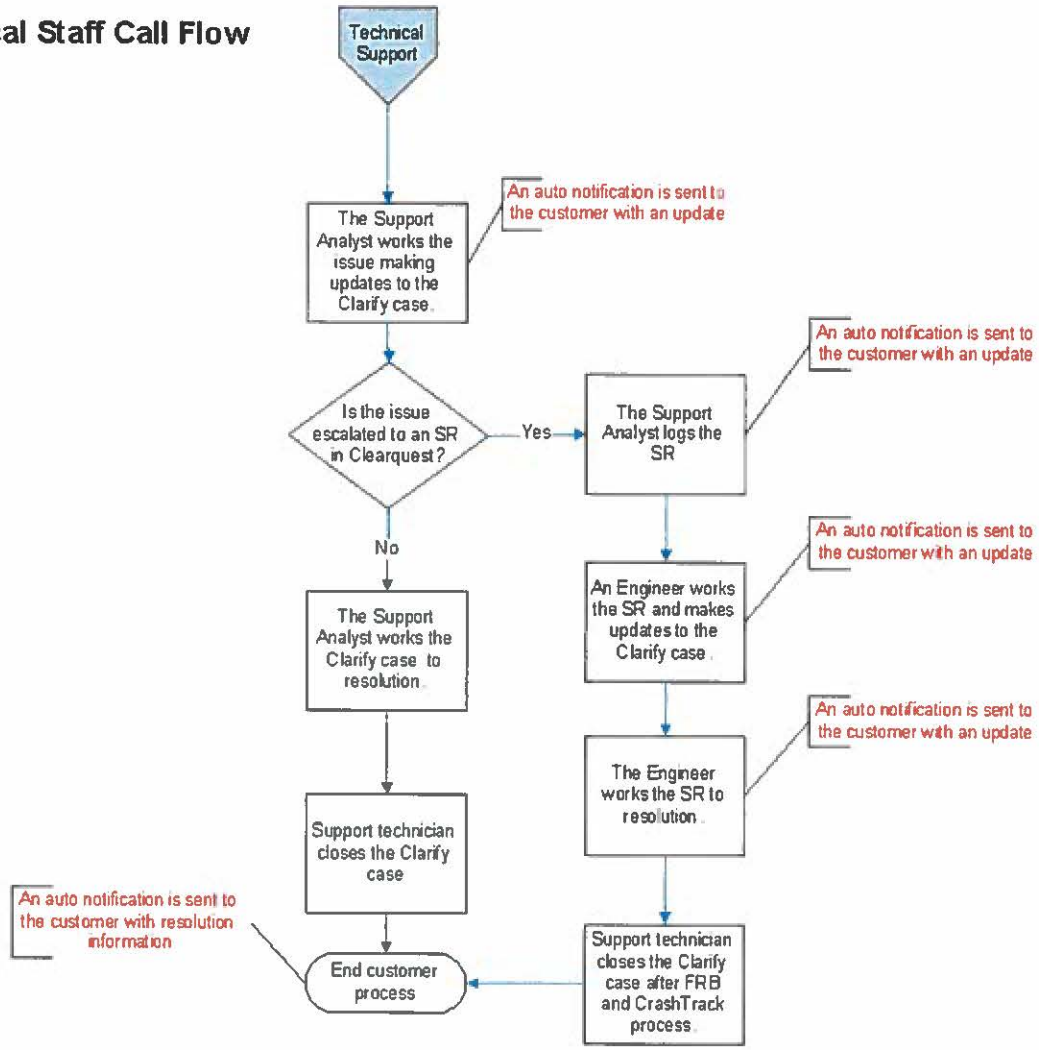
Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst 24/7/365.

## Motorola Call Flow



## Technical Staff Call Flow



## How to Obtain Technical Support for Products

| Action / Response |
|---|
| **Step 1. Call the Motorola Solutions System Support Center 1-800-MSI-HELP**<br>**Step 2.** Select option 4 (Software Products/Public Safety Applications)<br>**Step 3.** Select option 2 (CAD/Mobile) or Select option 4 (Records/Jail)<br>**Step 4.** Select product specific option<br>**Step 5.** Provide Site Identification Number (See Covered Products Exhibit for your agency's Site Identification Numbers) |

| | |
|---|---|
| **Step 6.** Provide Your Information | Caller Name<br>Contact Phone Number<br>Description of problem<br>Severity of system problem determined at time of call<br>Time available for call back<br>Email address |

| | |
|---|---|
| **Step 7.** Case Number Generated | Caller will receive a Case number for tracking the service request. |
| Check Status | The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number. |
| Case Assignment | The Customer Support Representative will determine a course of action and assign the Case to the appropriate group. |
| Standard Response Time | RESPONSE See Section III for Severity Level definitions<br>Severity 1: 1 hour<br>Severity 2: 3 business hours<br>Severity 3: 6 business hours<br>Severity 4: 2 business days |

| | |
|---|---|
| **Step 8.** Notification of CASE All Activity | Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.<br><br>To request case notifications, please contact your Support Manager. |
| Notification of CASE Open/Close Activity | Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.<br><br>To request case notifications, please contact your Support Manager. |

