**COOPERATIVE PROCUREMENT CONTRACT BETWEEN
THE CITY OF SAN DIEGO
AND
MOTOROLA SOLUTIONS, INC.
FOR 60000024-25-E, RMS MOBILE RECORDS MANAGEMENT SYSTEM**

_____

I. RECITALS

A.   San Diego Municipal Code (SDMC) section 22.3208 authorizes the City of San Diego, a municipal corporation (City), to use a cooperative procurement contract awarded by another agency where the City's Purchasing Agent certifies in writing that the cooperative procurement contract is in the City's best interests, to the City's economic advantage, and the agency's contract was awarded using a process that complies with the policies, rules, and regulations developed and implemented by the City Manager.

B.   On February 20, 2019, the City of Irvine issued a Request for Proposal (RFP No. 19-1511 for a Public Safety CAD/RMS Mobile System Replacement by posting the solicitation in accordance with the City of Irvine's policies. A needs assessment was performed which resulted in a list of pre-qualified vendors. The City of Irvine used a three-phase process to evaluate the proposed services. The RFP was posted on February 20, 2019, and it closed on March 22, 2019. The RFP was advertised for more than ten days prior to the closing date in compliance with SDMC section 22.3208 and Administrative Regulation 35.11.

C.   On October 10, 2019, based on the results of the competitive process, the City of Irvine awarded a contract with Motorola, Solutions, Inc. (Contractor) and executed the Agreement for Consulting Services with Contractor, identified as Solicitation No.RFP 19-1511, is referred to herein as the "Agency Agreement,", and attached as Exhibit 1.

D.   On March 26, 2024, the City's Purchasing Agent certified in writing that the Agency Agreement meets the requirements set forth in SDMC section 22.3208.

E.   Contractor has agreed to provide to City the same pricing offered to Agency for Public Safety CAD/RMS Mobile System Replacement consistent with the terms and conditions in the Agency Agreement except as modified herein. Contractor will not provide the City with consulting services (as defined in the SDMC) under this cooperative procurement contract (Contract).

II. GENERAL PROVISIONS

In consideration of the above recitals and mutual covenants and conditions set forth in this Contract, and for good and valuable consideration, the sufficiency of which is hereby acknowledged, City and Contractor hereby agree to the terms and conditions as set forth in the Agency Agreement with the exception of the following modifications:

1.   <u>Incorporation.</u> This Contract shall fully incorporate the Recitals which the parties agree are true and correct.

2.   Effective Date. This Contract is effective on the last date that this Contract is signed by City and Contractor and approved by the City Attorney (Effective Date) for an initial term extending through October 10, 2029, which may be exercised at City's sole and absolute discretion subject to the restrictions in San Diego Charter section 99. City, through the Mayor or his designee, may exercise the option by written notice to Contractor sent thirty (30) days prior to the expiration of the current term. Contractor may not decline the option to renew. The total duration of this Contract, including the exercise of any options under this section, shall not exceed five (5) years without approval of the City of San Diego Council by Ordinance.

3.   Early Termination. Contractor must provide written notice within ten (10) calendar days of the date in which the Agency Agreement is terminated to the Contract Administrator identified in Section III, below. Such written notice must explain the basis for termination and the date upon which the termination is effective. Early termination of the Agency Agreement by Agency or Contractor, or failure by Agency to exercise an option to extend the Agency Agreement, shall not in any way affect the existence of this Contract.

4.   Compliance with Controlling Laws. Contractor shall comply with all applicable local, state, and federal laws and regulations. In addition, Contractor shall comply immediately with all directives issued by City or its authorized representatives under authority of any laws, statues, ordinances, rules, or regulations.

5.   Governing Law. The Contract shall be deemed to be made under, construed in accordance with, and governed by the laws of the State of California without regard to the conflicts or choice of law provisions thereof.

6.   Jurisdiction and Venue. The venue for any suit concerning this Contract, the interpretation of application of any of its terms and conditions, or any related disputes shall be in the County of San Diego, State of California.

7.   Modifications. The modifications described in Exhibit 2, which is attached hereto and incorporated herein by reference, shall affect only the page(s) and section(s) and terms and conditions referred to therein. All other terms and conditions of the Agency Agreement shall be in full force and effect as to City and Contractor as incorporated in this Contract.

III. CONTRACT ADMINISTRATOR

1.   Contract Administrator. The Purchasing Agent is the Contract Administrator for the purposes of this Contract.

2.   Notices. Unless otherwise specified, in all cases where written notice is required under this Contract, service shall be deemed sufficient if the notice is personally delivered or deposited in the United States mail, with first class postage paid, attention to the Purchasing Agent. Proper notice shall be effective on the date of personal delivery or five (5) days after deposit in the United States postal mailbox. Notices shall be sent to:

City of San Diego, Purchasing & Contracting Department
Attention: William Eames
1200 Third Avenue, Suite 200

San Diego, CA 92101
WBEames@sandiego.gov(619) 236-6044

IV. COMPENSATION

1.　　City shall pay Contractor for the goods or services provided in accordance with this Contract in an amount not to exceed $ 2,994,236.00 Contractor is not obligated to provide goods or services in excess of this amount, and does so at its own risk, unless this Contract is amended in writing duly executed by City and Contractor increasing this not-to-exceed amount.

2.　　Annual Appropriation of Funds. Contractor acknowledges that the contract term may extend over multiple City fiscal years, and agrees that work and compensation under this Contract is contingent on the City Council appropriating funding for and authorizing such work and compensation for those fiscal years. City may terminate the Contract if sufficient funds are not duly appropriated and authorized for any given fiscal year, or if funds appropriated and authorized for this Contract are exhausted before the fiscal year concludes. City is not obligated to pay Contractor for any amounts not duly appropriated and authorized by the City Council.

V. CONTRACT

1.　　Contract Documents. This Contract consists of this Contract and all the exhibits listed below, which are attached as Exhibits 1 through 4, and incorporated by reference (collectively referred to as "Contract Documents"). These documents together contain all the terms and conditions of the Contract between City and Contractor.

　　1.1　　Agency Agreement (Exhibit 1);

　　1.2　　Modifications to the Agreement (Exhibit 2);

　　1.3　　City of Irvine Request for Proposal (RFP) for Public Safety CAD/RMS Mobile System Replacement, including Motorola Solutions, Inc. Response to the RFP (Exhibit 3);

　　1.4　　Pricing Proposal (Exhibit 4).

2.　　Contract Interpretation. The Contract Documents completely describe the goods and/or services to be provided. Contractor shall provide any goods or services that may reasonably be inferred from the Contract Documents or from prevailing custom or trade usage as being required to produce the intended result whether or not specifically called for or identified in the Contract Documents. Words or phrases which have a well-known technical or construction industry trade meaning and are used to describe goods or services will be interpreted in accordance with that meaning unless a different definition has been provided in the Contract Documents.

3.　　Precedence. In resolving conflicts resulting from errors or discrepancies in any of the Contract Documents, City and Contractor will use the order of precedence as set forth below. The document in highest order of precedence controls. Inconsistent provisions in the Contract Documents that address the same subject, are consistent, and have different degrees of

specificity, are not in conflict and the more specific language will control. The order of precedence from highest to lowest is as follows:

1st   This Contract and its Exhibits
2nd   Agency Agreement and its Exhibits
3rd   Agency's RFP No. 19-1511and any Addenda
4th   Motorola Solution, Inc.'s Response to RFP No. 19-1511

4.   Counterparts. This Contract may be executed in counterparts which, when taken together, shall constitute a single signed original as though all parties executed the same page.

5.   Public Agencies. Other public agencies as defined by California Government Code section 6500 may choose to use the terms of this Contract, subject to Contractor's acceptance. City is not liable or responsible for any obligations related to a subsequent agreement between Contractor and another public agency.

VI. CITY'S ADDITIONAL TERMS

1.   Drug-Free Workplace Certification. Contractor shall comply with City's Drug-Free Workplace requirements set forth in Council Policy 100-17, which is incorporated into this Contract by reference.

2.   ADA Certification. Contractor shall comply with the City's Americans with Disabilities Act Compliance/City Contracts requirements as set forth in Council Policy 100-04, which is incorporated into this Contract by reference.

3.   Non-Discrimination Ordinance. Contractor shall not discriminate on the basis of race, gender, gender expression, gender identity, religion, national origin, ethnicity, sexual orientation, age, or disability in the solicitation, selection, hiring or treatment of subcontractors, vendors, or suppliers. Contractor shall provide equal opportunity for subcontractors to participate in subcontracting opportunities. Contractor understands and agrees that violation of this clause shall be considered a material breach of the contract and may result in contract termination, debarment, or other sanctions. Contracts between Contractor and any subcontractors or suppliers shall contain this language.

4.   Compliance with the City's Equal Employment Opportunity Outreach Program (EOCP): Contractor shall comply with the City's EOCP requirements. Contractor shall not discriminate against any employee or applicant for employment on any basis prohibited by law. Contractor shall provide equal opportunity in all employment practices. Prime Contractors shall ensure that their subcontractors comply with this program. Nothing in this Section shall be interpreted to hold a prime Contractor liable for any discriminatory practice of its subcontractors.

5.   Compliance Investigations. Upon City's request, Contractor agrees to provide to City, within sixty calendar days, a truthful and complete list of the names of all subcontractors, vendors, and suppliers that Contractor has used in the past five years on any of its contracts that were undertaken within San Diego County, including the total dollar amount paid by Contractor for each subcontract or supply contract. Contractor further agrees to fully cooperate in any investigation conducted by City pursuant to City's Nondiscrimination in Contracting Ordinance.

Contractor understands and agrees that violation of this clause shall be considered a material breach of the Contract and may result in remedies being ordered against Contractor up to and including contract termination, debarment, and other sanctions.

6.   <u>Business Tax Certificate.</u> Unless the City Treasurer determines in writing that a contractor is exempt from the payment of business tax, any contractor doing business with the City of San Diego is required to obtain a Business Tax Certificate and to provide a copy to the City before any contract is executed.

7.   <u>Product Endorsement.</u> Contractor shall comply with Council Policy 000-41 which requires that other than listing the City as a client and other limited endorsements, any advertisements, social media, promotions or other marketing referring to the City as a user of a product or service will require prior written approval of the Mayor or designee. Use of the City Seal or City logos is prohibited.

IN WITNESS WHEREOF, this Contract is executed by City and Contractor acting by and through their authorized officers.

Motorola Solutions, Inc. A Delaware Corporation

By: _Carrie Hemmen_ (signature)

Name: <u>Carrie Hemmen</u>

Title: <u>MSSSI Sr. VP, Software Sales</u>

Date: <u>December 27, 2024</u>

THE CITY OF SAN DIEGO
A Municipal Corporation

By: _C. Abarca_ (signature)

Name: <u>Claudia C. Abarca</u>

Title: <u>Director, Purchasing & Contracting</u>

Date: <u>December 27, 2024</u>

Approved as to form this 27 day of December , 2024 .

HEATHER FERBERT, City Attorney

By: _Jill S. Cristich_
Jill S. Cristich (Dec 27, 2024 16:41 PST)
Deputy City Attorney

Print Name: <u>Jill S. Cristich</u>

Signature Page

Final Audit Report   2024-12-28

Created:	2024-12-27
By:	William Eames III (wbeames@sandiego.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAatjOjWnUVKj09QTZSiCnEAeiYRK_-nml

"Signature Page" History

📄 Document created by William Eames III (wbeames@sandiego.gov)
2024-12-27 - 11:29:44 PM GMT- IP address: 156.29.5.177

📧 Document emailed to jcristich@sandiego.gov for signature
2024-12-27 - 11:31:45 PM GMT

📄 Email viewed by jcristich@sandiego.gov
2024-12-28 - 0:40:46 AM GMT- IP address: 137.83.224.177

✍️ Signer jcristich@sandiego.gov entered name at signing as Jill S. Cristich
2024-12-28 - 0:41:21 AM GMT- IP address: 137.83.224.177

✍️ Document e-signed by Jill S. Cristich (jcristich@sandiego.gov)
Signature Date: 2024-12-28 - 0:41:23 AM GMT - Time Source: server- IP address: 137.83.224.177

✅ Agreement completed.
2024-12-28 - 0:41:23 AM GMT

City of San Diego
CONTRACTOR STANDARDS
Pledge of Compliance

The City of San Diego has adopted a Contractor Standards Ordinance (CSO) codified in section 22.3004 of the San Diego Municipal Code (SDMC). The City of San Diego uses the criteria set forth in the CSO to determine whether a contractor (bidder or proposer) has the capacity to fully perform the contract requirements and the business integrity to justify the award of public funds. This completed Pledge of Compliance signed under penalty of perjury must be submitted with each bid and proposal. If an informal solicitation process is used, the bidder must submit this completed Pledge of Compliance to the City prior to execution of the contract. All responses must be typewritten or printed in ink. If an explanation is requested or additional space is required, Contractors must provide responses on Attachment A to the Pledge of Compliance and sign each page. Failure to submit a signed and completed Pledge of Compliance may render a bid or proposal non-responsive. In the case of an informal solicitation or cooperative procurement, the contract will not be awarded unless a signed and completed Pledge of Compliance is submitted. A submitted Pledge of Compliance is a public record and information contained within will be available for public review except to the extent that such information is exempt from disclosure pursuant to applicable law.

By signing and submitting this form, the contractor is certifying, to the best of their knowledge, that the contractor and any of its Principals have not within a five (5) year period – preceding this offer, been convicted of or had a civil judgement rendered against them for commission of a fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, State or local) contract or subcontract.

"Principal" means an officer, director, owner, partner or a person having primary management or supervisory responsibilities within the firm. The Contractor shall provide immediate written notice to the Procurement Contracting Officer handling the solicitation, at any time prior to award should they learn that this Representations and Certifications was inaccurate or incomplete.

This form contains 10 pages, additional information may be submitted as part of *Attachment A.*

A. BID/PROPOSAL/SOLICITATION TITLE:

_____

_____

_____

B. BIDDER/PROPOSER INFORMATION:

Motorola Solutions, Inc.		N/A	
Legal Name		DBA	
10680 Treena Street	San Diego	CA	92131
Street Address	City	State	Zip
Robin Ginther, Senior Account Manager	(785) 822-2237		
Contact Person, Title	Phone	Fax	

Provide the name, identity, and precise nature of the interest* of all persons who are directly or indirectly involved** in this proposed transaction (SDMC § 21.0103). Use additional pages if necessary.

* The precise nature of the interest includes:

- the percentage ownership interest in a party to the transaction,
- the percentage ownership interest in any firm, corporation, or partnership that will receive funds from the transaction,
- the value of any financial interest in the transaction,
- any contingent interest in the transaction and the value of such interest should the contingency be satisfied, and
- any philanthropic, scientific, artistic, or property interest in the transaction.

** Directly or indirectly involved means pursuing the transaction by:

- communicating or negotiating with City officers or employees,
- submitting or preparing applications, bids, proposals or other documents for purposes of contracting with the City, or
- directing or supervising the actions of persons engaged in the above activity.

Robin Ginther	Senior Account Manager, Software Sales
Name	Title/Position
Scottsdale, AZ	
City and State of Residence	Employer (if different than Bidder/Proposer)
Software Sales	
Interest in the transaction	

Micah Applewhite	Software Sales Vice President
Name	Title/Position
TX	
City and State of Residence	Employer (if different than Bidder/Proposer)
Vice President of Software Sales	
Interest in the transaction	

Scott Schaelen	Commercial Counsel
Name	Title/Position
Chula Vista, CA	
City and State of Residence	Employer (if different than Bidder/Proposer)
Legal	
Interest in the transaction	

Name	Title/Position
City and State of Residence	Employer (if different than Bidder/Proposer)
Interest in the transaction	

Name	Title/Position
City and State of Residence	Employer (if different than Bidder/Proposer)
Interest in the transaction	

Name	Title/Position
City and State of Residence	Employer (if different than Bidder/Proposer)
Interest in the transaction	

Name	Title/Position

City and State of Residence	Employer (if different than Bidder/Proposer)

Interest in the transaction

Name	Title/Position

City and State of Residence	Employer (if different than Bidder/Proposer)

Interest in the transaction

Name	Title/Position

City and State of Residence	Employer (if different than Bidder/Proposer)

Interest in the transaction

C. OWNERSHIP AND NAME CHANGES:

1. In the past five (5) years, has your firm changed its name?
   ☐ Yes   ☑ No

   If **Yes**, use Attachment A to list all prior legal and DBA names, addresses, and dates each firm name was used. Explain the specific reasons for each name change.

2. Is your firm a non-profit?
   ☐ Yes   ☑ No

   If **Yes**, attach proof of status to this submission.

3. In the past five (5) years, has a firm owner, partner, or officer operated a similar business?
   ☐ Yes   ☑ No

   If **Yes**, use Attachment A to list names and addresses of all businesses and the person who operated the business. Include information about a similar business only if an owner, partner, or officer of your firm holds or has held a similar position in another firm.

D. BUSINESS ORGANIZATION/STRUCTURE:

Indicate the organizational structure of your firm. Fill in only one section on this page. Use Attachment A if more space is required.

☐ **Corporation** Date incorporated: **03/09/1973**   State of incorporation: Delaware

List corporation's current officers: President: See attached Board of Directors/Executive Committee List
                                        Vice Pres: _____
                                        Secretary: _____
                                        Treasurer: _____

Type of corporation: C ☑   Subchapter S ☐

Is the corporation authorized to do business in California: ☑ **Yes**   ☐ **No**

If **Yes**, after what date: 05/04/1973

Is your firm a publicly traded corporation?   ☑ **Yes**   ☐ **No**

If **Yes,** how and where is the stock traded? New York Stock Exchange (NYSE: MSI)

If **Yes,** list the name, title and address of those who own ten percent (10 %) or more of the corporation's stocks:

The Vanguard Group
100 Vanguard Blvd.
Malvern, PA 19355
12%

Do the President, Vice President, Secretary and/or Treasurer of your corporation have a third party interest or other financial interests in a business/enterprise that performs similar work, services or provides similar goods? ☐ **Yes**   ☑ **No**

If **Yes,** please use Attachment A to disclose.

Please list the following: Authorized   Issued   Outstanding

a.   Number of voting shares:
b.   Number of nonvoting shares:
c.   Number of shareholders:
d.   Value per share of common stock: Par $_____

                                                                                       Book $_____

                                                                                       Market $_____

Limited Liability Company Date formed: _____   State of formation: _____

List the name, title and address of members who own ten percent (10%) or more of the company:

_____

_____

_____

_____

☐ **Partnership** Date formed: _____   State of formation: _____

List names of all firm partners:

_____

_____

_____

☐ **Sole Proprietorship**   Date started: _____

List all firms you have been an owner, partner or officer with during the past five (5) years. Do not include ownership of stock in a publicly traded company:

_____

_____

_____

☐ **Joint Venture**   Date formed: _____

List each firm in the joint venture and its percentage of ownership:

_____
_____
_____
_____
_____

Note: To be responsive, each member of a Joint Venture or Partnership must complete a separate *Contractor Standards form.*

E. FINANCIAL RESOURCES AND RESPONSIBILITY:

1. Is your firm preparing to be sold, in the process of being sold, or in negotiations to be sold?
   ☐ **Yes**   ☑ **No**

   If **Yes**, use Attachment A to explain the circumstances, including the buyer's name and principal contact information.

2. In the past five (5) years, has your firm been denied bonding?
   ☐ **Yes**   ☑ **No**

   If **Yes**, use Attachment A to explain specific circumstances; include bonding company name.

3. In the past five (5) years, has a bonding company made any payments to satisfy claims made against a bond issued on your firm's behalf or a firm where you were the principal?
   ☐ **Yes**   ☑ **No**

   If **Yes**, use Attachment A to explain specific circumstances.

4. In the past five (5) years, has any insurance carrier, for any form of insurance, refused to renew the insurance policy for your firm?
   ☐ **Yes**   ☑ **No**

   If **Yes**, use Attachment A to explain specific circumstances.

5. Within the last five years, has your firm filed a voluntary petition in bankruptcy, been adjudicated bankrupt, or made a general assignment for the benefit of creditors?
   ☐ **Yes**   ☑ **No**

   If **Yes**, use Attachment A to explain specific circumstances.

6. Are there any claims, liens or judgements that are outstanding against your firm?
   ☐ **Yes**   ☑ **No**

   If **Yes**, please use Attachment A to provide detailed information on the action.

7. Please provide the name of your principal financial institution for financial reference. By submitting a response to this Solicitation Contractor authorizes a release of credit information for verification of financial responsibility.

   Name of Bank: See Attached for Motorola's bank reference letter. _____

   Point of Contact:_____

   Address:_____

   Phone Number:_____

8. By submitting a response to a City solicitation, Contractor certifies that he or she has sufficient operating capital and/or financial reserves to properly fund the requirements identified in the solicitation. At City's request, Contractor will promptly provide to City

a copy of Contractor's most recent balance sheet and/or other necessary financial statements to substantiate financial ability to perform.

9.   In order to do business in the City of San Diego, a current Business Tax Certificate is required. Business Tax Certificates are issued by the City Treasurer's Office. If you do not have one at the time of submission, one must be obtained prior to award.

Business Tax Certificate No.: **B2018024865**_____ Year Issued: **2020**_____

F.   PERFORMANCE HISTORY:

1.   In the past five (5) years, has your firm been found civilly liable, either in a court of law or pursuant to the terms of a settlement agreement, for defaulting or breaching a contract with a government agency?
☐ **Yes**   ☑ **No**

If **Yes**, use Attachment A to explain specific circumstances.

2.   In the past five (5) years, has a public entity terminated your firm's contract for cause prior to contract completion?
☐ **Yes**   ☑ **No**

If **Yes**, use Attachment A to explain specific circumstances and provide principal contact information.

3.   In the past five (5) years, has your firm entered into any settlement agreement for any lawsuit that alleged contract default, breach of contract, or fraud with or against a public entity?
☐ **Yes**   ☑ **No**

If **Yes**, use Attachment A to explain specific circumstances.

4.   Is your firm currently involved in any lawsuit with a government agency in which it is alleged that your firm has defaulted on a contract, breached a contract, or committed fraud?
☐ **Yes**   ☑ **No**

If **Yes**, use Attachment A to explain specific circumstances.

5.   In the past five (5) years, has your firm, or any firm with which any of your firm's owners, partners, or officers is or was associated, been debarred, disqualified, removed, or otherwise prevented from bidding on or completing any government or public agency contract for any reason?
☐ **Yes**   ☑ **No**

If **Yes**, use *Attachment A* to explain specific circumstances.

6.   In the past five (5) years, has your firm received a notice to cure or a notice of default on a contract with any public agency?

☐ **Yes**   ☑ **No**

If **Yes**, use Attachment A to explain specific circumstances and how the matter resolved.

7.   Performance References:

Please provide a minimum of three (3) references familiar with work performed by your firm which was of a similar size and nature to the subject solicitation within the last five (5) years.

Please note that any references required as part of your bid/proposal submittal are in addition to those references required as part of this form.

Company Name: **Los Angeles Police Dept.**_____

Contact Name and Phone Number: Deputy Chief John McMahon

Contact Email: 26681@lapd.online

Address: 100 W. 1st Street, Los Angeles, CA 90012

Contract Date: August 1, 2022

Contract Amount:

Requirements of Contract: Records Management, Field Reporting on iOS

Company Name: Riverside Police Dept

Contact Name and Phone Number: Capt Chris Wagner

Contact Email: cwagner@riversideca.gov

Address: 10540 Magnolia Ave, Riverside, CA 92505

Contract Date: November 1, 2016

Contract Amount:

Requirements of Contract: Records Management

Company Name: Las Vegas Metro

Contact Name and Phone Number: Jared Grant

Contact Email: J7831G@lvmpd.com

Address: 400 S. Martin L King Blvd, Las Vegas, NV 89106

Contract Date: December 19, 2017

Contract Amount:

Requirements of Contract: Records Management and CAD

G. COMPLIANCE:

1. In the past five (5) years, has your firm or any firm owner, partner, officer, executive, or manager been criminally penalized or found civilly liable, either in a court of law or pursuant to the terms of a settlement agreement, for violating any federal, state, or local law in performance of a contract, including but not limited to, laws regarding health and safety, labor and employment, permitting, and licensing laws?

   ☐ Yes   ☑ No

   If **Yes**, use Attachment A to explain specific circumstances surrounding each instance. Include the name of the entity involved, the specific infraction(s) or violation(s), dates of instances, and outcome with current status.

2. In the past five (5) years, has your firm been determined to be non-responsible by a public entity?

   ☐ Yes   ☑ No

If **Yes**, use Attachment A to explain specific circumstances of each instance. Include the name of the entity involved, the specific infraction, dates, and outcome.

H. BUSINESS INTEGRITY:

1. In the past five (5) years, has your firm been convicted of or found liable in a civil suit for making a false claim or material misrepresentation to a private or public entity?
   ☐Yes   ☑No

   If **Yes**, use Attachment A to explain specific circumstances of each instance. Include the entity involved, specific violation(s), dates, outcome and current status.

2. In the past five (5) years, has your firm or any of its executives, management personnel, or owners been convicted of a crime, including misdemeanors, or been found liable in a civil suit involving the bidding, awarding, or performance of a government contract?
   ☐Yes   ☑No

   If **Yes**, use Attachment A to explain specific circumstances of each instance; include the entity involved, specific infraction(s), dates, outcome and current status.

3. In the past five (5) years, has your firm or any of its executives, management personnel, or owners been convicted of a federal, state, or local crime of fraud, theft, or any other act of dishonesty?
   ☐Yes   ☑No

   If **Yes**, use Attachment A to explain specific circumstances of each instance; include the entity involved, specific infraction(s), dates, outcome and current status.

4. Do any of the Principals of your firm have relatives that are either currently employed by the City or were employed by the City in the past five (5) years?

   ☐Yes   ☑No

   If **Yes**, please disclose the names of those relatives in Attachment A.

I. BUSINESS REPRESENTATION:

1. Are you a local business with a physical address within the County of San Diego?
   ☑Yes.   ☐No

2. Are you a certified Small and Local Business Enterprise certified by the City of San Diego?
   ☐Yes   ☑No

   Certification #_____

3. Are you certified as any of the following:
   a. Disabled Veteran Business Enterprise Certification #_____
   b. Woman or Minority Owned Business Enterprise Certification # _____
   c. Disadvantaged Business Enterprise Certification #_____

J. WAGE COMPLIANCE:
In the past five (5)years, has your firm been required to pay back wages or penalties for failure to comply with the federal, state or local **prevailing, minimum, or living wage laws**? ☐Yes   ☑No   If **Yes**, use Attachment A to explain the specific circumstances of each instance. Include the entity involved, the specific infraction(s), dates, outcome, and current status.

By signing this Pledge of Compliance, your firm is certifying to the City that you will comply with the requirements of the Equal Pay Ordinance set forth in SDMC sections 22.4801 through 22.4809.

K. STATEMENT OF SUBCONTRACTORS & SUPPLIERS:

Please provide the names and information for all subcontractors and suppliers used in the performance of the proposed contract, and what portion of work will be assigned to each subcontractor. Subcontractors may not be substituted without the written consent of the City. Use Attachment A if additional pages are necessary. If no subcontractors or suppliers will be used, please write "Not Applicable."

Company Name: _____

Address: _____

Contact Name: _____ Phone: _____ Email: _____

Contractor License No.: _____ DIR Registration No.: _____

Sub-Contract Dollar Amount: $_____ (per year) $_____ (total contract term)

Scope of work subcontractor will perform: _____

Identify whether company is a subcontractor or supplier: _____

Certification type (check all that apply):☐DBE ☐DVBE ☐ELBE ☐MBE ☐SLBE☐WBE ☐Not Certified

Contractor must provide valid proof of certification with the response to the bid or proposal to receive

participation credit.

Company Name: _____

Address: _____

Contact Name: _____ Phone: _____ Email: _____

Contractor License No.: _____ DIR Registration No.: _____

Sub-Contract Dollar Amount: $_____ (per year) $_____ (total contract term)

Scope of work subcontractor will perform: _____

Identify whether company is a subcontractor or supplier: _____

Certification type (check all that apply):☐DBE ☐DVBE ☐ELBE ☐MBE ☐SLBE☐WBE ☐Not Certified

Contractor must provide valid proof of certification with the response to the bid or proposal to receive

participation credit.

L. STATEMENT OF AVAILABLE EQUIPMENT:

A full inventoried list of all necessary equipment to complete the work specified may be a requirement of the bid/proposal submission.

By signing and submitting this form, the Contractor certifies that all required equipment included in this bid or proposal will be made available one week (7 days) before work shall commence. In instances where the required equipment is not owned by the Contractor, Contractor shall explain how the equipment will be made available before the commencement of work. The City of San

Diego reserves the right to reject any response, in its opinion, if the Contractor has not demonstrated he or she will be properly equipped to perform the work in an efficient, effective matter for the duration of the contract period.

M. TYPE OF SUBMISSION: This document is submitted as:

☐ Initial submission of *Contractor Standards Pledge of Compliance*

☐ Initial submission of *Contractor Standards Pledge of Compliance* as part of a Cooperative agreement

☐ Initial submission of *Contractor Standards Pledge of Compliance* as part of a Sole Source agreement

☐ Update of prior *Contractor Standards Pledge of Compliance* dated _____.

Complete all questions and sign below.

Under penalty of perjury under the laws of the State of California, I certify that I have read and understand the questions contained in this Pledge of Compliance, that I am responsible for completeness and accuracy of the responses contained herein, and that all information provided is true, full and complete to the best of my knowledge and belief. I agree to provide written notice to the Purchasing Agent within five (5) business days if, at any time, I learn that any portion of this Pledge of Compliance is inaccurate. Failure to timely provide the Purchasing Agent with written notice is grounds for Contract termination.

I, on behalf of the firm, further certify that I and my firm will comply with the following provisions of SDMC section 22.3004:

(a) I and my firm will comply with all applicable local, State and Federal laws, including health and safety, labor and employment, and licensing laws that affect the employees, worksite or performance of the contract.

(b) I and my firm will notify the Purchasing Agent in writing within fifteen (15) calendar days of receiving notice that a government agency has begun an investigation of me or my firm that may result in a finding that I or my firm is or was not in compliance with laws stated in paragraph (a).

(c) I and my firm will notify the Purchasing Agent in writing within fifteen (15) calendar days of a finding by a government agency or court of competent jurisdiction of a violation by the Contractor of laws stated in paragraph (a).

(d) I and my firm will notify the Purchasing Agent in writing within fifteen (15) calendar days of becoming aware of an investigation or finding by a government agency or court of competent jurisdiction of a violation by a subcontractor of laws stated in paragraph (a).

(e) I and my firm will cooperate fully with the City during any investigation and to respond to a request for information within ten (10) working days.

Failure to sign and submit this form with the bid/proposal shall make the bid/proposal non-responsive. In the case of an informal solicitation, the contract will not be awarded unless a signed and completed *Pledge of Compliance* is submitted.

Robin Ginther, Area Sales Manager Strategic Projects	Robin Ginther Digitally signed by Robin Ginther Date: 2024.02.23 12:32:10 -07'00'	2/23/2024
Name and Title	Signature	Date

Provide additional information in space below. Use additional Attachment "A" pages as needed. Each page must be signed. Print in ink or type responses and indicate question being answered.

All representations and statements are made to the best knowledge and belief of the appropriate members of the Motorola Solutions, Inc. ("Motorola") presale team assigned to this bid/proposal/solicitation as of March 11, 2020 (unless otherwise indicated), and any Motorola subject matter expert personnel. Unless otherwise indicated, responses concern the United States government and public safety market.

E. FINANCIAL RESOURCES AND RESPONSIBILITY

8. Motorola is a publicly traded company and files reports as required by the SEC describing therein certain financial information. Such financial information substantiating Motorola's financial ability to perform can be found on the Motorola's Investor Relations website: http://investors.motorolasolutions.com/CorporateProfile.

F. PERFORMANCE HISTORY

5. Based upon a decision by the Memphis City Attorney, the City of Memphis has determined that Motorola is "exclud[ed] from submitting a bid or proposals to the City of Memphis for a period not to exceed one year," effective October 8, 2019, because Motorola was ". . .unable to meet a voluntary 50% MWBE participation commitment . . ." Motorola understands the decision by the City of Memphis does not prohibit Motorola from completing the current communications system project with the City of Memphis, adding change orders to the current contract, or from selling equipment and services to the City of Memphis on a sole source basis.

6. Motorola is a Fortune 500 company with billions of dollars in annual global sales. As is normal for such companies, Motorola has received notices to cure or notices of default. To the best of Motorola's knowledge, all such notices have been successfully resolved with the customer and have not risen to the level of actual default. Motorola does not maintain a detailed history of such notices or outcomes, nor does it maintain a listing of all notices and outcomes, and therefore cannot provide the same.

G. COMPLIANCE

1. Motorola asserts that, to the best of its knowledge and belief, none of its officers, executives, or managers have been criminally penalized or found civilly liable for violating any federal, state, or local law in performance of a contract, including but not limited to, laws regarding health and safety, labor and employment, permitting, and licensing laws. As Motorola is a Fortune 500 company with thousands of shareholders, it is unable to answer on behalf of its owners and has no partners.

H. BUSINESS INTEGRITY

2. Motorola asserts that, to the best of its knowledge and belief, none of its officers, executives, or management personnel have been convicted of a crime, including misdemeanors, or been found liable in a civil suit involving the bidding, awarding, or performance of a government contract to the extent it relates directly to his or hers performance of responsibilities carrying out Motorola's business activities. As Motorola is a Fortune 500 company with thousands of shareholders, it is unable to answer on behalf of its owners.

3. Motorola asserts that, to the best of its knowledge and belief, none of its officers, executives, or management personnel have been convicted of a federal, state, or local crime of fraud, theft, or any other act of dishonesty. As Motorola is a Fortune 500 company with thousands of shareholders, it is unable to answer on behalf of its owners.

L. STATEMENT OF AVAILABLE EQUIPMENT

Motorola will work with San Diego to Ship and Deploy hardware in a mutually agreed upon time frame.

I have read the matters and statements made in this Contractor Standards Pledge of Compliance and attachments thereto and I know the same to be true of my own knowledge, except as to those matters stated upon information or belief and as to such matters, I believe the same to be true. I certify under penalty of perjury that the foregoing is true and correct.

Robin Ginther, Area Sales Manager Strategic Projects	**Robin Ginther** Digitally signed by Robin Ginther Date: 2024.02.23 12:42:22 -07'00'	**2-23-2023**
Print Name, Title	Signature	Date

EXHIBIT 1: AGENCY AGREEMENT

AGREEMENT FOR CONSULTING SERVICES

THIS AGREEMENT FOR CONSULTING SERVICES (the "Agreement") is made and entered into as of October 10, 2019, by and between the CITY OF IRVINE, a municipal corporation ("City"), and Motorola Solutions, Inc., a (insert legal entity such as "sole proprietorship" or "California corporation") ("Consultant").

PART I

FUNDAMENTAL TERMS

A.   Location of Project: The City of Irvine location(s) as set forth in PART IV, Scope of Services, included herein.

B.   Description of Services/Goods to be Provided: Public Safety CAD/RMS Mobile Software Replacement in accordance with PART IV, Scope of Services, included herein (reference RFP 19-1511).

C.   Term: Unless terminated earlier as set forth in this Agreement, the services shall commence on October 10, 2019 ("Commencement Date") and shall continue for 10 years form Final System Acceptance as defined in the PSA System Agreement. . .

D.   Party Representatives:

   D.1.   The City designates the following person/officer to act on City's behalf: Jade Mazzio, email: jmazzio@cityofirvine.org

   D.2.   The Consultant designates the following person to act on Consultant's behalf: Daniel Nieto, email: daniel.nieto@motorolasolutions.com

   E.   Notices: Consultant shall deliver all notices and other writings required to be delivered under this Agreement to City at the address set forth in Part II ("General Provisions"). The City shall deliver all notices and other writings required to be delivered to Consultant at the address set forth following Consultant's signature below.

F.   Attachments: This Agreement incorporates by reference the following Attachments to this Agreement:

   F.1.   Part I: Fundamental Terms
   F.2.   Part II: General Provisions
   F.3.   Part III: Special Provisions
   F.4.   Part IV: Scope of Services
   F.5.   Part V: Budget

G.   Integration: This Agreement represents the entire understanding of City and Consultant as to those matters contained herein. No prior oral or written understanding shall be of any

force or effect with regard to those matters covered by this Agreement. This Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements, and understandings, if any, between the parties, and none shall be used to interpret this Agreement.

IN WITNESS WHEREOF, the parties have executed and entered into this Agreement as of the date first set forth above.

CITY OF IRVINE

By: _____
Jimmee Medina

Its: Director of Human Resources and Innovation

By: _____
John A. Russo

Its: City Manager

By: _____
Christina L. Shea

Its: Mayor of the City of Irvine

Attest:

By: _____
Molly McLaughlin
City Clerk

APPROVED AS TO FORM:

RUTAN & TUCKER, LLP

_____
Jeffrey Melching

MOTOROLA SOLUTIONS , INC.

By: _____
Micah Applewhite

Its: MSSSI Vice President 10/16/19

By: _____ 10-16-19
David Little

Its: Assistant Secretary

Contractor Information
Address for Notices and Payments:

Motorola Solutions, Inc

13108 Collections Center Drive

Chicago, IL 60693

Attn: Daniel Nieto, Credit Manager

PART II

GENERAL PROVISIONS

1.   SERVICES OF CONSULTANT

1.1   Scope of Services. In compliance with all terms and conditions of this Agreement, Consultant shall provide the goods and/or services shown on Part IV hereto ("Scope of Services"), which may be referred to herein as the "services" or the "work." If this Agreement is for the provision of goods, supplies, equipment or personal property, the terms "services" and "work" shall include the provision (and, if designated in the Scope of Services, the installation) of such goods, supplies, equipment or personal property.

1.2   Changes and Additions to Scope of Services. City shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to, or deducting from said work pursuant to a written change order. No such work shall be undertaken unless a written order is first given by City to Consultant, incorporating therein any adjustment in (i) the Budget, and/or (ii) the time to perform this Agreement, which adjustments are subject to the written approval of the Consultant. City approval and/or payment for work claimed by Consultant as changed or additional shall not act to prevent City at any time to claim such work is covered by the Scope of Work and should be performed by Consultant without additional consideration due. Notwithstanding the foregoing, Consultant will not be obligated to perform any additional work for which it has not agreed to pursuant to a written change order signed by the parties. It is expressly understood by Consultant that the provisions of this Section 1.2 shall not apply to services specifically set forth in Consultants proposal.

1.3   Standard of Performance. Consultant agrees that all services shall be performed in a competent, professional, and satisfactory manner in accordance with the standards prevalent in the industry, and that all goods, materials, equipment or personal property included within the services herein shall be of good quality, fit for the purpose intended.

1.4   Performance to Satisfaction of City. Notwithstanding any other provision herein, Consultant agrees to perform all work to the satisfaction of City within the time specified. If City reasonably determines that the work is not satisfactory, City shall have the right to take appropriate action, including but not limited to: (i) meeting with Consultant to review the quality of the work and resolve matters of concern; (ii) requiring Consultant to repeat unsatisfactory work at no additional charge until it is satisfactory; (iii) suspending the delivery of work to Consultant for an indefinite time; (iv) withholding payment; and (v) terminating this Agreement as hereinafter set forth.

1.5   Instructions from City. In the performance of this Agreement, Consultant shall report to and receive instructions from the City's Representative designated in Paragraph D.1 of Part I ("Fundamental Terms") of this Agreement. Tasks or services other than those specifically described in the Scope of Services shall not be performed without the prior written approval of the City's Representative.

1.6   Familiarity with Work. By executing this Agreement, Consultant warrants that Consultant (i) has thoroughly investigated and considered the scope of services to be performed, (ii) has carefully considered how the services should be performed, and (iii) fully understands the facilities, difficulties, and restrictions attending performance of the services under the Agreement. If the services involve work upon any site, Consultant warrants that Consultant has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services hereunder. Should the Consultant discover any conditions, including any latent or unknown conditions, which will materially affect the performance of the services hereunder, Consultant shall immediately inform the City of such fact in writing and shall not proceed except at Consultant's risk until written instructions are received from the City's Representative.

1.7   Identity of Persons Performing Work.

(A)   Consultant represents that it employs or will employ at its own expense all personnel required for the satisfactory performance of any and all tasks and services required hereunder. Any personnel performing the services under this Agreement on behalf of Consultant shall at all times be under Consultant's exclusive direction and control. Consultant shall pay all wages, salaries, and other amounts due such personnel in connection with their performance of services under this Agreement and as required by law.

(B)   Consultant represents that the tasks and services required hereunder will be performed by Consultant or under its direct supervision, and that all personnel engaged in such work shall be fully qualified and shall be authorized and permitted under applicable State and local law to perform such tasks and services. Consultant will exclusively determine the means, methods and details of performing the services subject to the requirements of this Agreement.

(C)   This Agreement contemplates the personal services of Consultant and Consultant's employees, and it is recognized by the parties hereto that a substantial inducement to City for entering into this Agreement was, and is, the professional reputation and competence of Consultant. Neither this Agreement nor any interest therein may be assigned by Consultant, except upon written consent of City.

1.8   Prohibition Against Subcontracting or Assignment. Consultant shall not contract with any other entity to perform in whole or in part the services required hereunder without the express written approval of City. Notwithstanding the foregoing, any subcontractors listed in Consultant's proposal accepted by the City are deemed approved by the City. In addition, neither the Agreement nor any interest herein may be transferred, assigned, conveyed, hypothecated, or encumbered voluntarily or by operation of law, whether for the benefit of creditors or otherwise, whether accomplished by the sale or transfer of assets, stock, or otherwise without the prior written approval of City, which shall not be unreasonably withheld. In the event of any unapproved transfer, including any bankruptcy proceeding, City may void the Agreement at City's option in its sole and absolute discretion. No approved transfer shall release any surety of Consultant of any liability hereunder without the express written consent of City.