## Option 2 - Submit a ticket via eCase Management from Motorola On-Line

Motorola Online eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

### Setting Up a Motorola Solutions Online Account

To set up a Motorola Solutions On-Line account, please visit https://businessonline.motorolasolutions.com and follow the directions on the link for "Sign Up Now."

**A User ID and Password are not required for setting up your account**. After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management.** Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions Online account set up. In approximately 4-5 business days an additional email will be sent which includes details about your Online account.

### Accessing the Technical Case Management web site

Once you have set up your agency's Motorola On-Line Account, to access the site simply log onto Motorola at businessonline.motorolasolutions.com with your user ID and password, click on the **Contact Us ➊ Open Case**, and select **System Support Issue** from the Issue Type drop-down.

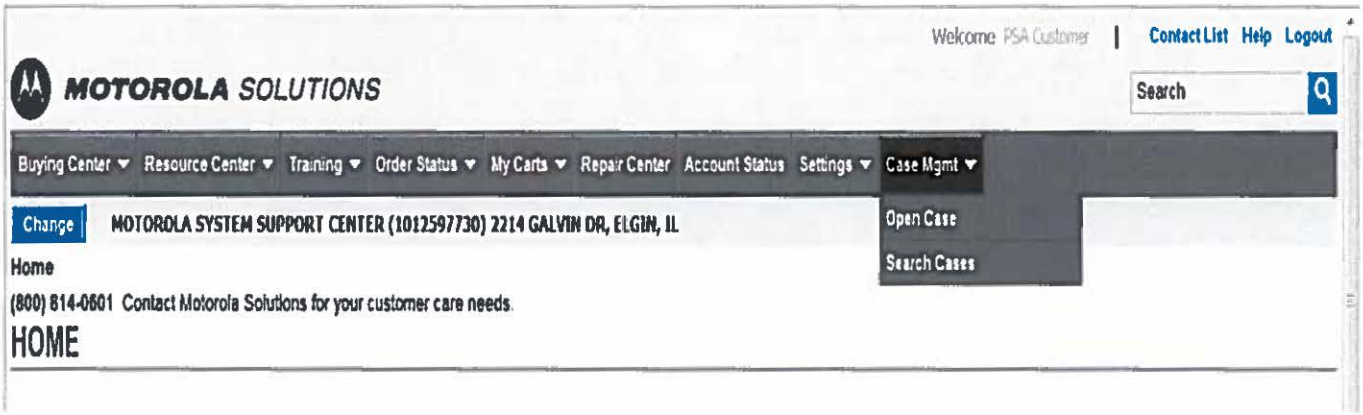
### Primary Features of Online Technical Case Management

Motorola customers have three main functions available through Motorola Online to manage their cases:

***A. Open new cases***
***B. Search for existing cases and view details of the existing case***
***C. Update existing cases by adding notes***

*A. Open a New Case*

1. Log into Motorola Solutions Online
2. Click on the "Case Mgmt" ➊ Open Case



3. Select the Reason Code = **Technical Request** (and the page will automatically reload)

**Open Case**

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

**Contact Name:** PSA Customer WebID
**Contact Phone:** 8008140601
**Contact Email:** PT1728@MOTOROLASOLUTIONS.COM
**Reason:** System Support Issue
**Title:**
**System Support Site:** Please Specify
**Case Type:** Please Specify
**Severity:** Please Specify
**System:** Please Specify
**Description:**

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)
5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications** System
6. Fill in a detailed description of your issue
7. Click "Create Case"