2. INSURANCE AND INDEMNIFICATION

2.1   <u>Insurance</u>. Without limiting Consultant's indemnification obligations, Consultant shall procure and maintain, at its sole cost and for the duration of this Agreement, insurance coverage as provided below, protecting consultant against claims for injuries against persons or damages to property which may arise from or in connection with the performance of the work hereunder by Consultant, its agents, representatives, employees, and/or subconsultants. In the event that Consultant subcontracts any portion of the work in compliance with Section 1.8 of this Agreement, the contract between the Consultant and such subconsultant shall require the subconsultant to maintain similar policies of insurance that the consultant is required to maintain pursuant to this Section 2.1.

2.1.1   <u>Insurance Coverage Required</u>.   The Insurance obligations under this agreement shall be the required Insurance coverage requirements and/or limits shown in this agreement.   No representation is made that the required requirements of this agreement are sufficient to cover the obligations of the Consultant under this agreement.

The policies and amounts of insurance required hereunder shall be as follows:

A.   Commercial General Liability Insurance which affords coverage at least as broad as Insurance Services Office "occurrence" form CG 00 01 including completed operations and contractual liability, with limits of liability of $1,000,000 per occurrence and $2,000,000 annual aggregate for liability arising out of Consultant's performance of this Agreement. The limits shall be provided by either a single primary policy or combination of policies. If limits are provided with excess and/or umbrella coverage the limits combined with the primary will equal the minimum limits set forth above. If written with an aggregate, the aggregate shall be double each occurrence limit. Such insurance shall provide or be endorsed to:

(1)   Include the City of Irvine and its employees, representatives, officers and agents (collectively hereinafter "City and City Personnel") as additional insured for claims arising out of Consultant's performance of this Agreement.

(2)   Provide that the insurance is primary .

A statement on an insurance certificate will not be accepted in lieu of the additional insured endorsement.

B.   Automobile Liability Insurance with a limit of liability of $1,000,000 each occurrence and $1,000,000 annual aggregate. The limits shall be provided by either a single primary policy or combination of policies. If limits are provided with excess and/or umbrella coverage the limits combined with the primary will equal the limits set above. Such insurance shall include coverage for all "owned," "hired" and "non- owned" vehicles, or coverage for "any auto." Such insurance shall provide or be endorsed to:

     (1) Name the City of Irvine and its employees, representatives, officers and agents as additional insured for claims arising out of Consultant's performance of this Agreement.

     (2) Provide that the insurance is primary.

A statement on an insurance certificate will not be accepted in lieu of the additional insured endorsement.

    C. Workers' Compensation Insurance in accordance with the Labor Code of California and covering all employees of the Consultant providing any service in the performance of this agreement. Such insurance shall be endorsed to:

     (1) Waive the insurer's right of Subrogation against the City and City Personnel.

A statement on an insurance certificate will not be accepted in lieu of the actual endorsement unless your insurance carrier is the State of California Insurance Fund (SCIF) and the endorsement numbers 2570 and 2065 are referenced on the certificate of insurance.

Consultant's completion of the form attached hereto as Exhibit 1 shall be a condition precedent to Consultant's rights under this Agreement. Should Consultant certify, pursuant to Exhibit 1, that, in the performance of the work under this Agreement, it shall not employ any person in any manner so as to become subject to the workers' compensation laws of California, Consultant shall nonetheless maintain responsibility for requiring that any subconsultants performing work under this Agreement have and maintain workers' compensation insurance, as required by Section 3700 of the Labor Code, for the work performed under this Agreement.

    D. Professional Liability Insurance with required limits of $1,000,000 each claim and aggregate. Covered professional services shall include professional services work performed under this Agreement.

    E. Evidence of Insurance: Consultant shall provide to City a Certificate(s) of Insurance evidencing such coverage together with copies of the required policy endorsements no later than five (5) business days prior to commencement of service and prior to the expiration of any policy during policy term. Coverage shall not be suspended, voided, cancelled, reduced in coverage or in limits required, non-renewed, or materially changed for any reason, without thirty (30) days prior written notice thereof given by the Consultant to City by U.S. mail, or by personal delivery, except for nonpayment of premiums, in which case ten (10) days prior notice shall be provided.

The City project title or description MUST be included in the "Description of Operations" box on the certificate.

Certificate Holder:
City of Irvine, California
c/o: Exigis LLC
PO Box 4668 ECM #35050
New York, NY 10168-4668

        F.   Endorsements: A statement on an insurance certificate will not be accepted in lieu of the actual endorsement. Insurance policies shall not be in compliance if they include any limiting provision or endorsement that has not been submitted to the City for approval.

Additional Insured Endorsements shall not:

1.   Be limited to "Ongoing Operations"

2.   Exclude "Contractual Liability"

3.   Contain any other exclusion contrary to the Agreement.

        G.   Any Deductible in Excess of $100,000 and/or Self Insured Retentions must be approved in writing by the City.

        H.   Acceptability of Insurers. Each policy shall be from a company with current A.M. Best's rating of A- VII or higher and authorized to do business in the State of California, or otherwise allowed to place insurance through surplus lines brokers under applicable provisions of the California Insurance Code or any federal law. Any other rating must be approved in writing by the City.

        I.   Insurance of Subconsultants. Consultant shall be responsible for causing Subconsultants to maintain similar types and limits of coverage per their scope of work on the project and per their contact with Consultant, including naming the City as an additional insured to the Subconsultant's general and automobile liability policies.

2.2   _Indemnification_. Consultant shall indemnify, defend, and hold City and City Personnel harmless from and against any and all actions, suits, claims, demands, judgments, attorney's fees, costs, damages to persons or tangible property, losses, penalties, obligations, expenses or liabilities (herein "claims" or "liabilities") that may be asserted or claimed by any person or entity to the extent arising out of the willful or negligent acts, errors or omissions of Consultant, its employees, agents, representatives or subconsultants which directly relate to the work being performed or services being provided under this Agreement, whether or not there is concurrent active or passive negligence on the part of City and/or City Personnel, but excluding such claims or liabilities arising from the sole active negligence or willful misconduct of City or City Personnel in connection therewith:

        2.2.1   Consultant shall defend any action or actions filed in connection with any such claims or liabilities, and shall pay all costs and expenses, including attorney's fees incurred in connection therewith.

2.2.2　Consultant shall promptly pay any judgment rendered against City or any City Personnel for any such claims or liabilities.

2.2.3　In the event City and/or any City Personnel is made a party to any action or proceeding filed or prosecuted for any such damages or other claims arising out of or in connection with the work being performed or services being provided under this Agreement, Consultant shall pay to City any and all reasonable costs and expenses incurred by City or City Personnel in such action or proceeding, together with reasonable attorney's fees and expert witness fees.

These Indemnification provisions are independent of, and shall not in any way be limited by, the Insurance Requirements of this Agreement. City approval of the insurance contracts required by this Agreement does not in any way relieve the Consultant from liability under this section.

2.3　Limitation of Liability. Except for personal injury or death, Consultant's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the equipment, software, or implementation and other one-time services with respect to which losses or damages are claimed. With respect to all subscription or other ongoing services, Consultant's total liability will be limited to the direct damages recoverable under law, but not to exceed the price of $100,000 in actual and reasonable City expenses, including staff time, in addition to the price of twenty-four (24) months of maintenance support and subscription services preceding the incident giving rise to the initial claim. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT CONSULTANT WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS, INCONVENIENCE, LOSS OF USE, LOSS TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY CONSULTANT PURSUANT TO THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than three (3) year after the accrual of the cause of action, except for money due upon an open account.

3.　LEGAL RELATIONS AND RESPONSIBILITIES

3.1　Compliance with Laws. Consultant shall keep itself fully informed of all existing and future state and federal laws and all county and city ordinances and regulations which in any manner affect those employed by it or in any way affect the performance of services pursuant to this Agreement. Consultant shall at all times observe and comply with all such laws, ordinances, and regulations and shall be responsible for the compliance of all work and services performed by or on behalf of Consultant. When applicable, Consultant shall not pay less than the prevailing wage, which rate is determined by the Director of Industrial Relations of the State of California.

3.2　Licenses, Permits, Fees and Assessments. City shall obtain at its sole cost and expense all licenses, permits, and approvals that may be required by law for the performance of the services required by this Agreement. City shall have the sole obligation to pay any fees,

assessments, and taxes, plus applicable penalties and interest, which may be imposed by law and arise from or are necessary for Consultant's performance of the services required by this Agreement.

3.3 <u>Covenant against Discrimination</u>. Consultant covenants for itself, its heirs, executors, assigns, and all persons claiming under or through it, that there shall be no discrimination against any person on account of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status of any person, in the performance of this Agreement. Consultant further covenants and agrees to comply with the terms of the Americans with Disabilities Act of 1990 (42 U.S.C. §12101 et seq.) as the same may be amended from time to time.

3.4 <u>Independent Consultant</u>. Consultant shall perform all services required herein as an independent consultant of City and shall remain at all times as to City a wholly independent consultant. City shall not in any way or for any purpose become or be deemed to be a partner of Consultant in its business or otherwise, or a joint venturer, or a member of any joint enterprise with Consultant. Consultant shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of City. Neither Consultant nor any of Consultant's employees shall, at any time, or in any way, be entitled to any sick leave, vacation, retirement, or other fringe benefits from the City; and neither Consultant nor any of its employees shall be paid by City time and one-half for working in excess of forty (40) hours in any one week. City is under no obligation to withhold State and Federal tax deductions from Consultant's compensation. Neither Consultant nor any of Consultant's employees shall be included in the competitive service, have any property right to any position, or any of the rights an employee may have in the event of termination of this Agreement.

3.5 <u>Covenant against Contingent Fees</u>. Consultant warrants that it has not employed or retained any company or person other than a bona fide employee working for Consultant, to solicit or secure this Agreement and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon, or resulting from, the award or making of this Agreement. For breach or violation of this warranty, City shall have the right to annul this Agreement without liability or, in its discretion, to deduct from the Agreement price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

3.6 <u>Use of Patented Materials</u>. Consultant shall assume all costs arising from the use of patented or copyrighted materials, including but not limited to equipment, devices, processes, and software programs, used or incorporated in the services or work performed by Consultant under this Agreement. Consultant shall indemnify, defend, and save the City harmless from any and all suits, actions or proceedings of every nature for or on account of the use of any patented or copyrighted materials as set forth in Section 13.3 of Consultant's P1 CAD System Agreement.

3.7 <u>Proprietary Information</u>. All proprietary information developed specifically for City by Consultant in connection with, or resulting from, this Agreement, including but not limited to inventions, discoveries, improvements, copyrights, patents, maps, reports, textual material, or software programs, but not including Consultant's underlying materials, software, or know-how,

shall be the sole and exclusive property of City, and are confidential and shall not be made available to any person or entity without the prior written approval of City. Consultant agrees that the compensation to be paid pursuant to this Agreement includes adequate and sufficient compensation for any proprietary information developed in connection with or resulting from the performance of Consultant's services under this Agreement. Consultant further understands and agrees that full disclosure of all proprietary information developed in connection with, or resulting from, the performance of services by Consultant under this Agreement shall be made to City, and that Consultant shall do all things necessary and proper to perfect and maintain ownership of such proprietary information by City. Notwithstanding anything to the contrary contained in this Agreement, Consultant, the third party manufacturer of any equipment, and the copyright owner of any Non-Consultant software own and retain all of their respective proprietary rights in the equipment and software, and nothing in this Agreement is intended to restrict their proprietary rights. All intellectual property developed, originated, or prepared by Consultant in connection with providing to City the equipment, software, or related services remain vested exclusively in Consultant, and this Agreement does not grant to City any shared development rights of intellectual property. Except as explicitly provided in Consultant's Software License Agreement or the End-User License Agreement, Consultant does not grant to City, either directly or by implication, estoppel, or otherwise, any right, title or interest in Consultant's proprietary rights. City will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner. City acknowledges that Consultant may use and/or provide City with access to proprietary materials and derivative proprietary materials. The proprietary materials and the derivative proprietary materials are the sole and exclusive property of Consultant and Consultant retains all right, title and interest in and to the proprietary materials and derivative proprietary materials

3.8   Retention of Funds. Consultant hereby authorizes City to deduct from any amount payable to Consultant (whether arising out of this Agreement or otherwise) any amounts the payment of which may be in dispute hereunder or which are necessary to compensate City for any losses, costs, liabilities, or damages suffered by City, and all amounts for which City may be liable to third parties, by reason of Consultant's negligent acts, errors, or omissions, or willful misconduct, in performing or failing to perform Consultant's obligations under this Agreement. City in its sole and absolute discretion, may withhold from any payment due Consultant, without liability for interest, an amount sufficient to cover such claim or any resulting lien resulting from Consultants negligent acts. The failure of City to exercise such right to deduct or withhold shall not act as a waiver of Consultant's obligation to pay City any sums Consultant owes City.

3.9   Termination by City. City reserves the right to terminate this Agreement at any time, with or without cause, upon written notice to Consultant. Upon receipt of any notice of termination from City, Consultant shall immediately cease all services hereunder except such as may be specifically approved in writing by City. Consultant shall be entitled to compensation for all services rendered prior to receipt of City's notice of termination and for any services authorized in writing by City thereafter. If termination is due to the failure of Consultant to fulfill its obligations under this Agreement, City may take over the work and prosecute the same to completion by contract or otherwise, and Consultant shall be liable to the extent that the total cost

for completion of the same services required hereunder, including reasonable costs incurred by City in retaining a replacement consultant and similar expenses, exceeds the Budget.

3.10   Right to Stop Work; Termination by Consultant. Consultant shall have the right to stop work and terminate only if City fails to timely make a payment required under the terms of the Budget. Consultant shall provide City thirty (30) day prior written notice of such claimed payment owed and City shall have an opportunity to remedy any such claimed breach during such time with no legal consequence to City. Consultant shall immediately cease all services hereunder following the thirty (30) day notice, except such services as may be specifically approved in writing by City. Consultant shall be entitled to compensation for all services rendered prior to termination and for any services authorized in writing by City thereafter. If Consultant terminates this Agreement because of an error, omission, or a fault of Consultant, or Consultant's willful misconduct, the terms of Section 3.9 relating to City's right to take over and finish the work and Consultant's liability shall apply.

3.11   Waiver. No delay or omission in the exercise of any right or remedy by a nondefaulting party with respect to any default shall impair such right or remedy or be construed as a waiver. A party's consent to or approval of any act by the other party requiring the party's consent or approval shall not be deemed to waive or render unnecessary consent to or approval of any subsequent act. A waiver by either party of any default must be in writing.

3.12   Legal Actions. Legal actions concerning any dispute, claim, or matter arising out of or in relation to this Agreement shall be instituted and maintained in the Superior Courts of the State of California in the County of Orange, or in any other appropriate court with jurisdiction in such County, and Consultant agrees to submit to the personal jurisdiction of such court.

3.13   Rights and Remedies are Cumulative. Except as may be expressly set forth in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies or other rights or remedies as may be permitted by law or in equity shall not preclude the exercise by such party, at the same or different times, of any other rights or remedies to which such party may be entitled.

3.14   Attorneys' Fees. In any action between the parties hereto seeking enforcement of any of the terms or provisions of this Agreement or in connection with the performance of the work hereunder, the party prevailing in the final judgment in such action or proceeding, in addition to any other relief which may be granted, shall be entitled to have and recover from the other party its reasonable costs and expenses, including, but not limited to, reasonable attorney's fees, expert witness fees, and courts costs. If either party to this Agreement is required to initiate or defend litigation with a third party because of the violation of any term or provision of this Agreement by the other party, then the party so litigating shall be entitled to its reasonable attorney's fees and costs from the other party to this Agreement.

3.15   Force Majeure. The time period specified in this Agreement for performance of services shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of City or Consultant, including, but not restricted to, acts of nature or of the public enemy, unusually severe weather, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any governmental agency, including City, if the delaying party shall within ten (10) days of the

commencement of such delay notify the other party in writing of the causes of the delay. If Consultant is the delaying party, City shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the enforced delay when and if in the judgment of City such delay is justified. City's determination shall be final and conclusive upon the parties to this Agreement. In no event shall Consultant be entitled to recover damages against City for any delay in the performance of this Agreement, however caused. Consultant's sole remedy shall be extension of this Agreement pursuant to this Section 3.15.

3.16 <u>Non-liability of City Officers and Employees</u>. No officer, official, employee, agent, representative, or volunteer of City shall be personally liable to Consultant, or any successor in interest, in the event of any default or breach by City, or for any amount which may become due to Consultant or its successor, or for breach of any obligation of the terms of this Agreement.

3.17 <u>Conflicts of Interest</u>.

A. No officer, official, employee, agent, representative or volunteer of City shall have any financial interest, direct or indirect, in this Agreement, or participate in any decision relating to this Agreement that affects his or her financial interest or the financial interest of any corporation, partnership, association or other entity in which he or she is interested, in violation of any federal, state or city statute, ordinance or regulation. Consultant shall not employ any such person while this Agreement is in effect.

B. Consultant represents, warrants and covenants that he, she or it presently has no interest, direct or indirect, which would interfere with or impair in any manner or degree the performance of Consultant's obligations and responsibilities under this Agreement. Consultant further agrees that while this Agreement is in effect, Consultant shall not acquire or otherwise obtain any interest, direct or indirect, that would interfere with or impair in any manner or degree the performance of Consultant's obligations and responsibilities under this Agreement.

C. Consultant acknowledges that pursuant to the provisions of the Political Reform Act (Government Code section 87100 et seq.), City may determine Consultant to be a "Consultant" as that term is defined by the Act. In the event City makes such a determination, Consultant agrees to complete and file a "Statement of Economic Interest" with the City Clerk to disclose such financial interests as required by City. In such event, Consultant further agrees to require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" to disclose such other person's financial interests as required by City.

3.18 <u>Consultant Ethics</u>. Consultant represents and warrants that it has not provided or promised to provide any gift or other consideration, directly or indirectly, to any officer, employee, or agent of City to obtain City's approval of this Agreement. Consultant shall not, at any time, have any financial interest in this Agreement or the project that is the subject of this Agreement other than the compensation to be paid to Consultant as set forth in this Agreement. In the event the work and/or services to be performed hereunder relate to a project and/or application under

consideration by or on file with the City, (i) Consultant shall not possess or maintain any business relationship with the applicant or any other person or entity which Consultant knows to have a personal stake in said project and/or application, (ii) other than performing its work and/or services to City in accordance with this Agreement Consultant shall not advocate either for or against said project and/or application, and (iii) Consultant shall immediately notify City in the event Consultant determines that Consultant has or acquires any such business relationship with the applicant or other person or entity which has a personal stake in said project and/or application. The provisions in this Section shall be applicable to all of Consultant's officers, directors, employees, and agents, and shall survive the termination of this Agreement.

3.19   Compliance with California Unemployment Insurance Code Section 1088.8. If Consultant is a Sole Proprietor, then prior to signing the Agreement, Consultant shall provide to the City a completed and signed Form W-9, Request for Taxpayer Identification Number and Certification. Consultant understands that pursuant to California Unemployment Insurance Code Section 1088.8, the City will report the information from Form W-9 to the State of California Employment Development Department, and that the information may be used for the purposes of establishing, modifying, or enforcing child support obligations, including collections, or reported to the Franchise Tax Board for tax enforcement purposes.

3.20   CalPERS Annuitants. If Consultant is a California Public Employees' Retirement System ("CalPERS") annuitant, Consultant must provide the City with written notification of such fact a minimum of 14 calendar days prior to commencement of services under this Agreement. Failure to provide such notification may result in termination of the Agreement, and any penalties or other costs relating thereto shall be borne by Consultant. If this Agreement remains in place, Consultant shall execute any amendment(s) to this Agreement requested by the City in order to comply with all laws and regulations applicable to CalPERS annuitants.

4.   **MISCELLANEOUS PROVISIONS**

4.1   Records and Reports. The City Manager of the City of Irvine or his/her designee reserves the right to perform such audits, performance reviews, and other evaluations (collectively 'audit') that relate to or concern this Agreement at any time, upon 5 days advanced written notice to Consultant. Consultant agrees to participate and cooperate in up to five (5) hours of meetings and interviews (at no additional cost to City), if the same are requested by the City in connection with such an audit. Further, provided that the City pays Consultant's commercially reasonable hourly rate for services, Consultant agrees to participate and cooperate in such additional meetings and interviews (in excess of five (5) hours), if the same are requested by the City in connection with such an audit. Upon request by City, Consultant shall prepare and submit to City any reports concerning Consultant's performance of the services rendered under this Agreement. City shall have access, with 72 hours advance written notice delivered to Consultant, to the books and records of Consultant specifically related to Consultant's performance of this Agreement in the event any audit is required. All drawings, documents, and other materials prepared by Consultant in the performance of this Agreement specifically for City and subject to Section 3.7 of this Agreement (i) shall be the property of City and shall be delivered at no cost to City upon request of City or upon the termination of this Agreement, and (ii) shall not be made available to any individual or entity without prior written approval of City. The obligations of this Section 4.1 shall survive the expiration (or earlier termination) of this Agreement for a period of three (3) years. During said

three (3) year period, Consultant shall keep and maintain all records and reports related to this Agreement, and City shall have reasonable access to such records in the event any audit is required. Nothing in this provision will be interpreted as requiring Consultant to provide Consultant proprietary information including for example its manufacturing costs.