**Open Case**

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

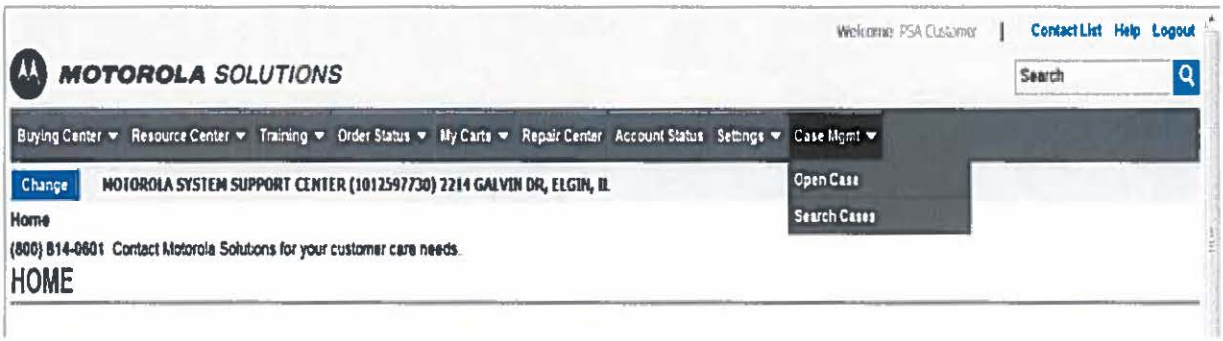
**Contact Name:** PSA Customer WebID
**Contact Phone:** 8008140601
**Contact Email:** PT1728@MOTOROLASOLUTIONS.COM
**Reason:** System Support Issue
**Title:**
**System Support Site:** Please Specify
**Case Type:** Please Specify
**Severity:** Please Specify
**System:** Please Specify
**Description:**

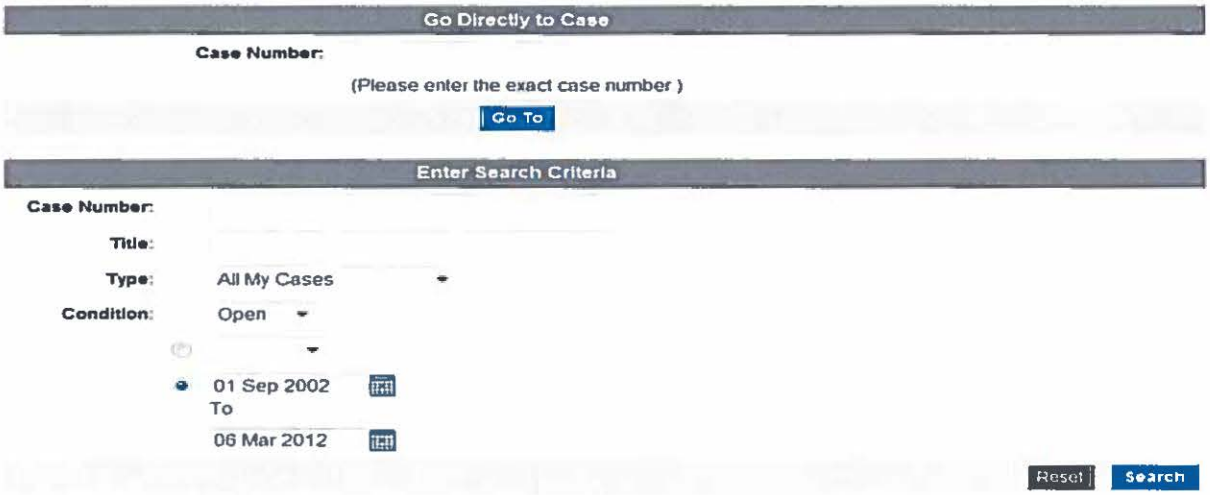
Create Case

8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long), Note: The confirmation screen includes "expand all" and "collapse all" buttons for case notes.

## B. *Search for an Existing Case*

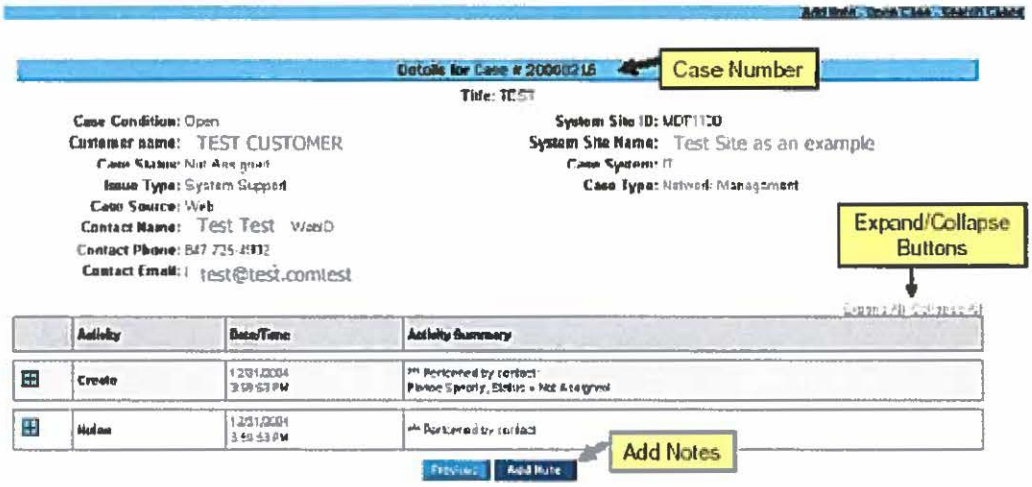
1. Log into Motorola Online
2. Click on the "Case Mgmt" ❼ Search *Case*
3. *Enter the exact* case number or enter search criteria to find a range of tickets
4. Click "Got To" or "Search"



## C. *Update an Existing Case*

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

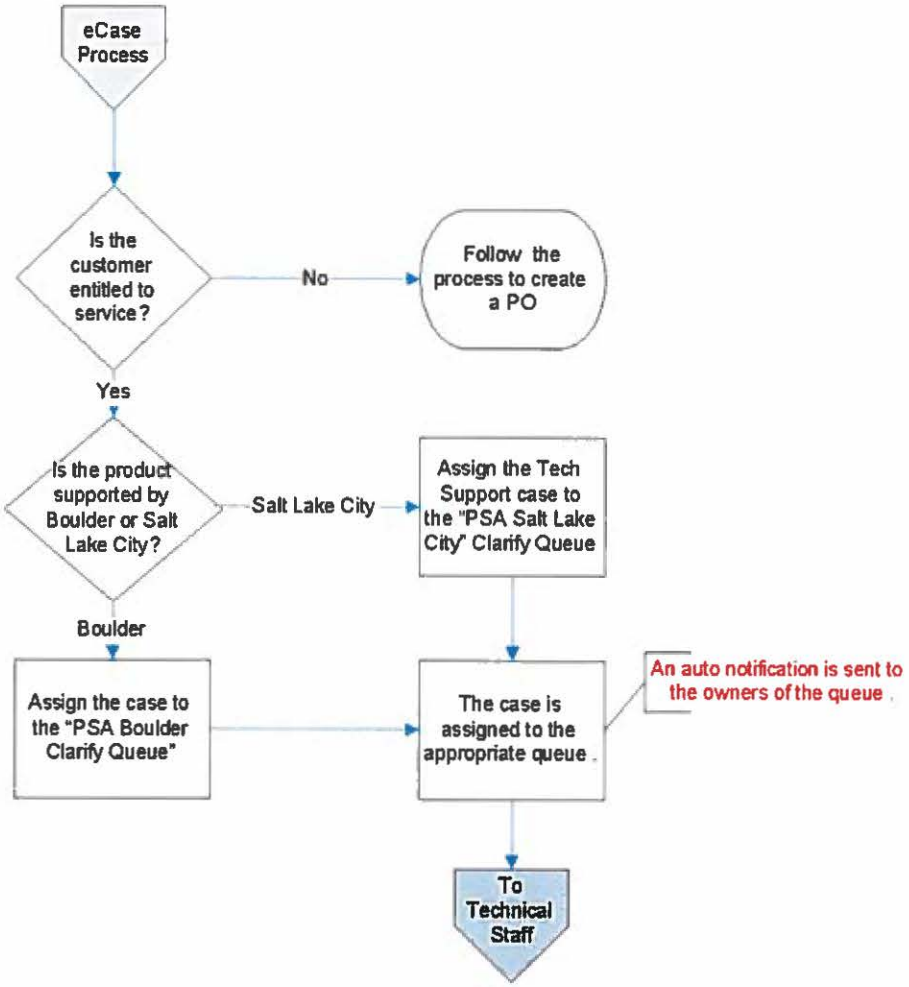



## Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.

Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

**Motorola On -line Flow**



## Option 3 - Submit a ticket via Email Case Management

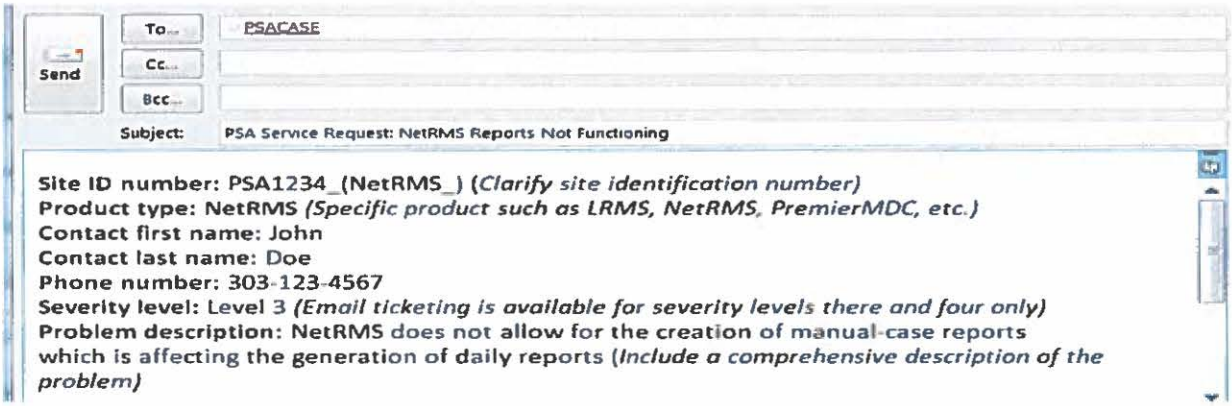
An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below:

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID =** followed by the site identification number of the system location
4. Type **Product Type=** followed by the product family type. Choose from the following list:
   - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
   - CSR (CUSTOMER SERVICE REQUEST)
   - INFOTRAK, LRMS
   - JAIL MANAGEMENT (OFFENDERTRAK)
   - MOBILE APPLICATIONS (PMDC, AIRMOBILE, TXMESSENGER)
   - NETRMS
5. Type **Contact First Name =** followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name =** followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number =** followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level =** followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description =** followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA Customer Support at 1 800-323-9949 for further assistance.

**SAMPLE Email Ticket Formatting:**



## *III. Severity Levels and Case Management*

Motorola services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Support and Engineering teams. Due to the urgency involved in some service cases, Motorola will make every reasonable effort to provide a temporary or work around solution (On Demand). When a permanent solution is developed and certified through testing, it will be incorporated into the applicable On Demand, Cumulative Update, Supplemental, or Standard Release.

| SEVERITY LEVEL | DEFINITION | RESPONSE TIME |
|---|---|---|
| 1 | **Total System Failure** - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available. | **Telephone conference within 1 Hour of initial voice notification** |
| 2 | **Critical Failure** - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer's normal use of the System, Subsystem, Product or major non-critical features. | **Telephone conference within 3 Business Hours of initial voice notification during normal business hours** |
| 3 | **Non-Critical Failure** - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features. | **Telephone conference within 6 Business Hours of initial notification during normal business hours** |
| 4 | **Inconvenience** - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests. | **Telephone conference within 2 Standard Business Days of initial notification** |

*Incoming cases are automatically assigned an initial **Severity Level** of **3**, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola adheres to strict policy dictated by the level of problem severity.*

## Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

| Escalation Policy- Severity Level 1 | | |
|---|---|---|
| **CRITICAL** | **ACTION** | **RESPONSIBILITY** |
| 0 Hours | Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level. | Support Analyst |
| 2 Hours | If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration. | Support Analyst<br>Support Manager |
| 4 Hours | If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support. | Support Manager<br>Director of Customer Support<br>Director of Systems Integration |
| 8 Hours | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team. | Support Manager<br>Director of Customer Support<br>Director of Systems Integration<br>VP of System Integration<br>VP of Customer Support |
| 12 Hours | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team, Senior Vice President of Operations, System Integration, Customer Support and Engineering. | Senior Management<br>Support<br>Operations<br>Systems Integration<br>Engineering |

All ***Severity Level 1*** problems will be transferred or dispatched immediately to the assigned Motorola technical support representative, to include notification to Motorola management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

3.1 **Reporting a Problem**. Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.

3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detailed error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.

3.3 **Error Correction Status Report**. Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

# IV. Key Responsibilities

## 4.1 Motorola Responsibilities

4.1.1 **Support on Motorola Software**. Motorola will provide any required software fixes in the form of either a "patch" or in an On Demand, Cumulative Update, Supplemental or Standard Release.

4.1.2 **Motorola Response**. Motorola will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.

4.1.3 **Remote Installation**. At Customer's request, Motorola will provide remote installation advice or assistance for Updates.