4.2   Notices. Unless otherwise provided herein, all notices required to be delivered under this Agreement or under applicable law shall be personally delivered, or delivered by United States mail, prepaid, certified, return receipt requested, or by reputable document delivery service that provides a receipt showing date and time of delivery. Notices personally delivered or delivered by a document delivery service shall be effective upon receipt. Notices delivered by mail shall be effective at 5:00 p.m. on the second calendar day following dispatch. Notices to the City shall be delivered to the following address, to the attention of the City Representative set forth in Paragraph D.1 of the Fundamental Terms of this Agreement:

        To City: City of Irvine
                        One Civic Center Plaza (92606) (Hand Deliveries)
                        P. O. Box 19575
                        Irvine, CA 92623-9575

Notices to Consultant shall be delivered to the address set forth below Consultant's signature on Part I of this Agreement, to the attention of Consultant's Representative set forth in Paragraph D.2 of the Fundamental Terms of this Agreement. Changes in the address to be used for receipt of notices shall be effected in accordance with this Section 4.2.

4.3   Construction and Amendment. The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply. The headings of sections and paragraphs of this Agreement are for convenience or reference only, and shall not be construed to limit or extend the meaning of the terms, covenants and conditions of this Agreement. This Agreement may only be amended by the mutual consent of the parties by an instrument in writing.

4.4   Severability. Each provision of this Agreement shall be severable from the whole. If any provision of this Agreement shall be found contrary to law, the remainder of this Agreement shall continue in full force.

4.5   Authority. The person(s) executing this Agreement on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said party, (iii) by so executing this Agreement, such party is formally bound to the provisions of this Agreement, and (iv) the entering into this Agreement does not violate any provision of any other Agreement to which said party is bound.

4.6   Special Provisions. Any additional or supplementary provisions or modifications or alterations of these General Provisions shall be set forth in Part III of this Agreement ("Special Provisions").

4.7   Rider Clause. This Agreement (excluding any enhancements) may be extended to other public bodies, public agencies, or institutions within the state of California to permit their

use of the Agreement at the same license discounts and terms and conditions of the Agreement for the purchase of public safety software system and implementation services.

4.8 <u>Precedence</u>. In the event of any discrepancy between Part I ("Fundamental Terms"), Part II ("General Provisions"), Part III ("Special Provisions"), Part IV ("Scope of Services"), Part V ("Budget"), and Part VI ("Consultant Proposal") of this Agreement, the order of precedence shall be as follows.

Part III
Part II
Part VI
Part IV
Part V
Part I

In the event of any conflict between this Agreement for Consulting Services and any other agreement between City and Consultant, or any related entity, relating to the subject matter as set forth in Part I, Paragraph (B), this Agreement shall prevail.

PART III

SPECIAL PROVISIONS

1) <u>Business License Requirement</u>. Consultants who provide services for the City of Irvine within the city limits of Irvine shall obtain, within five (5) days of executing this Agreement and prior to commencing any work herein, a City of Irvine business license and shall maintain a current business license throughout the term of this Agreement.

2) <u>Insurance Requirements</u>. PART II GENERAL PROVISIONS, Section 2.1.1 – B Automobile Liability Insurance and Section 2.1.1 - D. Professional Liability Insurance, are deleted in their entirety.

3) <u>Live Scan Fingerprinting Requirements</u>. Prior to commencing services, Consultants are required to successfully pass a Department of Justice fingerprinting background check ("Live Scan") performed by a certified fingerprinting service provider or at the City of Irvine Police Department. The Consultant shall be responsible for obtaining the Live Scan for its staff and shall bear the cost thereof. The agency completing the fingerprints must provide the City of Irvine Human Resources with the background check results and subsequent records for review. Consultants must obtain a Consultant's badge issued by the City of Irvine Human Resources prior to performing work. However, in no event can the Consultant agree to waive the rights of its employees, nor can the Consultant provide the City with any information protected by law, including but not limited to background check data.

PART IV

SCOPE OF SERVICES

Services shall be performed as set forth below and in accordance with ATTACHMENT I.

PART V

BUDGET

Pricing shall be as set forth below and in accordance with ATTACHMENT II.

are all ordinary and overhead expenses incurred by Consultant and its agents and employees, including meetings with City representatives, and incidental costs incurred in performing under this Agreement. The total compensation for the Scope of Services set forth herein **shall not exceed $7,197,481**, including all amounts payable to Consultant for its overhead, payroll, profit, and all costs of whatever nature, including without limitation all costs for subcontracts, materials, equipment, supplies, and costs arising from or due to termination of this Agreement.

No work shall be performed in connection with this Agreement until the receipt of a signed City of Irvine Purchase Order; and no work shall be performed with a value in excess of the Purchase Order amount as the City has not authorized nor is it obligated to pay Consultant any such excess amount.

In the event Consultant anticipates the potential need to perform services beyond those set forth herein where additional funding may be needed, Consultant shall notify City in writing allowing sufficient time for City to consider further action.

Payment for services will be made monthly on invoices deemed satisfactory to the City, with payment terms of net 30 days upon receipt of invoice. Consultant shall submit invoices within fifteen (15) days from the end of each month in which services have been provided. Consultant shall provide invoices with sufficient detail to ensure compliance with pricing as set forth in this Agreement. The information required may include: date(s) of work, hours of work, hourly rate(s), and material costs.

The Purchase Order number must be included on all invoices, along with the City Representative's name. Failure to include this information on the invoice shall result in the return of the unpaid invoice.

Consultants should submit invoices electronically to: **invoicesubmittal@cityofirvine.org**

Payment by City under this Agreement shall not be deemed as a waiver of the City's right to claim at a later point that such payment was not due under the terms of this Agreement.

Pricing shall remain firm for the entire first term of the Agreement. Thereafter, any proposed pricing adjustment for follow-on renewal periods shall be submitted to the City Representative in writing at least ninety (90) days prior to the new Agreement term. The City reserves the right to negotiate any proposed pricing adjustment not to exceed the Bureau of Labor Statistics Consumer Price Index (CPI) data as follows: Los Angeles-Long Beach-Anaheim, CA; All Urban Consumers; Not Seasonally Adjusted; annualized change comparing the most recent month's reported data to the same month of the prior year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

Exhibit 1

WORKERS' COMPENSATION INSURANCE CERTIFICATION

Consulting Services Description: Public Safety CAD/RMS Mobile Software Replacement

WORKERS' COMPENSATION DECLARATION

I hereby affirm under penalty of perjury one of the following declarations:

(CHECK ONE APPLICABLE BOX BELOW)

☐ **I have and will maintain workers' compensation insurance**, as required by Section 3700 of the Labor Code, for the performance of the work to be performed under this Agreement and shall submit insurance certificates evidencing such coverage as set forth herein.

☐ I certify that, in the performance of the work under this Agreement, **I shall not employ any person** in any manner so as to become subject to the workers' compensation laws of California, and I hereby agree to indemnify, defend, and hold harmless the City of Irvine and all of its officials, employees, and agents from and against any and all claims, liabilities, and losses relating to personal injury or death, economic losses, and tangible property damage arising out of my failure to provide such worker's compensation insurance. I further agree that, **if I should become subject to the workers' compensation provisions of Section 3700 of the Labor Code, I shall forthwith comply with those provisions and immediately furnish insurance certificates** evidencing such coverage as set forth herein.

WARNING: FAILURE TO SECURE WORKERS' COMPENSATION COVERAGE IS UNLAWFUL, AND SHALL SUBJECT AN EMPLOYER TO CRIMINAL PENALTIES AND CIVIL FINES UP TO ONE HUNDRED THOUSAND DOLLARS ($100,000), IN ADDITION TO THE COST OF COMPENSATION, DAMAGES AS PROVIDED FOR IN SECTION 3706 OF THE LABOR CODE, INTEREST, AND ATTORNEY'S FEES.

Dated:	
Contracting Firm:	
Signature:	
Title:	
Address:	

PSA System Agreement

Motorola Solutions, Inc. ("Motorola") and the <u>City of Irvine, CA</u> ("Customer") enter into this "Agreement," pursuant to which Customer will purchase and Motorola will sell the System, as described below. Motorola and Customer may be referred to individually as a "Party" and collectively as the "Parties." For good and valuable consideration, the Parties agree as follows:

1. EXHIBITS

The exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement takes precedence over the exhibits and any inconsistency between Exhibits A through F will be resolved in their listed order.

Exhibit A	Software License Agreements
A-1	Motorola "Software License Agreement"
Exhibit B	"Payment Schedule"
Exhibit C	"Technical and Implementation Documents"
C-1	"Pricing Summary and Equipment List" dated August 28, 2019.
C-2	"System Description" dated July 18, 2019.
C-3	"Project Plan and Statement of Work" dated July 18, 2019.
C-4	"Acceptance Test Plan" or "ATP" (to be mutually developed during implementation)
C-5	"Project Schedule" (to be mutually developed)
C-6	"Training Plan" (to be mutually developed)
Exhibit D	"Maintenance and Support Agreement"
Exhibit E	"System Acceptance Certificate"
Exhibit F	"Subscription Services Agreement"
Exhibit G	"Digital Evidence Management Solution Addendum to PSA"
Exhibit H	"Motorola Solutions RFP response to 19-1511"

2. DEFINITIONS

Capitalized terms used in this Agreement have the following meanings:

"**Acceptance Tests**" means those tests described in the Acceptance Test Plan.

"**Assign**" or "**Assignment**" or "**Transfer**" means the process whereby Motorola, or any related entity, sells, conveys, assigns or transfers rights or benefits in any of the agreements to which Motorola, or any related entity, and the City are a party, any of the software which are a subject of this Agreement and any agreement which is an Exhibit to this Agreement, and/or any equipment which is the subject of this Agreement, or any agreement which is an Exhibit to this Agreement, to a third party not controlled by Motorola.

"**Beneficial Use**" means when Customer first uses the System or a Subsystem for operational purposes (excluding training or testing).

ATTACHMENT 2

"**Change of Control**" of an entity is defined as:

- Any change in the entity ownership occurring when any person or company, directly or indirectly, becomes the beneficial owner of voting equity shares of the entity (to the extent of more than 50 percent of the voting shares) or the rights to acquire such shares; or

- Any direct or indirect sale or transfer of substantially all of the assets of the entity; or

- A plan of entity liquidation or an agreement for the sale on liquidation is legally approved and completed; or

- The board or empowered managing committee determines and declares that a change of control has occurred, irrespective of any occurrences described above.

"**Confidential Information**" means any information that is disclosed in written, graphic, verbal, or machine-recognizable form, and is marked, designated, or identified at the time of disclosure as being confidential or its equivalent; or if the information is in verbal form, it is identified as confidential at the time of disclosure and is confirmed in writing within thirty (30) days of the disclosure. Confidential Information does not include any information that: is or becomes publicly known through no wrongful act of the receiving Party; is already known to the receiving Party without restriction when it is disclosed; is or becomes, rightfully and without breach of this Agreement, in the receiving Party's possession without any obligation restricting disclosure; is independently developed by the receiving Party without breach of this Agreement; or is explicitly approved for release by written authorization of the disclosing Party.

"**Contract Price**" means the price for the System, excluding applicable sales or similar taxes and freight charges.

"**Customer Provided Equipment**" means any hardware, software or ancillary equipment provided for use with the System by the Customer. Motorola provides no warranty for Customer Provided Equipment.

"**Derivative Proprietary Materials**" means derivatives of the Proprietary Materials that Motorola may from time to time, including during the course of providing the Services, develop and/or use and/or to which Motorola provides Customer access.

"**Effective Date**" means that date upon which the last Party executes this Agreement.

"**Equipment**" means the hardware components of the Solution that Customer purchases from Motorola under this Agreement. Equipment that is part of the System is described in the Equipment List.

"**Feedback"** means comments or information, in oral or written form, given to Motorola by Customer in connection with or relating to Equipment or Services, during the term of this Agreement.

"**Final System Acceptance**" means the Live Operations Cutover and any applicable Reliability Period have been completed and the System Acceptance Certificate has been memorialized.

"**Force Majeure**" means an event, circumstance, or act of a third party that is beyond a Party's reasonable control (e.g., an act of God, an act of the public enemy, an act of a government entity, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, and riots).

"**Infringement Claim**" means a third party claim alleging that the Equipment manufactured by Motorola or the Motorola Software directly infringes a United States patent or copyright.

"**Live Operations Cut Over**" means the transition of operations from the legacy system to the PremierOne System.

"**Microsoft Product**" means a Microsoft SQL Server and/or a Microsoft System Center Operations Manager, either or both of which may be integrated with the Motorola Products. Microsoft Products are subject to the following acknowledgement: "© Copyright 20__ Microsoft Corporation. All rights reserved."

"**Motorola Software**" means Software that Motorola or its affiliated company owns.

"**Non-Motorola Software**" means Software that another party owns.

"**Open Source Software**" (also called "freeware" or "shareware") means software that has its underlying source code freely available to evaluate, copy, and modify.

"**Proprietary Rights**" means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, and other intellectual property rights in and to the Equipment and Software, including those created or produced by Motorola under this Agreement and any corrections, bug fixes, enhancements, updates or modifications to or derivative works from the Software whether made by Motorola or another party.

"**Reliability Period**" means a 90-Day Reliability Test period for each primary system component (defined as CAD/Mobile and Records/Records Mobile). During this period, which commences at Go Live of the relevant primary system component, the System will perform without any Severity Level 1 errors. It will also perform with seven (7) or fewer Severity Level 2 errors. This test period is not attended by Motorola Solutions' resources but they will be available to respond to error conditions, if/as required. If the System becomes unavailable due to a Severity Level 1 error, the test will be stopped and upon correction of the error, the test period will be restarted.

"**Services**" means system implementation, maintenance, support, subscription, or other professional services provided under this Agreement, which may be further described in the applicable Exhibit and/or SOW.

"**Software**" means the Motorola Software and Non-Motorola Software, in object code format that is furnished with the System or Equipment and any future new releases, upgrades or replacements provided to Customer by Motorola within Term of Agreement.

"**Solution**" means the combination of the System(s) and Services provided by Motorola under this Agreement.

"**Solution Data**" means Customer data that is transformed, altered, processed, aggregated, correlated or operated on by Motorola, its vendors or other data sources and data that has been manipulated or retrieved using Motorola know-how to produce value-added content to data consumers, including customers or citizens which is made available to Customer with the Solution and Services.

"**Specifications**" means the functionality and performance requirements that are described in the Technical and Implementation Documents.

"**Subsystem**" means a major part of the System that performs specific functions or operations. Subsystems are described in the Technical and Implementation Documents.

"**System**" means the Equipment, Software, services, supplies, and incidental hardware and materials that are combined together into an integrated system; the System is described in the Technical and Implementation Documents.

"**System Acceptanc**e" means the Acceptance Tests have been successfully completed.

"**System Data**" means data created by, in connection with or in relation to Equipment or the performance of Services under this Agreement.

"**Warranty Period**" means one (1) year from the date Beneficial Use. In the event Final System Acceptance is delayed more than 90 days after Beneficial Use due solely to the occurrence of a Severity Level 1 error during the 90-day Reliability Period, the Warranty Period will be extended by ninety (90) days. If a Severity Level 1 error occurs during the subsequent sixty (60) day period, the Warranty Period will be extended by sixty (60) days. If no Severity Level 1 errors occur during this sixty (60) day period, no further warranty extensions will occur. If another Severity Level 1 error occurs within this sixty (60) day period, warranty extension will continue day for day until the System operates for sixty (60) days without the occurrence of a Severity Level 1 error.

3. SCOPE OF AGREEMENT AND TERM

3.1   SCOPE OF WORK. Motorola will provide, install and test the System, and perform its other contractual responsibilities, all in accordance with this Agreement. Customer will perform its contractual responsibilities in accordance with this Agreement.

3.2   CHANGE ORDERS. Either Party may request changes within the general scope of this Agreement. If a requested change causes an increase or decrease in the cost or time required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price, Performance Schedule, or both, and will reflect the adjustment in a change order.

Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

3.3 TERM. Unless terminated in accordance with other provisions of this Agreement or extended by mutual agreement of the Parties, the term of this Agreement begins on the Effective Date and continues until the expiration of the Warranty Period.

3.4 ADDITIONAL EQUIPMENT, SOFTWARE, OR SERVICES. During the TERM, Customer may order additional Equipment, Software or services if they are then available. Each order must refer to this Agreement and must specify the pricing and delivery terms. Notwithstanding any additional or contrary terms in the order, the applicable provisions of this Agreement (except for pricing, delivery, passage of title and risk of loss to Equipment, warranty commencement, and payment terms) will govern the purchase and sale of the additional Equipment, Software, or services. Title and risk of loss to additional Equipment will pass at shipment; warranty will commence upon delivery; and payment is due within thirty (30) days after the invoice date. Motorola will send Customer an invoice as the additional Equipment is shipped, Software is licensed, or, for services, on a monthly basis as they are performed.

3.5 MAINTENANCE SERVICE. After the Warranty Period Customer may purchase maintenance and support services for the Equipment and covered Software by executing the Maintenance and Support Agreement. Motorola is solely responsible for providing technical support for the Microsoft Products.

3.6 MOTOROLA SOFTWARE. Any Motorola Software, including subsequent releases, is licensed to Customer solely in accordance with the Software License Agreement. Customer hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement.

3.7 NON-MOTOROLA SOFTWARE. Any Non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor's rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may include Open Source Software. All Open Source Software is licensed to Customer in accordance with, and Customer agrees to abide by, the provisions of the standard license of the copyright owner and not the Software License Agreement. Upon request by Customer, Motorola will use commercially reasonable efforts to determine whether any Open Source Software will be provided under this Agreement; and if so, identify the Open Source Software and provide to Customer a copy of the applicable standard license (or specify where that license may be found); and provide to Customer a copy of the Open Source Software source code if it is publicly available without charge (although a distribution fee or a charge for related services may be applicable).

3.8 THIRD PARTY PRODUCTS.

3.8.1 MICROSOFT PRODUCTS

(a)   As to any Microsoft Products being furnished, the Microsoft software for those Microsoft Products is sublicensed to Licensee from Motorola pursuant to the Customer's Motorola Software License Agreement and is subject to the additional Microsoft End-User License Agreement terms, Exhibit A-2.

(b)   Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the Microsoft Products. If Customer is acquiring from Motorola a Microsoft SQL Server and/or a Microsoft System Center Operations Manager, then Customer warrants 1) that the number of users that may access the System are correctly indicated in the Exhibits to this Agreement; 2) that Customer is not being licensed the SQL Server or Microsoft System Center Operations Manager under a license from Microsoft, but rather under a sublicense from Motorola' 3) that the copies of the referenced Microsoft Products it receives from Motorola do not entitle it to maintain on its computer systems any more copies of the Microsoft Products than it previously licensed from Motorola or Microsoft; 4) that Customer possesses and will maintain sufficient quantities of fully valid Microsoft licenses to support the maximum number of users and/or devices that may access or use the System under the provisions of the End-User License Agreement, 5) that Microsoft will be an intended third party beneficiary of the End-User License Agreement, with the right to enforce the warranties and any other provisions of the End-User License Agreement provisions and to verify compliance of the End User with the same, 6) that Customer shall not run on a mirrored database server for more than 30 days without obtaining a SQL license for that server, 7) that the Customer grants permission for the disclosure of End-User information by Motorola as required in Motorola's Monthly royalty reports and ordering information reports to Microsoft, 8) that Microsoft does not transfer any ownership rights in any Product, and 9) that Motorola is solely responsible for providing technical support for the Microsoft Products.

(c)   The rights granted in this Agreement with respect to Microsoft Products are subject to the following limitations: 1) Customer has no copyright interest in the Microsoft Products; 2) Customer may not rent, lease, lend or provide hosting services with the Products; 3) Customer may not reverse engineer, decompile or disassemble any Product; 4) Customer may not remove, modify or obscure any copyrights, trademarks or other proprietary right notices contained in the Products; and 5) The Microsoft Products are not designed or intended for use in any situation where failure or fault of the product could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). Motorola's right to sublicense Microsoft Products excludes the right to use, or distribute the Microsoft Products for Customer's use in, or in conjunction with, High Risk Use, therefore, High Risk Use is strictly prohibited. High Risk use, by way of example, includes aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices under the Federal Food, Drug and Cosmetic Act. Notwithstanding the foregoing, as long as PremierOne CAD is used in a manner for which it was designed and in accordance with the documentation provided, Motorola declares such use is not considered to be High Risk Use as defined by Microsoft.

3.8.2   Esri OEM SOFTWARE. Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the Esri OEM Software.

(a)   The use of Esri OEM Software is restricted to executable code.

(b)   The following are prohibited: (i) transfer of the OEM Software, except for a temporary transfer in the event of a computer malfunction; (ii) assignment, time-sharing, lend or lease, or rental of the OEM Software or use for commercial network services or interactive cable or remote processing services; and (iii) title to the OEM Software from passing to Customer or any other party.

(c)   Also prohibited are the reverse engineering, disassembly, or decompilation of the OEM Software and the duplication of the OEM Software, except for a single archival copy; reasonable Customer backup copies are permitted.

(d)   To the extent permitted by law, Esri's liability is disclaimed for any damages, or loss of any kind, whether special, direct, indirect, incidental, or consequential, arising from the use of the OEM Software, including damages resulting from any Esri provided Data (Data is not warranted) and damages resulting from use in High Risk Activities such as the operation of nuclear facilities, aircraft navigation or aircraft communications systems, air traffic control, life support, or weapon systems. Esri specifically disclaims any express or implied warranty of fitness for High Risk Activities.

(e)   Upon termination of the contract, Customer agrees to certify in writing to Motorola that it has discontinued use and has destroyed or will return to Motorola all copies of the OEM Software and documentation.

(f)   Customer will fully comply with all relevant export laws and regulations of the United States to assure that the OEM Software, or any direct product thereof, is not exported, directly or indirectly, in violation of United States law.

(g)   Customer shall not remove or obscure any copyright, trademark notice, or restrictive legend.

(h)   In any sublicense to the United States Government, the OEM Software shall be provided with "Restricted Rights."

3.9   SUBSTITUTIONS. At no additional cost to Customer, Motorola may substitute any Equipment, Software, or services to be provided by Motorola, if the substitute meets or exceeds the Specifications and is of equivalent or better quality to the Customer. Any substitution will be reflected in a change order.

3.10   OPTIONAL EQUIPMENT OR SOFTWARE. This paragraph applies only if a "Priced Options" exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), Customer has the right and option to purchase the equipment, software, and related services that are described in the Priced Options exhibit. Customer may exercise this option by giving written notice to Seller which must designate what equipment, software, and related services Customer is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement

will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after Customer delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

3.11   Not applicable

4. PROJECT SCHEDULE

The Parties will perform their respective responsibilities in accordance with the Project Schedule. Unless otherwise agreed in writing, the Project Schedule is based upon work being accomplished Monday through Friday during normal business hours with the exception of holidays. On-site work activities will be performed Tuesday through Thursday during normal business hours.

By executing this Agreement, Customer authorizes Motorola to proceed with contract performance.

5. CONTRACT PRICE, PAYMENT, AND INVOICING

5.1   CONTRACT   PRICE.   The   Contract   Price   in   U.S. dollars   is _____. If applicable, a pricing summary is included with the Payment Schedule. Motorola has priced the services, Software, and Equipment as an integrated system. A reduction in Software or Equipment quantities, or services, may affect the overall Contract Price, including discounts if applicable.

5.2   INVOICING AND PAYMENT.   Motorola will submit invoices to Customer according to the Payment Schedule. Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1115800.

5.3   FREIGHT, TITLE AND RISK OF LOSS. Motorola will pre-pay and add all freight charges to the invoices. Title to the Equipment will pass to Customer upon shipment. Title to Software will not pass to Customer at any time. Risk of loss will pass to Customer upon delivery of the Equipment to the Customer. Motorola will pack and ship all Equipment in accordance with good commercial practices.

INVOICING AND SHIPPING ADDRESSES. Invoices will be sent to the Customer at the following address:

_____

_____

_____

The city which is the ultimate destination where the Equipment will be delivered to Customer is:

_____

The Equipment will be shipped to the Customer at the following address (insert if this information is known):

_____

Customer may change this information by giving written notice to Motorola.

6.   SITES AND SITE CONDITIONS

6.1   ACCESS TO SITES. In addition to its responsibilities described elsewhere in this Agreement, Customer will provide a designated project manager; all necessary construction and building permits, zoning variances, licenses, and any other approvals that are necessary to develop or use the sites and mounting locations; and access to the work sites or vehicles identified in the Technical and Implementation Documents as reasonably requested by Motorola so that it may perform its duties in accordance with the Performance Schedule and Statement of Work. Access will be escorted until a background check is completed.

6.2   SITE CONDITIONS. Customer will ensure that all work sites it provides will be safe, secure, and in compliance with all applicable industry and OSHA standards. To the extent applicable and unless the Statement of Work states to the contrary, Customer will ensure that these work sites have adequate: physical space; air conditioning and other environmental conditions; adequate and appropriate electrical power outlets, distribution, equipment and connections; and adequate telephone or other communication lines (including modem access and adequate interfacing networking capabilities), all for the installation, use and maintenance of the System. Before installing the Equipment or Software at a work site, Motorola will inspect the work site and advise Customer of any apparent deficiencies or non-conformities with the requirements of this Section.

6.3   CUSTOMER PROVIDED EQUIPMENT.   Customer will hold all Customer Provided Equipment free and clear of any liens, charges, or encumbrances of any kind. Customer, at its sole cost and expense will maintain Customer Provided Equipment in good working order and repair, and will provide spare parts for all Customer Provided Equipment. Customer will be fully liable for Customer Provided Equipment and will immediately notify Motorola of any Customer Provided Equipment damage, loss, or theft that may impact Motorola's ability to provide Services under this Agreement. Customer will compensate Motorola for any re-work or changes to Services, and allow for changes to Project Schedule as a result of damage, loss or theft of Customer Provided Equipment. For all Customer Provided Equipment, (i) Customer is responsible for resolving issues affecting the performance of PremierOne application software; (ii) not provided per the agreed upon specification and within the project schedule time frame, the project is subject to delay.

7.   TRAINING

Any training to be provided by Motorola to Customer will be described in the applicable Training Plan (Exhibit C-6). Customer will notify Motorola immediately if a date change for a scheduled training program is required. If Motorola incurs additional costs because Customer: (i) reschedules a training program less than thirty (30) days before its scheduled start date; (ii) does not adhere to the session attendance outlined in the Training Plan; Customer will compensate Motorola in whole for these additional costs.

8. SYSTEM ACCEPTANCE

8.1 COMMENCEMENT OF ACCEPTANCE TESTING. System testing will occur upon mutual agreement to commencement of testing and only in accordance with the Acceptance Test Plan.

8.2 PRELIMINARY SYSTEM ACCEPTANCE. Preliminary System Acceptance will occur upon successful completion of the Acceptance Tests. Upon Preliminary System Acceptance, the Parties will memorialize this event by promptly executing a Preliminary System Acceptance Certificate. If the Acceptance Test Plan includes separate tests for individual Subsystems or phases of the System, acceptance of the individual Subsystem or phase will occur upon the successful completion of the Acceptance Tests for the Subsystem or phase, and the Parties will promptly execute an acceptance certificate for the Subsystem or phase. If Customer believes the System has failed the completed Acceptance Tests, Customer will provide to Motorola a written notice that includes the specific details of the failure. If Customer does not provide to Motorola a failure notice within thirty (30) days after completion of the Acceptance Tests, Preliminary System Acceptance will be deemed to have occurred as of the completion of the Acceptance Tests. Minor omissions or variances in the System that do not materially impair the operation of the System as a whole will not postpone Preliminary System Acceptance or Preliminary Subsystem acceptance, but will be corrected according to a mutually agreed schedule.

8.3 LIVE OPERATION CUTOVER. Following Preliminary System Acceptance, transition to the production use of the System will be conducted as set out in the Statement of Work and the Live Operations Cutover plan and constitute Beneficial Use.

8.4 BENEFICIAL USE. Customer acknowledges that Motorola's ability to perform its implementation and testing responsibilities may be impeded if Customer begins using the System before Preliminary System Acceptance and Live Operation Cutover. Therefore, Customer will not commence Beneficial Use before Preliminary System Acceptance and Live Operation Cutover without Motorola's prior written authorization, which will not be unreasonably withheld. Motorola is not responsible for System performance deficiencies that occur during unauthorized Beneficial Use. Upon commencement of Beneficial Use, Customer assumes responsibility for the use and operation of the System.

8.5 FINAL SYSTEM ACCEPTANCE. Final System Acceptance will occur after System Acceptance, Live Operations Cut Over, and after any applicable Reliability Period when all deliverables have been completed. When Final System Acceptance occurs, the Parties will promptly memorialize this final event by so indicating on the System Acceptance Certificate.

9. REPRESENTATIONS AND WARRANTIES

9.1   SYSTEM FUNCTIONALITY. Motorola represents that the System will perform in accordance with the Specifications in all material respects. Upon System Acceptance or Beneficial Use, whichever occurs first, this System functionality representation is fulfilled. Motorola is not responsible for System performance deficiencies that are caused by ancillary equipment not furnished by Motorola which is attached to or used in connection with the System or for reasons or parties beyond Motorola's control, such as natural causes; or Customer changes to load usage or configuration outside the Specifications or Customer network availability.

9.2   EQUIPMENT WARRANTY. During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship. If System Acceptance is delayed beyond six (6) months after shipment of the Equipment by events or causes within Customer's control, this warranty expires eighteen (18) months after the shipment of the Equipment. In no event does the Warranty Period exceed 12 months from Final System Acceptance, unless the Equipment manufacturer provides extended warranty.

9.3   MOTOROLA SOFTWARE WARRANTY. Unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Motorola Software in accordance with the terms of the Software License Agreement and the provisions of this Section 9 that are applicable to the Motorola Software. If System Acceptance is delayed beyond six (6) months after shipment of the Motorola Software by events or causes within Customer's control, this warranty expires eighteen (18) months after the shipment of the Motorola Software.

9.4   EXCLUSIONS TO EQUIPMENT AND SOFTWARE WARRANTIES. These warranties do not apply to: (i) defects or damage resulting from: use of the Equipment or Software in other than its normal, customary, and authorized manner; accident, liquids, neglect, or acts of God; testing, maintenance, disassembly, repair, installation, alteration, modification, or adjustment not provided or authorized in writing by Motorola; Customer's failure to comply with all applicable industry and OSHA standards; (ii) breakage of or damage to antennas unless caused directly by defects in material or workmanship; (iii) Equipment that has had the serial number removed or made illegible; (iv) batteries (because they carry their own separate limited warranty) or consumables; (v) freight costs to ship Equipment to the repair depot; (vi) scratches or other cosmetic damage to Equipment surfaces that does not affect the operation of the Equipment; (vii) Customer Provided Equipment or equipment not provided by Motorola; and (viii) normal or customary wear and tear.

9.5   THIRD PARTY PRODUCTS. Notwithstanding any provisions herein to the contrary, the following provisions apply to the following Third Party Products:

9.5.1   Microsoft Products are not fault tolerant or free from errors, conflicts, interruptions or other imperfections. Performance may vary depending upon what hardware platform they are installed on, the interactions with other software applications and each product's configurations.

9.5.2   Microsoft Corporation is providing the Microsoft Products "as-is" with no warranty of any kind and disclaims all warranties, express and implied, to the maximum

extent allowed by applicable law. Microsoft further disclaims any liability of Microsoft for any damages, whether direct, indirect incidental or consequential, as a result of the use or installation of the Products. Additionally, to the extent permitted under applicable law, Microsoft Corporation excludes for itself and its suppliers all warranties of any kind, including:

(a)   any warranties of title, non-infringement, merchantability and fitness for a particular purpose;

(b)   any implied warranty arising from course of dealing or usage of trade;

(c)   any common law duties relating to accuracy or lack of negligence with respect to the Microsoft Products, any Master Copy, and any Software Documentation; and

(d)   that the products will operate properly in connection with the System, the Motorola products or on any Customer system(s).

If applicable law gives Customer any implied warranties, guarantees or conditions despite the foregoing exclusion, those warranties will be limited to one year and Customer remedies will be limited to the maximum extent allowed by this Agreement.

9.5.3   As to Esri OEM Software, during the term of this Agreement Esri represents and warrants the Software will substantially perform in conformance with the Specifications and its Documentation, provided the Software is used as specified in the Documentation, and will provide Updates, Upgrades, timely system releases, error corrections, and such improvements outlined in the Esri life cycle maintenance policy. The foregoing warranties do not apply to errors, defects, or nonconformities due to: a) misuse of the Software solely by the Customer; b) unauthorized modification of the Software by Customer; or c) failure of Customer to use compatible hardware and software as set forth in the specifications.

9.5.4   If included under this Agreement, the Data has been obtained from sources believed to be reliable, but its accuracy and completeness is not guaranteed. The Data may contain some nonconformities, defects, errors or omissions. Esri and Motorola make no warranty with respect to the Data. Without limiting the generality of the preceding sentence, Esri and Motorola do not warrant the Data will meet the Customer's needs or expectations, the use of Data will be uninterrupted, or that all nonconformities can or will be corrected. Esri and Motorola are not inviting reliance on the Data, and Customer should always verify actual Data, including, but not limited to, map, spatial, raster and tabular information.

9.5.5 EXCEPT FOR THE ABOVE EXPRESS LIMITED WARRANTIES, Esri DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINTERFERENCE, SYSTEM INTEGRATION AND NON-INFRINGEMENT. Esri DOES NOT WARRANT THAT THE DATA WILL MEET CUSTOMER'S NEEDS OR EXPECTATIONS, THE USE OF THE SAME WILL BE UNINTERRUPTED, OR THAT ALL NONCONFORMITIES CAN OR WILL BE CORRECTED.

9.5.6   Customer's exclusive remedy and Esri's entire liability for breach of the limited warranties set forth herein shall be limited, at Esri's sole discretion, to (a) replacement of any defective media; (b) repair, correction, or a work-around for the Software subject to the Esri Support Services Policy, (c) return of the license fees paid for the Software, Data, or Documentation that does not meet Esri's limited warranty, provided that Customer uninstalls, removes, and destroys all copies of the Software, Data, or Documentation and executes and delivers evidence of such de-installation and destruction to Esri.

9.6   WARRANTY CLAIMS. To assert a warranty claim, Customer must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid warranty claim, Motorola will (at its option and at no additional charge to Customer) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. That action will be the full extent of Motorola's liability for the warranty claim. If this investigation indicates the warranty claim is not valid, then Motorola may invoice Customer for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable warranty period. All replaced products or parts will become the property of Motorola.

9.7   ORIGINAL END USER IS COVERED. These express limited warranties are extended by Motorola to the original user purchasing the System for commercial, industrial, or governmental use only, and are not assignable or transferable.

9.8   DISCLAIMER OF OTHER WARRANTIES. THESE WARRANTIES ARE THE COMPLETE WARRANTIES FOR THE EQUIPMENT AND MOTOROLA SOFTWARE PROVIDED UNDER THIS AGREEMENT AND ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

10.   DELAYS

10.1   FORCE MAJEURE. Neither Party will be liable for its non-performance or delayed performance if caused by a Force Majeure. A Party that becomes aware of a Force Majeure that will significantly delay performance will notify the other Party promptly (but in no event later than fifteen days) after it discovers the Force Majeure. If a Force Majeure occurs, the Parties will execute a change order to extend the Performance Schedule for a time period that is reasonable under the circumstances.

10.2   PERFORMANCE SCHEDULE DELAYS CAUSED BY CUSTOMER. If Customer (including its other contractors) delays the Performance Schedule, it will make the promised payments according to the Payment Schedule as if no delay occurred; and the Parties will execute a change order to extend the Performance Schedule and, if requested, compensate Motorola for all reasonable charges incurred because of the delay. Delay charges may include costs incurred by Motorola or its subcontractors for additional freight, warehousing and handling of Equipment; extension of the warranties; travel; suspending and re-mobilizing the work;

additional engineering, project management, and standby time calculated at then current rates; and preparing and implementing an alternative implementation plan.

10.3   SOFTWARE SUPPORT. Support for Software will be provided during System deployment. If the "Go-Live" date, as reflected in the Schedule, is delayed for greater than thirty (30) days for any reason beyond Motorola's control, Motorola will continue to provide Software support during the remainder of the deployment of the System at the then current support rates. In the case of delay or Schedule modifications, the Parties will execute a Change Order to reflect the duration of the extended Software support and the applicable fees.

11.   DISPUTES

The Parties will use the following procedure to address any dispute arising under this Agreement (a "Dispute").

11.1   GOVERNING LAW. This Agreement will be governed by and construed in accordance with the laws of the State in which the System is installed.

11.2   NEGOTIATION.   Either Party may initiate the Dispute resolution procedures by sending a notice of Dispute ("Notice of Dispute"). The Parties will attempt to resolve the Dispute promptly through good faith negotiations including 1) timely escalation of the Dispute to executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for the matter and 2) direct communication between the executives. If the Dispute has not been resolved within ten (10) days from the Notice of Dispute, the Parties will proceed to mediation.

11.3   MEDIATION. The Parties will choose an independent mediator within thirty (30) days of a notice to mediate from either Party ("Notice of Mediation"). Neither Party may unreasonably withhold consent to the selection of a mediator. If the Parties are unable to agree upon a mediator, either Party may request that American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute.

11.4   LITIGATION, VENUE and JURISDICTION.   If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent jurisdiction in the state in which the System is installed. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

11.5   CONFIDENTIALITY. All communications pursuant to subsections 11.2 and 11.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.

12.   DEFAULT AND TERMINATION

12.1   DEFAULT BY A PARTY. If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of default. Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If Customer is the defaulting Party, Motorola may stop work on the project until it approves the Customer's cure plan.

12.2   FAILURE TO CURE. If a defaulting Party fails to cure the default as provided above in Section 12.1, unless otherwise agreed in writing, the non-defaulting Party may terminate any unfulfilled portion of this Agreement. In the event of termination for default, the defaulting Party will promptly return to the non-defaulting Party any of its Confidential Information. If Customer is the non-defaulting Party, terminates this Agreement as permitted by this Section, and completes the System through a third Party, Customer may recover from Motorola reasonable costs incurred to complete or replace the System to a capability not exceeding that specified in this Agreement. Customer will mitigate damages and provide Motorola with detailed invoices substantiating the charges. In the event Customer elects to terminate this Agreement for any reason other than default, Customer shall pay Motorola for the conforming Equipment and/or Software delivered and all services performed.

12.4 Termination for Convenience by the City. The City may terminate this Agreement for any reason at any time upon not less than sixty (60) days' prior written notice to Contractor. After the date of such terminaton, Contractor shall not perform any further services or incur any further costs claimed to be reimbursable under this Agreement without prior written approval of the City.

13.   INDEMNIFICATION

13.1   GENERAL INDEMNITY BY MOTOROLA. Motorola will indemnify and hold Customer harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Customer to the extent it is caused by the intentional, reckless or negligent conduct of Motorola, its subcontractors, or their employees or agents, while performing their duties under this Agreement, if Customer gives Motorola prompt, written notice of any the claim or suit. Customer will cooperate with Motorola in its defense or settlement of the claim or suit. This section sets forth the full extent of Motorola's general indemnification of Customer from liabilities that are in any way related to Motorola's performance under this Agreement.

13.2   GENERAL INDEMNITY BY CUSTOMER. Customer will indemnify and hold Motorola harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Motorola to the extent it is caused by the intentional, reckless or negligent conduct of Customer, its other contractors, or their employees or agents, while performing their duties under this Agreement, if Motorola gives Customer prompt, written notice of any the claim or suit. Motorola

will cooperate with Customer in its defense or settlement of the claim or suit. This section sets forth the full extent of Customer's general indemnification of Motorola from liabilities that are in any way related to Customer's performance under this Agreement.

13.3   PATENT AND COPYRIGHT INFRINGEMENT.

13.3.1 Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

13.3.2 If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Motorola Product; (b) replace or modify the Motorola Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Motorola Product and grant Customer a credit for the Motorola Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

13.3.3 Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Motorola Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Motorola Product; (c) Motorola Product designed or manufactured in accordance with Customer's designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Motorola Product by a party other than Motorola; (e) use of the Motorola Product in a manner for which the Motorola Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from its indemnity obligation to Customer extend in any way to royalties payable on a per use basis or the Customer's revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the infringing Motorola Product.

13.3.4 This Section 13 provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. Customer has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 13 are subject to and limited by the restrictions set forth in Section 14.

14. LIMITATION OF LIABILITY

Except for personal injury or death or as otherwise provided herein, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or implementation and other one-time Services with respect to which losses or damages are claimed. With respect to all subscription or other ongoing Services and unless as otherwise provided under the applicable Addenda, Motorola's total liability will be limited to the direct damages recoverable under law, but not to exceed $100,000 in actual and reasonable City expenses, including staff time, in addition to the price of twenty-four (24) months of services preceding the incident giving rise to the initial claim. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS, INCONVENIENCE, LOSS OF USE, LOSS TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than three (3) years after the accrual of the cause of action, except for money due upon an open account.