4.1.4 **Software Release Compatibility**. At Customer's request, Motorola will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.

4.1.5 **Customer Notifications**. Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.

4.1.6 **On-Site Software Correction**. Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.

4.1.7 **On-site Product Technical Support Services**. Motorola will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.

4.1.8 **Principal Period of Maintenance**. At Customer's request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.

4.1.9 **Compliance to Local, County, State and/or Federal Mandated Changes**. (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, NCIC and state interfaces are not part of the covered Services and will be quoted at the time of the request. Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.

4.1.10 **Anti-virus Software**. At Customer's request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Motorola will respond to any reported problem as an escalated support call.

4.1.11 **Account Reviews**. Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.

4.1.12 **Reports**. Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.

4.1.13 **Maintenance Contract Administration**. Motorola's Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.

Approximately four months prior to the expiration of the warranty period, a Motorola Customer Support Manager will contact you to discuss the options available for your specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

## 4.2 Customer Responsibilities

4.2.1 **Initiate Service Request Cases**. Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.

4.2.2 **Assess Severity Level**. Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.

4.2.3 **Escalate Appropriately**. Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.

4.2.4 **Support on Hardware**. Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.

4.2.5 **VPN connectivity**. Provide VPN connectivity and telephone access to Motorola personnel.

4.2.6 **Anti-virus software.** Run installed anti-virus software.

4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.

4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Support team in expediting and troubleshooting the issue. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

# Trouble Report Form

| | | | |
|---|---|---|---|
| **Agency Name:** | | **Motorola Case Number:** | |
| **Contact Name:** | | **E-mail Address:** | |
| **Contact Phone:** | | **Contact Fax:** | |
| **Severity Level:** | | **CAD Correction#:** | |
| **Subject:** | | | |
| **Product/Version:** | | | |

**Problem Description:** Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.

**Steps to Duplicate:** Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.

| | |
|---|---|
| Step One: | |
| Step Two: | |
| Step Three: | |
| Step Four: | |
| Step Five: | |
| Step Six: | |
| Step Seven: | |
| Additional Steps: | |
| **Expected Results:** | |
| **Actual Results:** | |
| **Configuration Checked:** | |

## V. Customer Call Flow

***To Be Provided By Customer***

## VI. Contact Information

**Motorola Contacts**

| CONTACT | PHONE NUMBER |
|---|---|
| **Motorola Solutions System Support Center** | **(800) MSI-HELP**<br>**Option 4 Software Product/Public Safety Apps:**<br>***Option 2) Computer Aided Dispatch and Mobile;***<br>***Option 2) PremierOne, Legacy CAD/Mobile*** |
| Phillip Askey<br>Tier 2 - Technical Support Manager<br>P.Askey@motorolasolutions.com | (720) 565-4764 - office |
| Jeff Dolph<br>Tier 1 - Technical Support Manager<br>JeffDolph@motorolasolutions.com | (303) 527-4038 - office<br>(303) 319-8935 - mobile |
| Tanya Mansell<br>Customer Service Manager<br>tanyamansell@motorolasolutions.com | (858) 324-6305 - office |
| Clark McCall<br>Sr. Sales Consultant, Public Safety Solutions<br>clark.mccall@motorolasolutions.com | (352) 589-5721 - office |

**Customer Contacts (to be provided by Customer)**

| |
|---|
| Customer Agency Name:<br>Address:<br>City, State and Zip: |
| Billing Contact Name:<br>Phone No:<br>Email: |
| Backup System Administrator Name:<br>Phone No:<br>Email: |
| Service Escalations Contact Name:<br>Title:<br>Phone No:<br>Email: |

## Exhibit C
## LABOR RATES

**MAINTENANCE AND SUPPORT AGREEMENT** **561** **TERM:** **10/01/19-11/30/19**

**CUSTOMER:** **Jacksonville Sheriff Office**

The following are Motorola's current labor rates, subject to an annual change.

**The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:**

| SERVICE HOURS | LABOR RATES |
|---|---|
| 8 a.m.-5 p.m. M-F (local time) | $223 per hour, 2 hours minimum |
| After 5 p.m., Saturday, Sunday, Motorola Holidays | $334 per hour, 2 hours minimum |

**The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:**

| SERVICE HOURS | LABOR RATES |
|---|---|
| 8 a.m.-5 p.m. M-F (local time) | $446 per hour, 2 hours minimum |
| After 5 p.m., Saturday, Sunday, Motorola Holidays | $668 per hour, 2 hours minimum |

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.