15. CONFIDENTIALITY AND PROPRIETARY RIGHTS

15.1   CONFIDENTIAL INFORMATION. During the term of this Agreement, the Parties may provide each other with Confidential Information. Each Party will: maintain the confidentiality of the other Party's Confidential Information and not disclose it to any third party, except as authorized by the disclosing Party in writing or as required by a court of competent jurisdiction; restrict disclosure of the Confidential Information to its employees who have a "need to know" and not copy or reproduce the Confidential Information; take necessary and appropriate precautions to guard the confidentiality of the Confidential Information, including informing its employees who handle the Confidential Information that it is confidential and is not to be disclosed to others, but these precautions will be at least the same degree of care that the receiving Party applies to its own confidential information and will not be less than reasonable care; and use the Confidential Information only in furtherance of the performance of this Agreement. Confidential Information is and will at all times remain the property of the disclosing Party, and no grant of any proprietary rights in the Confidential Information is given or intended, including any express or implied license, other than the limited right of the recipient to use the Confidential Information in the manner and to the extent permitted by this Agreement.

15.2   PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS. Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to Customer the Equipment, Software, or related services remain vested exclusively in Motorola,

and this Agreement does not grant to Customer any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement or the End-User License Agreement, Motorola does not grant to Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

15.3 PROPRIETARY MATERIALS. Customer acknowledges that Motorola may use and/or provide Customer with access to Proprietary Materials and Derivative Proprietary Materials. The Proprietary Materials and the Derivative Proprietary Materials are the sole and exclusive property of Motorola and Motorola retains all right, title and interest in and to the Proprietary Materials and Derivative Proprietary Materials.

15.4 VOLUNTARY DISCLOSURE. Except as required to fulfill its obligations under this Agreement, Motorola will have no obligation to provide Customer with access to its Confidential Information and/or proprietary information. Under no circumstances will Motorola be required to provide any data related to cost and pricing.

15.5 DATA AND FEEDBACK.

15.5.1 To the extent permitted by law, Customer owns all right, title and interest in System Data created solely by it or its agents (hereafter, "Customer Data"), and grants to Motorola the right to use, host, cache, store, reproduce, copy, modify, combine, analyze, create derivatives from, communicate, transmit, publish, display, and distribute such Customer Data.

15.5.2 Motorola owns all right, title and interest in data resulting from System Data that is or has been transformed, altered, processed, aggregated, correlated or operated on (hereafter, "Derivative Data").

15.5.3 Any Feedback given by Customer is and will be entirely voluntary and, even if designated as confidential, will not create any confidentiality obligation for Motorola. Motorola will be free to use, reproduce, license or otherwise distribute and exploit the Feedback without any obligation to Customer. Customer acknowledges that Motorola's receipt of the Feedback does not imply or create recognition by Motorola of either the novelty or originality of any idea. The parties further agree that all fixes, modifications and improvements made to Motorola products or services conceived of or made by Motorola that are based, either in whole or in part, on the Feedback are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements to the Motorola product or service will vest solely in Motorola.

16. GENERAL

16.1 TAXES. The Contract Price does not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice

to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) within thirty (30) days after the date of the invoice. Customer will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

16.2 ASSIGNABILITY, CHANGE IN CONTROL, AND SUBCONTRACTING. Except as provided herein, neither Party may Assign this Agreement or any of its rights or obligations, or enter into an Assignment or Change in Control related thereto, hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted Assignment, delegation, or transfer without the necessary consent will be void. Motorola may not subcontract any of the work without the prior written consent of the City, which shall not be unreasonably withheld.

16.3 WAIVER. Failure or delay by either Party to exercise a right or power under this Agreement will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

16.4 SEVERABILITY. If a court of competent jurisdiction renders any part of this Agreement invalid or unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

16.5 INDEPENDENT CONTRACTORS. Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

16.6 HEADINGS AND SECTION REFERENCES. The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

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

16.8 NOTICES. Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address shown below

by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt:

Motorola Solutions, Inc.   Customer
7237 Church Ranch Blvd.
Westminster, CO 80021

Attn: Law Department   Attn:_____

16.9   COMPLIANCE WITH APPLICABLE LAWS. Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the System.

16.10   AUTHORITY TO EXECUTE AGREEMENT. Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the Parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

16.11   SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.6 (Motorola Software); Section 3.7 (Non-Motorola Software); if any payment obligations exist, Sections 5.1 and 5.2 (Contract Price and Invoicing and Payment); Subsection 9.7 (Disclaimer of Implied Warranties); Section 11 (Disputes); Section 14 (Limitation of Liability); and Section 15 (Confidentiality and Proprietary Rights); and all of the General provisions in Section 16. All Exhibits listed in Section 1 of this Agreement that are intended to survive the expiration or termination of this Agreement will continue in full force and effect after the expiration or termination of this Agreement until they terminate or expire pursuant to their respective terms.

16.12   ADDITIONAL PURCHASERS. Excluding any Option Pricing, any public bodies, public agencies or institution within the State of California may purchase at the discounts provided to the City of Irvine in this contract. The terms of this agreement will apply to any purchases.

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

Motorola Solutions, Inc.   **Customer**

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

<u>**EXHIBIT A-1**</u>

Motorola Software License Agreement

This Software License Agreement ("Agreement") is between Motorola Solutions, Inc., ("Motorola"), and the <u>City of Irvine, CA</u> ("Licensee").

For good and valuable consideration, the parties agree as follows:

Section 1   DEFINITIONS

1.1   "Designated Products" means products provided by Motorola or other suppliers to Licensee with which or for which the Software and Documentation is licensed for use.

"Documentation" means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

"Open Source Software" means software with either freely obtainable source code, license for modification, or permission for free distribution.

"Open Source Software License" means the terms or conditions under which the Open Source Software is licensed.

"Primary Agreement" means the agreement to which this exhibit is attached.

"Security Vulnerability" means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

"**Software**" (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term "Software" does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

Section 2   SCOPE

Motorola and Licensee enter into this Agreement in connection with Motorola's delivery of certain proprietary Software or products containing embedded or pre-loaded proprietary Software, or both. This Agreement contains the terms and conditions of the license Motorola is providing to Licensee, and Licensee's use of the Software and Documentation.

Section 3   GRANT OF LICENSE

3.1.   Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and nonexclusive license under Motorola's copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee's use of the Designated Products. This Agreement does not grant any rights to source code.

3.2.   If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; (ii) identify the Open Source Software and provide Licensee a copy of the applicable Open Source Software License (or specify where that license may be found); and, (iii) provide Licensee a copy of the Open Source Software source code, without charge, if it is publicly available (although distribution fees may be applicable).

3.3.   If the Designated Products being acquired by Licensee include a Microsoft SQL Server or a Microsoft System Center Operations Manager, the Microsoft software for these Microsoft Products is sublicensed to Licensee from Motorola and is subject to additional Microsoft End-User License Agreement terms.

3.4   TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERSEDES THE SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

Section 4   LIMITATIONS ON USE

4.1.   Licensee may use the Software only for Licensee's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited. Without limiting the general nature of these restrictions, Licensee will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

4.2.   Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or

Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, backup, or disaster recovery purposes; *provided* that Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

4.3.   Unless otherwise authorized by Motorola in writing, Licensee will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Designated Product; or (ii) copy onto or transfer Software installed in one unit of a Designated Product onto one other device. Licensee may temporarily transfer Software installed on a Designated Product to one other device if the Designated Product is inoperable or malfunctioning, if Licensee provides written notice to Motorola of the temporary transfer and identifies the device on which the Software is transferred. Temporary transfer of the Software to another device must be discontinued when the original Designated Product is returned to operation and the Software must be removed from the other device. Licensee must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

4.5.   The license for Cityworks or Customer Service Request Software is for the use of the Software with the Designated System or for the specified number of Concurrent Users for which it was provided, the purpose for which it was designed and only for the application specific use covered by this Agreement, or the Primary Agreement. This license does not allow access to the Software through other Designated Systems except as specifically permitted. "Concurrent User" means the maximum number of concurrent connections to Software authorized by this Agreement or the Primary Agreement at any one instance in time. "Designated System" means the computer hardware and operating system configuration specified in the Primary Agreement for which the Software is licensed for use.   Additional Designated System licenses are required for communication with additional instances of a database or additional databases.

4.6.   Licensee will maintain, during the term of this Agreement and for a period of two years thereafter, accurate records relating to this license grant to verify compliance with this Agreement. Motorola or an independent third party ("Auditor") may inspect Licensee's premises, books and records, upon reasonable prior notice to Licensee, during Licensee's normal business hours and subject to Licensee's facility and security regulations. Motorola is responsible for the payment of all expenses and costs of the Auditor. Any information obtained by Motorola and the Auditor will be kept in strict confidence by Motorola and the Auditor and used solely for the purpose of verifying Licensee's compliance with the terms of this Agreement.

Section 5   OWNERSHIP AND TITLE

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary

rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola's processes or, provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

Section 6   LIMITED WARRANTY; DISCLAIMER OF WARRANTY

6.1.   The commencement date and the term of the Software warranty will be a period of one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first (the "Warranty Period"), except for application Software that is provided on a per unit basis, the warranty period for subsequent units licensed is the remainder, if any, of the initial warranty period or, if the initial warranty period has expired, the remainder, if any, of the term of the applicable Software Maintenance and Support Agreement. If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee's use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee's particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software.

6.2   Motorola's sole obligation to Licensee and Licensee's exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee Substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3.   Warranty claims are described in the Primary Agreement.

6.4.   The express warranties set forth in this Section 6 are in lieu of, and Motorola disclaims, any and all other warranties (express or implied, oral or written) with respect to the Software or Documentation, including, without limitation, any and all implied warranties of condition, title, non-infringement, merchantability, or fitness for a particular purpose or use by Licensee (whether or not Motorola knows, has reason to know, has been advised, or is otherwise aware of any such purpose or use), whether arising by law, by reason of custom or usage of trade, or by course of

dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.

Section 7   TRANSFERS

Licensee will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee paying all applicable license fees and agreeing to be bound by this Agreement. If Licensee transfers ownership of the Designated Products to a third party, Licensee may assign its right to use the Software embedded in or furnished for use with those products; provided that Licensee transfers all copies of the Software and Documentation to the transferee, and Licensee and the transferee sign a transfer form to be provided by Motorola upon request, obligating the transferee to be bound by this Agreement.

Section 8   TERM AND TERMINATION

8.1   Licensee's right to use the Software and Documentation will begin when the Primary Agreement is signed by both parties and will continue for the life of the Designated Products with which or for which the Software and Documentation have been provided by Motorola, unless Licensee breaches this Agreement, in which case this Agreement and Licensee's right to use the Software and Documentation may be terminated immediately upon notice by Motorola.

8.2   Within thirty (30) days after termination of this Agreement, Licensee must certify in writing to Motorola that all copies of the Software have been removed or deleted from the Designated Products and that all copies of the Software and Documentation have been returned to Motorola or destroyed by Licensee and are no longer in use by Licensee.

8.3   Licensee acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Software and Documentation and that Licensee's breach of this Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate.   If Licensee breaches this Agreement, Motorola may terminate this Agreement and be entitled to all available remedies at law or in equity (including immediate injunctive relief and repossession of all non-embedded Software and associated Documentation unless Licensee is a Federal agency of the United States Government).

Section 9   UNITED STATES GOVERNMENT LICENSING PROVISIONS

This Section applies if Licensee is the United States Government or a United States Government agency. Licensee's use, duplication or disclosure of the Software and Documentation under Motorola's copyrights or trade secret rights is subject to the restrictions set forth in subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19 (JUNE 1987), if applicable, unless they are being provided to the Department of Defense. If the Software and Documentation are being provided to the Department of Defense, Licensee's use, duplication, or disclosure of the Software and Documentation is subject to the restricted rights set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 (OCT 1988), if applicable.   The Software and Documentation may or may not include a Restricted Rights notice, or other notice referring to this Agreement. The provisions of this Agreement will continue to apply, but only to the extent that

they are consistent with the rights provided to the Licensee under the provisions of the FAR or DFARS mentioned above, as applicable to the particular procuring agency and procurement transaction.

Section 10   CONFIDENTIALITY

Licensee acknowledges that the Software and Documentation contain Motorola's valuable proprietary and Confidential Information and are Motorola's trade secrets, and that the provisions in the Primary Agreement concerning Confidential Information apply.

Section 11   LIMITATION OF LIABILITY

The Limitation of Liability provision is described in the Primary Agreement.

Section 12   NOTICES

Notices are described in the Primary Agreement.

Section 13   GENERAL

13.1. COPYRIGHT NOTICES. The existence of a copyright notice on the Software will not be construed as an admission or presumption of publication of the Software or public disclosure of any trade secrets associated with the Software.

13.2. COMPLIANCE WITH LAWS. Licensee acknowledges that the Software is subject to the laws and regulations of the United States and Licensee will comply with all applicable laws and regulations, including export laws and regulations of the United States. Licensee will not, without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

13.3. ASSIGNMENTS AND SUBCONTRACTING. Motorola may not assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee, which shall not be unreasonably withheld.

13.4. GOVERNING LAW. This Agreement is governed by the laws of the United States to the extent that they apply and otherwise by the internal substantive laws of the State to which the Software is shipped if Licensee is a sovereign government entity, or the internal substantive laws of the State of Illinois if Licensee is not a sovereign government entity. The terms of the U.N. Convention on Contracts for the International Sale of Goods do not apply. In the event that the Uniform Computer Information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a party's performance under this Agreement, UCITA does not govern any aspect of this Agreement or any license granted under this Agreement,

or any of the parties' rights or obligations under this Agreement. The governing law will be that in effect prior to the applicability of UCITA.

13.5. THIRD PARTY BENEFICIARIES. This Agreement is entered into solely for the benefit of Motorola and Licensee. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this Agreement.

13.6. SURVIVAL. Sections 4, 5, 6.4, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.7. ORDER OF PRECEDENCE. In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

13.8 SECURITY. Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 6 of this Agreement.

EXHIBIT B

Payment Schedule for PSA System Agreement

Payment	Payment Milestone	Milestone Description
15%	Contract Design Review	Completion of Functional Specification Document Review, Interface Overview, Schedule and Bill of Materials, Completion of Site Survey and Infrastructure Planning, Network Analysis
15%	Installation of System Hardware and Application Software at Customer Site	Completion of On-Site Installation task (3.1.10.2 in Statement of Work)
15%	CAD and Records Train the Trainer	Completion of instructor-led CAD and Records Train the Trainer
15%	Premier One Acceptance Testing	Completion of CAD, RMS ATP
20%	CAD and Records Live-Cut	Completion of Cutover Event (3.1.19.1 in Statement of Work)
20%	Final System Acceptance	Conclusion of 90-Day Reliability Period

EXHIBIT B

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EXHIBIT C

Technical and Implementation Documents

C-1   "Pricing Summary & Equipment List" dated August 28, 2019

C-2   "Implementation Plan" dated July 18, 2019

- System Description

- Project Plan

- Statement of Work

C-3   "Acceptance Test Plan" or "ATP" (to be mutually developed during implementation)

C-4   "Performance Schedule" to be mutually agreed upon following Contract Design Review and incorporated herein

EXHIBIT C

-1-

EXHIBIT D

Maintenance and Support Agreement

Motorola Solutions, Inc., a Delaware corporation ("Motorola") having a place of business located at 7237 Church Ranch Blvd, Suite 406 Westminster, CO 80021 and the City of Irvine, CA ("Customer"), having a place of business located at _____, enter into this Maintenance and Support Agreement ("Agreement"), pursuant to which Customer will purchase and Motorola will sell the maintenance and support services as described below and in the attached exhibits. Motorola and Customer may be referred to individually as "party" and collectively as "parties."

For good and valuable consideration, the parties agree as follows:

Section 1   EXHIBITS

The Exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement will take precedence over the Exhibits and any inconsistency between the Exhibits will be resolved in the order in which they are listed below.

Exhibit A   "Covered Products, Support Options and Pricing"
Exhibit B   "Statement of Work"
Exhibit C   "Customer Support Plan"
Exhibit D   "Professional Upgrade Services Statement of Work"

Section 2   DEFINITIONS

"CSR" means Motorola Solutions Customer Service Request System

"Equipment" means the physical hardware purchased by Customer from Motorola pursuant to a separate System Agreement, Products Agreement, or other form of Agreement.

"Motorola" means Motorola Solutions, Inc., a Delaware corporation.

"Motorola Solutions Software" means Software that Motorola owns. The term includes Product Releases, Standard Releases, Supplemental Releases, Cumulative Updates, and On Demand Releases.

"Non-Motorola Solutions Software" means Software that a Third Party other than Motorola owns.

"Optional Technical Support Services" means fee-based technical support services that are not covered as part of the standard Technical Support Services.

"Principal Period of Maintenance" or "PPM" means the specified days and times during the days, that maintenance and support services will be provided under this Agreement. The PPM selected by the Customer is indicated in the Covered Products, Support Options and Pricing Exhibit.

"Patch" means a specific change to the Software that does not require a Release.

"Products" means the Equipment (as indicated in the Covered Products Exhibit) and Software provided by Motorola.

"Releases" means an Update or Upgrade to the Motorola Software and are characterized as "On Demand Releases," "Cumulative Updates," "Supplemental Releases," "Standard Releases," or "Product Releases." The content and timing of Releases will be at Motorola's sole discretion.

A "Cumulative Update" is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates will be superseded by the next issued Cumulative Update.

A "Supplemental Release" is defined as an interim release of Motorola Software that contains primarily error corrections to an existing Standard Release and may contain limited improvements that do not affect the overall structure of the Motorola Software. Depending on the Customer's specific configuration, a Supplemental Release might not be applicable.

A "Standard Release" is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that is reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release).

A "Product Release" is defined as a release of Motorola Software considered to be the next generation of those products identified in Exhibit A of this Agreement. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola's opinion will prevail, provided that Motorola treats the Product offering as a new Product or feature for its end user customers generally.

On Demand Releases are identified by the fifth character of the five-character release number, shown here as underlined: "1.2.0.4.**a**," Cumulative Updates by the fourth digit: "1.2.0.**4**.a," Supplemental Releases are identified by the third digit: "1.2.**0**.4.a," Standard Releases by the second digit: "1.**2**.0.4.a," and Product Releases by the first digit: "**1**.2.0.4.a."

"Residual Error" means a software malfunction or a programming, coding, or syntax error that causes the Software to fail to conform to the Specifications.

"Services" means those maintenance and support services described in the Customer Support Plan Exhibit and provided under this Agreement.

"Software" means the Motorola Solutions Software and Non-Motorola Solutions Software (Third Party) that is furnished with the System or Equipment

"Specifications" means the design, form, functionality, or performance requirements described in published descriptions of the Software, and if also applicable, in any modifications to the published specifications as expressly agreed to in writing by the parties.

"Standard Business Day" means Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding established Motorola holidays.

"Standard Business Hour" means a sixty (60) minute period of time starting at notification within a Standard Business Day(s).

"Start Date" means the date upon which this Agreement begins. The Start Date is the date on which Beneficial Use of the covered Software commences.

"System" means the Products and Services provided by Motorola as a system and are more fully described in the Technical and Implementation Documents attached as Exhibits to the applicable system agreement between Customer and Motorola.

"Technical Support Services" means the remote support provided by Motorola on a standard and centralized basis concerning the Covered Products, including diagnostic services and troubleshooting to assist the Customer in ascertaining the nature of a problem being experienced by the Customer. Technical Support Services includes minor assistance concerning the use of the Software (including advising or assisting the Customer in attempting data/database recovery, database set up, client-server advice), and minor assistance or advice on installation of Releases provided under this Agreement.

"Update" means an On Demand Release, Cumulative Update, Supplemental Release or Standard Release.

"Upgrade" means a Product Release.

All terms not otherwise defined shall be as described in the PSA System Agreement.

Section 3   SCOPE AND TERM OF SERVICES

3.1.   In accordance with the provisions of this Agreement and in consideration of the payment by Customer of the price for the Services, Motorola will provide to the Customer the Services as described in the Statement of Work Exhibit for the Support Services package listed above and as indicated in the Covered Products, Support Options and Pricing Exhibit. Services will apply only to the Products described in the Covered Products Exhibit.

3.2.   Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, the term of this Agreement is ten (10) years (plus any additional Warranty period extended during implementation), beginning on the Start Date. During the term period, this Maintenance and Support Agreement will automatically renew upon the anniversary date for successive one (1) year periods unless either party notifies the other of its intention to not renew the Agreement (in whole or part) not less than thirty (30) days before the anniversary date or requests an alternate term or this Agreement is terminated for default by a party.

3.3.   This Agreement covers all copies of the specified Products listed in the Covered Products, Support Options and Pricing Exhibit that are licensed by Motorola to the Customer. If the price for Services is based upon a per unit fee, such price will be calculated on the total number of units of the Products that are licensed to Customer as of the beginning of the maintenance and support period. If, during a maintenance and support period, Customer acquires additional Products that will be covered by this Agreement, the price for maintenance and support services for the additional Products will be calculated and added to the total price either (1) if and when the maintenance and support period is renewed or (2) immediately when Customer acquires additional Products, as determined by Motorola. Motorola may adjust the price of the maintenance and support services at the time of a renewal if it provides to Customer notice of the price adjustment at least forty-five (45) days before the expiration of the maintenance and support period. If Customer notifies Motorola of its intention not to renew this Agreement as permitted by Section 3.2 and later wishes to reinstate this Agreement, it may do so with Motorola's consent provided (a) Customer pays to Motorola the amount that it would have paid if Customer had kept this Agreement current, (b) Customer ensures that all applicable Equipment is in good operating conditions at the time of reinstatement, and (c) all copies of the specified Software listed in the Description of Covered Products are covered.

3.4.   When Motorola performs Services at the location of installed Products, Customer agrees to provide to Motorola, at no charge, a non-hazardous environment for work with shelter, heat, light, and power, and with full and free access to the covered Products. Customer will provide all information pertaining to the hardware and software with which the Products are interfacing to enable Motorola to perform its obligations under this Agreement.

3.5.   All Customer requests for covered Services will be made initially with the call intake center identified in the Covered Products, Support Options and Pricing Exhibit.

3.6.   Motorola will provide to the Customer Technical Support Services and Releases as follows:

3.6.1. Motorola will provide Technical Support Services and correction of Residual Errors during the PPM in accordance with the Exhibits. The level of Technical Support depends upon the Customer's selection as indicated in this agreement and the Covered Products, Support Options and Pricing Exhibit. Any Technical Support Services that are performed by Motorola outside the contracted PPM and any Residual Error corrections that are outside the scope will be billed at the then current hourly rates. The objective of Technical Support Services will be to investigate specifics about the functioning of covered Products and to determine whether there is a defect in the Product. Technical Support Services will not be used in lieu of training on the covered Products.

3.6.2. Motorola will provide to Customer without additional license fees an available Cumulative Update, Supplemental, or Standard Release for Motorola's PremierOne Applications after receipt of a request from the Customer. Installation services for Standard Releases will be delivered in accordance with Exhibits A and D of this Agreement. Motorola warrants that it will provide Standard Releases for Motorola's PremierOne Applications until December 31, 2024; provided, however, that in the event Motorola opts, in its sole discretion, to no longer release Standard Releases for any PremierOne Application prior to such date, Customer's exclusive

remedy shall be a refund of 50% of the cumulative license fees associated with that specific application (for example, if Motorola no longer provides Standard Releases for PremierOne CAD, Customer will receive a refund of 50% of its license fees for PremierOne CAD). The Customer must pay for necessary Equipment or third party software or on-site training provided by Motorola in connection with Standard Releases. On Demands and Cumulative Updates are designed to be delivered remotely. Services for onsite delivery related to On Demands and Cumulative Updates as requested by Customer will be quoted at the time of the request. Any services will be performed in accordance with a mutually agreed schedule.

3.6.3. In the event that new Product Releases become available that are made generally available to other customers as a replacement or alternative to (which is in contrast to a version upgrade) any of the products listed on Exhibit A with respect to similarly configured products, the Product Releases will be made available to the City with no additional license fees and any maintenance fees paid in advance by the City for the products originally purchased under this Agreement will be credited toward maintenance or subscription fees, as applicable for the replacement versions. The Customer may, in its discretion, either migrate to those new Product Releases or continue receiving support for its current services and products until the end of the contract term. Customer must pay for all installation or other services and any necessary Equipment provided by Motorola in connection with such Product Release. Any services will be performed in accordance with a mutually agreed schedule.

3.6.4 Along with maintenance Software Releases, Motorola will make available new purchasable products, equipment, features and modules which are separate and distinct from the mainstream PremierOne line of Products but related thereto. Newly released Products may have PremierOne as a pre-requisite and/or share some portion of the PremierOne code base. Customers are entitled to these products, features and modules, or upgrades to them within this Maintenance and Support Agreement, if they have purchased the required licenses and/or equipment.

3.6.5. As part of the Software development process Motorola makes every reasonable effort to lessen impact to customer operations. Any change to existing functionality is done after thorough review of customer feedback and with announcement of said change. When it's not technically feasible to meet a particular requirement Motorola will proactively communicate the changes. Beyond these efforts Motorola does not warrant that a Release will meet Customer's particular requirement, be uninterrupted or error-free, be backward compatible, or that all errors will be corrected. Errors addressed as part of the Software Release will be corrected. Full compatibility of a Release with the capabilities and functions of earlier versions of the Software may not be technically feasible. If it is technically feasible, Motorola will make available services to integrate these capabilities and functions to the updated or upgraded version of the Software, which services may be fee based.

3.6.6. Motorola's responsibilities under this Agreement to provide Technical Support Services in accordance with the package selected by the customer and as further detailed in the statement of work, customer support plan. will be limited to the current Standard Release plus the two (2) prior Standard Releases (collectively referred to in this section as "Covered Standard Releases"). Notwithstanding the preceding sentence, Motorola will provide Technical Support Services for a Severity Level 1 or 2 error concerning a Standard Release that precedes the Covered Standard Releases unless such error has been corrected by a Covered Standard Release (in which

case Customer will need to have the Standard Release that fixes the reported error installed or terminate this Agreement as to the applicable Software).

Warranty and Maintenance Period Scorecard Governance

Annual Task and Acceptance Criteria

(a) No later than the initial quarter during each annual cycle of maintenance and support, a representative or representatives of Motorola and a representative or representatives of CUSTOMER will meet to agree upon the tasks, planning, objectives, schedule, and scorecard criteria for the delivery of Maintenance and Services provided herein in the forthcoming fiscal term. The Parties shall agree upon the appropriate allocation of responsibilities for completion of the agreed upon tasks consistent with the responsibilities set forth in this Agreement. The Parties recognize that agreed-upon tasks will relate to Motorola's performance of the responsibilities described herein are in conformance with the terms and conditions of this Agreement, including Exclusions and Limitations, and will not include product enhancements.

(b) The agreed upon tasks relative to the scorecard criteria and evaluation, and milestone dates that will be completed by the end of each indicated term. Motorola shall not invoice, and CUSTOMER shall not be obligated to pay, the scheduled maintenance payments for a designated category of services for the following fiscal term unless and until all agreed upon acceptance criteria or scorecard criteria have been completed to CUSTOMER's reasonable satisfaction for that designated category. CUSTOMER may withhold payment for a designated category that is deficient in the evaluation categories as listed in the agreed upon criteria milestones. CUSTOMER shall continue to make all other payments for categories in which Motorola's performance satisfies the evaluation categories as determined and agreed to by both parties. By way of example, if PremierOne CAD Maintenance support is deficient in any of the evaluation categories listed above during Year 2, CUSTOMER may withhold payment for PremierOne CAD Maintenance support in the amount of $XXX from its annual payment until such time as the deficiencies are fully corrected by Motorola. CUSTOMER shall remain liable for payment for all other categories of Services (i.e. PremierOne Mobile or covered third parties) that are not deficient in accordance with the provisions of the Agreement.

(c) CUSTOMER may delay payment indefinitely if Motorola fails to deliver or falls behind on delivery of agreed upon tasks or in the satisfaction of agreed upon scorecard criteria until such time as Motorola has completed the agreed upon tasks or addressed the scorecard shortcomings.

(d) Unreasonable delays in (i) the completion of tasks for which the Parties have agreed CUSTOMER is responsible or in (ii) the acceptance of tasks that have been completed by Motorola in accordance with the applicable ATP, either of which are caused by or attributable exclusively to CUSTOMER's actions or inactions shall not restrict Motorola's right to invoice the applicable calendar year payment nor obviate CUSTOMER's responsibility to make any such payment in accordance with this Agreement.

Timing and Commencement of Planning Activities

The task planning described hereunder shall begin in the initial quarter of the initial fiscal year following the initial support effective date which the Parties anticipate will be Q2 of 2021.

3.6.7. Motorola's responsibilities under this Agreement to provide Technical Support Services will be limited to the current Standard Release concerning the following Software: Customer Service Request, Case Management, Integration Framework, and Integration Framework Express.

3.7.   The maintenance and support Services described in this Agreement are the only covered services. Unless Optional Technical Support Services are purchased, these Services specifically exclude and Motorola will not be responsible for:

3.7.1. Any service work required due to incorrect or faulty operational conditions, including but not limited to Equipment not connected directly to an electric surge protector, or not properly maintained in accordance with the manufacturer's guidelines. Other services may be available for an additional fee and will be addressed with an amendment to the Agreement.

3.7.2. The repair or replacement of Products or parts resulting from failure of the Customer's facilities, Customer's personal property and/or devices connected to the System (or interconnected to devices) whether or not installed by Motorola's representatives.

3.7.3. The repair or replacement of Equipment that has become defective or damaged due to physical or chemical misuse or abuse, Customer's negligence, or from causes such as lightning, power surges, or liquids.

3.7.4. Any transmission medium, such as telephone lines, computer networks, or the worldwide web, or for Equipment malfunction caused by such transmission medium.

3.7.5. Accessories, custom or Special Products; modified units; or modified Software.

3.7.6. The repair or replacement of parts resulting from the tampering by persons unauthorized by Motorola or the failure of the System due to extraordinary uses.

3.7.7. Operation and/or functionality of Customer's personal property, equipment, and/or peripherals and any application software not provided by Motorola.

3.7.8. Services for any replacement of Products or parts directly related to the removal, relocation, or reinstallation of the System or any System component.

3.7.9. Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.

3.7.10. Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements, or modifications in the Customer's platform or in the Software.

3.7.11. Services to correct errors found to be caused by Customer-supplied data, machines, or operator failure.

3.7.12. Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.

3.7.13. Third-party software unless specifically listed on the Covered Products Exhibit.

3.7.14. Support of any interface(s) beyond Motorola-provided port or cable, or any services that are necessary because third party hardware, software or supplies fail to conform to the specifications concerning the Products.

3.7.15. Services related to customer's failure to back up its data or failure to use a UPS system to protect against power interruptions.

3.7.16. Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.

3.8.   The Customer hereby agrees to:

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

3.8.2.   Provide standard industry precautions (e.g. back-up files) ensuring database security, per Motorola's recommended backup procedures.

3.8.3.   Ensure System accessibility, which includes physical access to buildings as well as remote electronic access. Remote access can be stipulated and scheduled with the Customer; however, remote access is required and will not be substituted with on-site visits or proxies if access is not allowed or available.

3.8.4.   Appoint one or more qualified employees to perform System Administration duties, including acting as a primary point of contact to Motorola's Technical Support organization for reporting and verifying problems and performing System backup. At least one member of the System Administrators group must have completed Motorola's End-User training and System Administrator training (if available). The combined skills of this System Administrators group includes proficiency with: the Products, the system platform upon which the Products operate, the operating system, database administration, network capabilities such as backing up, updating, adding, and deleting System and user information, and the client, server and stand alone personal computer hardware. The System Administrator will follow the Residual Error reporting process described herein and make all reasonable efforts to duplicate and verify problems and assign a Severity Level according to definitions provided herein. Customer agrees to use reasonable efforts to ensure that all problems are reported and verified by the System Administrator before reporting them to Motorola. Customer will assist Motorola to confirm that errors are not the product of the operation of an external system, data links between system, or network administration issues. If a

Severity Level 1 or 2 Residual Error occurs, any Customer representative may contact Motorola's Customer Support by telephone, but the System Administrator must follow up with Motorola's Customer Support as soon as practical thereafter. A full list of customer system management responsibilities is provided in the Customer Support Plan section 5.2.

3.9. In performing repairs under this Agreement, Motorola may use parts that are not newly manufactured but which are warranted to be equivalent to new in performance. Parts replaced by Motorola will become Motorola's property.

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

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

3.12 Customer agrees not to attempt or apply any update(s), alteration(s), or change(s) to the database software without the prior approval of Motorola.

Section 4.   ASSIGNABILITY, CHANGE IN CONTROL, AND SUBCONTRACTING

Except as provided herein, neither Party may Assign this Agreement or any of its rights or obligations, or enter into an Assignment related thereto, hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted Assignment, delegation, or transfer without the necessary consent will be void. Motorola may not subcontract any of the work without the prior written consent of the City, which shall not be unreasonably withheld.

Section 5.   PRICING, PAYMENT AND TERMS

5.1 Prices in United States dollars are shown in the Covered Products, Support Options and Pricing Exhibit. The term prices shown in the Covered Products, Support Options and Pricing Exhibit will be invoiced annually in advance of the period of service. Customer affirms that a purchase order or notice to proceed is not required for the duration of this services contract and will appropriate funds each year through the contract end date. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement. Motorola will provide to Customer an invoice, and Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Payments when due, will be in the form of a check, cashier's check, or wire transfer drawn on a United States financial institution. Third-party products will increase annually based on a current vendor supplied maintenance and support quote.

5.2. Overdue invoices will bear simple interest at the rate of ten percent (10%) per annum, unless such rate exceeds the maximum allowed by law, in which case it will be reduced to the maximum allowable rate.

5.3   If Customer requests, Motorola may provide services outside the scope of this Agreement or after the termination or expiration of this Agreement and Customer agrees to pay for those services. These terms and conditions and the prices in effect at the time such services are rendered will apply to those services.

5.4   Price(s) are exclusive of any taxes, duties, export or customs fees, including Value Added Tax or any other similar assessments imposed upon Motorola. If such charges are imposed upon Motorola, Customer will reimburse Motorola upon receipt of proper documentation of such assessments.

Section 6.   LIMITATION OF LIABILITY

Except for personal injury or death, or as otherwise provided herein, Motorola Solutions total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of $100,000 in actual and reasonable City expenses, including staff time, in addition to the price of twenty-four (24) months of maintenance support and subscription services preceding the incident giving rise to the initial claim . ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA SOLUTIONS WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA SOLUTIONS PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than three (3) years after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 7.   DEFAULT/TERMINATION

7.1.   If Motorola breaches a material obligation under this Agreement (unless Customer or a Force Majeure causes such failure of performance); Customer may consider Motorola to be in default. If Customer asserts a default, it will give Motorola written and detailed notice of the default. Motorola will have thirty (30) days thereafter either to dispute the assertion or provide a written plan to cure the default that is acceptable to Customer. If Motorola provides a cure plan, it will begin implementing the cure plan immediately after receipt of Customer's approval of the plan.

7.2.   If Customer breaches a material obligation under this Agreement (unless Motorola or a Force Majeure causes such failure of performance); if Customer breaches a material obligation under the Software License Agreement that governs the Software covered by this Agreement; or if Customer fails to pay any amount when due under this Agreement, indicates that it is unable to pay any amount when due, indicates it is unable to pay its debts generally as they become due, files a voluntary petition under bankruptcy law, or fails to have dismissed within ninety (90) days any involuntary petition under bankruptcy law, Motorola may consider Customer to be in default. If Motorola asserts a default, it will give Customer written and detailed notice of the default and

Customer will have thirty (30) days thereafter to (I) dispute the assertion, (ii) cure any monetary default (including interest), or (iii) provide a written plan to cure the default that is acceptable to Motorola. If Customer provides a cure plan, it will begin implementing the cure plan immediately after receipt of Motorola's approval of the plan.

7.3.   If a defaulting party fails to cure the default as provided above in Sections 7.1 or 7.2, unless otherwise agreed in writing, the non-defaulting party may terminate any unfulfilled portion of this Agreement and may pursue any legal or equitable remedies available to it subject to the provisions of Section 6 above.

7.4.   Upon the expiration or earlier termination of this Agreement, Customer and Motorola will immediately deliver to the other Party, as the disclosing Party, all Confidential Information of the other, including all copies thereof, which the other Party previously provided to it in furtherance of this Agreement. Confidential Information includes: (a) proprietary materials and information regarding technical plans; (b) any and all other information, of whatever type and in whatever medium including data, developments, trade secrets and improvements, that is disclosed by Motorola to Customer in connection with this Agreement; (c) all geographic information system, address, telephone, or like records and data provided by Customer to Motorola in connection with this Agreement that is required by law to be held confidential.

7.5   Any termination by Customer prior to the expiration of the multi-year term, for any reason other than Motorola default, or pursuant to Section 12.3 of the PSA System Agreement, will result in an early termination fee equal to the discount applied to the invoices for the multi-year term, which will be due and payable upon such early termination. Annual discounts, if any, for the multi-year term can be found on the Covered Products, Support Options and Pricing Exhibit.

Section 8.   GENERAL TERMS AND CONDITIONS

8.1.   Notices required under this Agreement to be given by one party to the other must be in writing and either delivered in person or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service), or by facsimile with correct answerback received, and will be effective upon receipt.

Customer: _____
Attn: _____

_____
_____

Motorola Solutions, Inc.
Attn: Legal, Corporate Communications and Government Affairs
500 W. Monroe St., Floor 43
Chicago, IL 60661

8.2.   Neither party will be liable for its non-performance or delayed performance if caused by an event, circumstance, or act of a third party that is beyond such party's reasonable control.

8.3.   Failure or delay by either party to exercise any right or power under this Agreement will not operate as a waiver of such right or power. For a waiver to be effective, it must be in writing signed by the waiving party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

8.4.   Customer may not assign any of its rights under this Agreement without Motorola's prior written consent.

8.5.   This Agreement, including the exhibits, constitutes the entire agreement of the parties regarding the covered Maintenance and Support Services and supersedes all prior and concurrent agreements and understandings, whether written or oral, related to the services performed. Neither this Agreement nor the Exhibits may be altered, amended, or modified except by a written agreement signed by authorized representatives of both parties. Customer agrees to reference this Agreement on all purchase orders issued in furtherance of this Agreement. Neither party will be bound by any terms contained in Customer's purchase orders, acknowledgements, or other writings (even if attached to this Agreement).

8.6.   This Agreement will be governed by the laws of the United States to the extent that they apply and otherwise by the laws of the State to which the Products are shipped if Licensee is a sovereign government entity or the laws of the State of Illinois if Licensee is not a sovereign government entity.

Section 9.   CERTIFICATION DISCLAIMER

Motorola specifically disclaims all certifications regarding the manner in which Motorola conducts its business or performs its obligations under this Agreement, unless such certifications have been expressly accepted and signed by an authorized signatory of Motorola.

Section 10.   COMPLIANCE WITH APPLICABLE LAWS

The Parties will at all times comply with all applicable regulations, licenses and orders of their respective countries relating to or in any way affecting this Agreement and the performance by the Parties of this Agreement. Each Party, at its own expense, will obtain any approval or permit required in the performance of its obligations. Neither Motorola nor any of its employees is an agent or representative of Customer.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed as of the day and year first written above:

MOTOROLA SOLUTIONS, INC.   **CITY OF IRVINE, CA**

By:_____   By:_____

Name:_____   Name:_____

Title:_____   Title:_____

Date:_____   Date:_____

EXHIBIT D

Maintenance and Support Agreement

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT   TERM:

CUSTOMER AGENCY	**City of Irvine, CA**	**BILLING AGENCY**	
Address		Address	
City, State, Zip		City, State, Zip	
Contact Name		**Contact Name**	
Contact Title		Contact Title	
Telephone Number		Telephone Number	
Email Address		Email Address	

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding prompt by product

Site Identification Numbers

Product Group	**Site Identification Number**	**Phone Prompt**

Standard Services Include:

Customer Support Plan	Virtual Private Network VPN Tool
Case Management 24x7	Third-party Vendor Coordination
Technical Support 9x5	Access to Users Group Site
On-site Support (when applicable)	Software Releases, as defined

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Support Service Package	Qty.	Term Years 2- 10 Fees**
PremierOne Suite	System-Wide Software	Advanced	Lot	$48,861
	PremierOne-specific Network Performance Software	Advanced	Lot	$89,353
PremierOne CAD	PremierOne Server License	Advanced	1	$107,255
	CAD Clients (dispatch and low use)	Advanced	24	$193,345
	AVL Vehicle Tracking License	Advanced	1	$50,052
	CAD-to-CAD License	Advanced	1	$71,503
	Integrated Call Control	Advanced	1	$152,541
	CAD Interfaces	Advanced	Lot	$185,379
PremierOne Mobile	Server Licenses	Advanced	2	$85,804
	Client Licenses with Mapping & Records	Advanced	30	$126,561
PremierOne Records	Convert on Demand Tool	Advanced (Years 2 – 5 only)**		$49,512
	Client Licenses	Advanced	Site	$218,264
	Server Licenses	Advanced	2	$100,105
	CC App/Handheld Licenses	Advanced	Lot	$106,671
	Records Interfaces	Advanced	Lot	$238,345
TOTAL				**$1,823,551**

THIRD-PARTY VENDOR SUPPORTED PRODUCTS

Vendor	Description	Vendor Service Level	Qty.	Term Fees
CommSys	49 State Parsing	Years 2 – 10	1	$34,034
	Query Services	Years 2 – 10	1	$69,763

ASAP Consulting Services	Interface Licenses	Years 2 – 10	1	$6,979
Nimble	Storage	Years 2 – 10	1	$54,930
FortiGate	Firewall Device	Years 2 – 10	1	$34,185
Extreme Network	Switches	Years 2 – 10	1	$6,603
HP Servers	Servers are covered by Care Packs through Year 5	Years 2-5		$0
TOTAL				**$206,494**

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT _ **TERM:** __10 years__

Ala Carte Services Available:

Professional Services Upgrades*	Users Conference Advance Purchase**
Hardware Refresh*	On-site Support Dedicated Resource
Professional Services Consultation	Geofile Services
Professional Services Training	Lifecycle Services*

Require Multi-Year Agreement

**USERS CONFERENCE ADVANCE PURCHASE OPTION					
Users Conference Attendance	Year 11		Attendees	Qty.	Fees
			Standard Attendance[1]	4	$100,800
			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.

ALA CARTE SUPPORT SERVICES

Service	Description	Reference	Qty.	Term Fees
Lifecycle	4 Standard Software Upgrades, 1 Hardware/Software Upgrade with customer-provided hardware	MSA Exhibit D	1	$664,486
				$.00
TOTAL				**$664,486**

SUPPORT FEES SUMMARY

Product	Service Level	Term Fees
Motorola Supported Products	Advanced	$1,823,551
All discounts are included in individual line item pricing		($.00)
SUBTOTAL MOTOROLA SUPPORT		**$1,823,551**
Third-Party Vendor Products	Advanced	**$206,494**
SUBTOTAL THIRD PARTY SUPPORT		**$206,494.00**
Users' Conference Attendance	n/a	$100,800
Software Upgrades	Lifecycle	$664,486
SUBTOTAL OPTIONAL SUPPORT SERVICES		**$765,286**
GRAND TOTAL		**$2,795,331**

STATEMENT OF WORK

MAINTENANCE AND SUPPORT AGREEMENT   **TERM:**   **10 Years**

CUSTOMER: City of Irvine, CA

This Statement of Work (SOW), including all of its subsections and attachments is an integral part of the Services Agreement or other signed agreement between Motorola Solutions, Inc. (Motorola) and Customer ("Agreement") and is subject to the terms and conditions set forth in the Agreement.

Advanced Support Services include each of these services summarized below, as well as expanded upon in appendices A, B and C. In the event of a conflict between the Sections below and an individual SOW Appendices, the individual SOW Appendices prevails.

Motorola Solutions does not have any plans to end the products offered in this contract. When Motorola makes a decision to end the life of a product, an End of Life Announcement is sent to our customers with the product fully supported for five years following the date of the announcement.

Advanced Services

The Motorola Premier One monitoring service is a 24X7 monitoring solution which allow customers with PremierOne solutions to function optimally by minimizing outages while maximizing the system uptime.

Premier One Alerts from customer sites are sent to a Motorola Gmail address which is specifically used for Motorola's PremierOne monitoring management tool. This tool will collect, consolidate, filter and correlate the events and will present actionable incidents to a dedicated PremierOne support technician. This technician will perform an incident triage and determine the next course of action based on the issue.

PremierOne alerts will be gathered internally and externally, meaning that whether the incident is related to the PremierOne software and components or devices that interface to the PremierOne core, Motorola will now be notified of the issue. Some of the examples of the alerts which will be monitored are CPU load, disk space capacity, resource utilization, services and application issues and as well as overall network health.

Customer Support Plan (CSP)

Exhibit A of the Maintenance and Support Agreement defines the system elements covered under Essential Services. The division of responsibilities between Motorola and Customer shall be

defined and documented in the Appendices of this SOW, the Essential Services CSP and other portions of the Agreement.

The CSP is a critical component of this SOW and, once created, will automatically become integrated into this SOW. The outlined services in this SOW will be adapted to Customer's own environment and unique needs, including Customer technologies, systems, operating environments, and operational capabilities in the CSP. Motorola and Customer will collaborate to define the Customer-specific processes, procedures, network information, and other relevant support details required to perform the Services set forth in this SOW. Any delay by Customer in providing information relevant to the CSP will create a delay in implementing the CSP and this SOW.

Centralized Service Delivery

The Technical Support Organization (TSO) provides telephone consultation for technical issues that require a high level of PremierOne experience and troubleshooting capabilities. Technical Support is delivered through the Westminster Colorado TSO by a staff of technical support specialists skilled in diagnosis and swift resolution of on-premise software system performance and operational issues. Motorola applies leading industry standards in recording, monitoring, escalating and reporting for Technical Support calls from its contracted customers. PremierOne Advanced alerts are routed to the technicians within this organization that are highly trained in your technology. Appendix A contains the SOW for Technical Support and Advanced monitoring along with Motorola and Customer responsibilities.

Software Maintenance Agreement (SMA)

As new PremierOne releases become available, Motorola will provide the Customer with the software required to execute an upgrade at no additional charge.. Motorola's Essential service includes remote upgrades of any On Demand (OD) and Cumulative Upgrade (CU) Motorola software releases that may be available. Motorola will only provide releases that have been analyzed, pre-tested, and certified in a dedicated test lab. Appendix B contains the SOW for the SMA.

"Releases" means an Update or Upgrade to the Motorola Software and are characterized as "On Demand Releases," "Cumulative Updates," "Supplemental Releases," "Standard Releases," or "Product Releases." The content and timing of Releases will be at Motorola's sole discretion.

A "Cumulative Update" is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates will be superseded by the next issued Cumulative Update.

A "Supplemental Release" is defined as an interim release of Motorola Software that contains primarily error corrections to an existing Standard Release and may contain limited improvements that do not affect the overall structure of the Motorola Software. Depending on the Customer's specific configuration, a Supplemental Release might not be applicable.
A "Standard Release" is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database

conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that is reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release).

A "Product Release" is defined as a release of Motorola Software considered to be the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola's opinion will prevail, provided that Motorola treats the Product offering as a new Product or feature for its end user customers generally.

On Demand Releases are identified by the fifth character of the five-character release number, shown here as underlined: "1.2.0.4.a," Cumulative Updates by the fourth digit: "1.2.0.4.a," Supplemental Releases are identified by the third digit: "1.2.0.4.a," Standard Releases by the second digit: "1.2.0.4.a," and Product Releases by the first digit: "1.2.0.4.a."

End User Provisioning

Motorola will work with Customer during the initial deployment of the PremierOne system on all provisioning. All subsequent provisioning after the initial deployment are the responsibility of the Customer. The process to implement and deploy provisioning will be communicated during the initial deployment of the system. Provisioning efforts are not included in this agreement.

Appendix A: Technical Support Services Statement of Work

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

1.1   Description of Technical Support Services

Motorola's Technical Support Center's (TSC) primary goal is resolution of Customer issues, providing incident restoration and service request fulfillment on Motorola's currently supported system. This team of highly skilled, knowledgeable, and experienced specialists is available to the customer as an integrated part of the support and technical issue resolution process. The TSC remotely supports the customer and works with fault diagnostics tools, simulation environments and knowledge database search engines.

Calls requiring incidents or service requests will be assigned the impact level in accordance with the agreed Severity Level Response Time Goals stated in this document.

Motorola will track the progress of each case from initial capture to resolution. Motorola will advise and inform the customer of the case progress and tasks that require further investigation and assistance from the customer's technical resources.

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

1.2   Scope

Technical Support service is available Monday - Friday 8:00am - 5:00pm local site time and 24 hours a day, 7 days a week for Severity 1 Incidents. See Severity Level Response Time Goals.

1.3   Inclusions

1.3.1   Technical Support service will be delivered on Motorola sold PremierOne Components.

1.3.2   Remote upgrade services for On Demand (OD) and Cumulative Update (CU) releases to apply defect resolutions.

1.3.3   Access to new PremierOne software releases via MyView Portal

1.4   Limitations and Exclusions

The following activities are outside the scope of the Technical Support service, but are part of another offering of Services that are available to remote Technical Support customers at an additional cost:

1.4.1   On-site visits /resources.

1.4.2   System installations, upgrades, and expansions.

1.4.3   Hardware replacement/exchange.

1.4.4   Motorola implementation or on-site upgrade services.

1.4.5   Proactive Solution Monitoring

1.5   Motorola has the following responsibilities:

1.5.1.   Provide availability to the Motorola Solution Support Center (800-221-7144), 24 hours a day, 7 days a week to respond to Customer's requests for Severity 1 support. Refer to Severity Level Response Time Goals for Severity 2 and 3 response times.

1.5.2.   Respond initially to Incidents and Technical Service Requests in accordance with the response times set forth in the Severity Level Response Time Goals section of this document.

1.5.3.   Provide caller a plan of action outlining additional requirements, activities or information required to achieve restoral/fulfillment.

1.5.4.   Maintain communication with the customer as needed until resolution of the case

1.5.5.   Coordinate technical resolutions with agreed upon third party vendors, as needed.

1.5.6.   Manage functionally escalated support issues to additional Motorola technical resources, as applicable.

1.5.7.   Determine, in its sole discretion, when a case requires more than the Technical Support services described in this SOW and notify customer of an alternative course of action.

1.6.   The Customer has the following responsibilities:

1.6.1.   Provide Motorola with pre-defined information prior to contract start date necessary to complete Customer Support Plan (CSP).

1.6.2.   Submit changes in any information supplied in the Customer Support Plan (CSP) to the Customer Support Manager (CSM).

1.6.3.   Contact the TSC in order to engage the Technical Support service, providing the necessary information for proper entitlement services. Including but not limited to the name of contact, name of customer, system ID number, site(s) in question, and brief description of the problem including pertinent information for initial issue characterization.

1.6.4.   Maintain suitable trained technical resources that provide technical maintenance services to the system, and who are familiar with the operation of that system.

1.6.5.   Supply suitably skilled and trained on-site presence when requested by the TSC.

1.6.6.   Validate issue resolution prior to close of the case in a timely manner.

1.6.7.   Acknowledge that cases will be handled in accordance with the times and priorities as defined in the Severity Level Response Time Goals section in this document.

1.6.8.   Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Technical Support.

1.6.9   Obtain at Customer's cost all third party consents or licenses required to enable Motorola to provide the Service.

1.6.10 Monitor SCOM alerts and notify TSC of any issues requiring technical resolution.

1.7   Severity Levels and Response Time Goals

The response times are based on the defined severity levels as follows:

Severity Level	Definition	Response Time
Severity 1	Critical System Failure – occurs when the System is not functioning and there is no workaround; such as a Central Server 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. Examples: • PremierOne CAD is down – all users unable to log in, all users unable to create incidents. • PremierOne Mobile is down – all users unable to log in or create/ receive incidents. • PremierOne Records is down – all users unable to log in or create cases.	Telephone conference within 1 hour of initial voice notification, 24x7.

Severity 2	Non-critical major failure - occurs when a major but non-critical element in the System is not functioning but that does not prohibit continuance of basic operations. 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. Examples: • PremierOne CAD – Status monitors not refreshing, system slowness, queries are not going out/being received, interface is not functioning • PremierOne Mobile – unable to query, slowness. • PremierOne Records – Field Interview, Equipment or other modules unusable by all users or an interface not functioning.	Telephone conference within 3 hours of initial voice notification, 24x7 for the first twelve-months beginning at Beneficial Use. Thereafter, telephone conference within 3 Business Hours, Monday-Friday, 5am to 5pm local time.
Severity 3	• Non-crital failure – occurs when a non-critical System component is not functioning, but the System is still available for it's 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 feature. . Examples: • PremierOne CAD – Application Exception error on one console, unable to send messages to a user when selecting from the address book, all logged in users are	Telephone conference within 6 Business Hours of initial notification. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.

	receiving unsolicited query returns, error message when attempting to install CAD Client. • PremierOne Mobile – Error returned when sending a message, receiving bolo messages when not logged in, unable to import PR DATA on one mobile client. • PremierOne Records – Workflow error, duplicate case report numbers, having issues searching records by SSN.	
Severity 4	Inconvenience - occurs when the System causes a minor disruption in the way tasks are performed but does not stop workflow. This level represents minor issues such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests. Examples: • Product enhancemet request or cosmetic product changes.	Telephone conference within 2 Standard Business days of initial notification.

Appendix B: Software Maintenance Agreement (SMA) Statement of Work

1.1   Description of Service and Obligations

As PremierOne releases become available, Motorola agrees to provide the Customer with the software required to execute the upgrade for their PremierOne system at no additional charge. Remote upgrade services are included for OD and CU releases. Standard Release (SR) installation labor services are also included as described in the COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING in Exhibit A and Exhibit D Statement of Work. Currently, Motorola's software releases include any Motorola software updates that may be available. Motorola will only provide releases that have been analyzed, pre-tested, and certified in a dedicated PremierOne test lab to ensure application functionality.

1.2   Scope

The PremierOne certified release software is covered under SMA. The PremierOne SMA does not cover other products. Refer to section 1.3 for exclusions and limitations.

PremierOne SMA pricing is based on the customer system configuration outlined in Exhibit A. This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require a PremierOne SMA price adjustment.

The PremierOne SMA applies only to software release upgrades within the previous two Standard releases from the current PremierOne version.

The Customer agrees that they shall:

1.2.1   Contact Motorola to schedule and engage the appropriate Motorola resources to obtain resources for a PremierOne release upgrade.

1.2.2   Purchase any labor needed to implement system release upgrades.

1.2.4   Purchase any additional hardware and software needed to implement any optional solution features or number of users/new service expansions.

1.2.5   Provide or purchase labor to implement optional solution features or number of licenses/new service expansions.

1.2.6   Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide software upgrade services.

1.3   Exclusions and Limitations

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

1.3.2   The parties acknowledge and agree that the PremierOne SMA does not cover the following products:

1.3.4   Motorola Networks and Infrastructure Products

1.3.5   Non- Motorola Network and Infrastructure Products

1.3.6   Motorola Command Central Software

1.3.7   Custom Software or Third Party Application Software

1.3.8   Data Radio Devices

1.3.9   Mobile computing devices such as Laptops

1.3.10 Motorola and Non-Motorola two-way radio subscriber products

1.3.11 Point-to-point products such as fiber, LAN/WAN, microwave terminals and association multiplex equipment

1.3.12 PremierOne SMA does not cover any hardware or software supplied by or to the Customer when purchased directly from a third party, unless specifically included in this SOW.

1.3.13 PremierOne SMA does not cover software support for virus attacks or other applications that are not part of the PremierOne system, or unauthorized modifications or other misuse of the covered software. Motorola is not responsible for management of anti-virus or other security applications.

1.3.14 Upgrades for equipment add-ons or expansions during the term of this PremierOne SMA are not included in the coverage of this SOW unless otherwise agreed to in writing by Motorola.

1.4   Special provisions

1.4.1   Customer will only use the software (including any System Releases) in accordance with the applicable Software License Agreement.

1.4.2   PremierOne SMA services do not include repair or replacement of hardware or software that is necessary due to defects that are not corrected by the system release, nor does it include repair or replacement of defects resulting from any nonstandard, improper use or conditions; or from unauthorized installation of software.

1.4.3   Motorola shall support the PremierOne software version in the Customer's system, in accordance with Section 3.6.6 and the other terms of this Maintenance and Support Agreement and the PremierOne SMA program for the entire Term as specified in Section 3.2 of the

Maintenance and Support Agreement, including mutually agreed upon amendments. Failure to to provide support shall constitute a material breach of this Agreement.

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

1.4.5   The SMA annualized price is based on the fulfillment of the 12-month term. If Customer terminates, except if Motorola is the defaulting party or as provided in Section 12.3 of the PSA System Agreement, Customer will be required to pay for the balance of payments owed if a system release upgrade has been taken prior to the point of termination.

CUSTOMER SUPPORT PLAN - PREMIERONE ESSENTIAL

MAINTENANCE AND SUPPORT AGREEMENT   **TBD**   **TERM:**   **TBD**

CUSTOMER: **City of Irvine, CA**

Below are the topics outlined in this Customer Support Plan:

I.   Service Level Targets

II.   Security

III.   Service Offerings

IV.   Accessing Customer Support

V.   Responsibilities

VI.   Contacts

I.   TECHNICAL SUPPORT SERVICE LEVEL TARGETS

Motorola will strive to meet the technical support response time goals set forth in the table below.

RESPONSE TIME GOALS

Severity Level	Definition	Response Time
Severity 1	Critical System Failure – occurs when the System is not functioning and there is no workaround; such as a Central Server down or when the workflow of an entire agenc 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, 24x7.

	Examples: • PremierOne CAD is down – all users unable to log in, all users unable to create incidents. • PremierOne Mobile is down – all users unable to log in or create/ receive incidents. • PremierOne Records is down – all users unable to log in or create cases.		
Severity 2	Non-critical major failure - occurs when a major but non-critical element in the System is not functioning but that does not prohibit continuance of basic operations. 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. Examples: • PremierOne CAD – Status monitors not refreshing, system slowness, queries are not going out/being received, interface is not functioning • PremierOne Mobile – unable to query, slowness. • PremierOne Records – Field Interview, Equipment or other modules unusable by all users or an interface not functioning.	Telephone conference within 3 hours of initial voice notification, 24x7 for the first twelve-months beginning at Beneficial Use. Thereafter, telephone conference within 3 Business Hours, Monday-Friday, 5am to 5pm local time.	

Severity 3	• Non-critcal failure – occurs when a non-critical System component is not functioning, but the System is still available for it's 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 feature. . Examples: • PremierOne CAD – Application Exception error on one console, unable to send messages to a user when selecting from the address book, all logged in users are receiving unsolicited query returns, error message when attempting to install CAD Client. • PremierOne Mobile – Error returned when sending a message, receiving bolo messages when not logged in, unable to import PR DATA on one mobile client. • PremierOne Records – Workflow error, duplicate case report numbers, having issues searching records by SSN.	Telephone conference within 6 Business Hours of initial notification. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.
Severity 4	Inconvenience - occurs when the System causes a minor disruption in the way tasks are performed but does not stop workflow. This level represents minor issues such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests. Examples:	Telephone conference within 2 Standard Business days of initial notification.

	• Product enhancemet request or cosmetic product changes.	

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 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 Director of Customer Support 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 Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support
12 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice	Senior Management

	President of System Integration, Vice President of Support, and Account Team, Senior Vice Presidents of Operations, System Integration, Customer Support and Engineering.	Support Operations Systems Integration 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.

II.   SECURITY.

1.1   Motorola will maintain industry standard security measures to protect the Solution from intrusion, breach, corruption, or other security risk. During the term of the Agreement, if the Solution enables access to Criminal Justice Information (CJI), as defined by the Criminal Justice Information Services Security Policy (CJIS), Motorola will provide and comply with a CJIS Security Compliance document. Any additional Security measure desired by Customer may be available for an additional fee.

1.2   Motorola will require its personnel that access CJI to submit to a background check based on submission of FBI fingerprint cards.

1.3   Customer is independently responsible for establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Service provided. Customer must also establish and ensure compliance with access control policies and procedures, including password security measures. Further, Customer must maintain industry standard security and protective data privacy measures. Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed or viewed by Customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, including but not limited to lost or stolen passwords. MSI reserves the right to terminate the Service if Customer's failure to maintain or comply with industry standard security and control measures negatively impacts the Service, Solution, or Motorola's own security measures.

1.4   Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries.

III.   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.

IV.   Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Applications. 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 commercially reasonable. 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 Technical Support is always available. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time a customer calls, information is logged about the specific request such that it is available for future reference and analysis.

There are three options for accessing Support at Motorola:

1. **Motorola System Support Center Toll Free Number**

2. **Email Case Ticketing**

3. **MyView Portal**

Option 1 - Call Motorola Solutions System Support Center

> **Call Motorola Solutions Toll free 800-323-9949**
>
> **Select from the auto attendant as follows:**
>
> o **Option 2 – Technical Support of Infrastructure Products**
>
> o **Then select Option 6 for Public Safety Applications**
>
> o **Next select the appropriate product type option**

Upon contact with the SSC/TSO personnel, the caller will provide the name and phone number for Customer contact and your agency and **Site ID [to be customized]**. 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 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.

Option 2 - Submit a ticket via Email Case Management

An alternate Customer Support tool is available for Applications 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 available for severity levels (3) three and (4) four only. To properly process a ticket, <u>the message must be formatted exactly as described below</u>:

Address Email to: PSACASE@motorolasolutions.com

Subject: Type **PSA Service Request** and Brief Description of the problem (This becomes the case title)

Use the following template for the body of the email. You can copy and paste from below, filling in the accurate and specific needs of the request following the bold items listed:

Site ID = Site **ID**

Product Type= followed by the product family type. Choose from the following list:

- PremierOne CAD, Mobile, Records, Jail, Handheld

- PremierMDC (PMDC)

Contact First Name = followed by your first name or the name of the person you would like support personnel to contact

Contact Last Name = followed by your last name or the name of the person you would like support personnel to contact.

Phone Number = followed by the area code and phone number where the contact person may be reached

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

Problem Description = followed by a comprehensive description of the problem

Send the message to us. You will receive an email with your case number for future reference.

SAMPLE Email Ticket Formatting:

Option 3 - Case Management via MyView Portal

MyView Portal provides actionable insights into your mission-critical operations, giving you the knowledge to make data-driven decisions that mitigate the risk of downtime and enhance system performance. With Essential and Advanced Support Service Packages, MyView Portal gives you valuable system and service information whenever you need it along with complete support case/incident management from submission to close.

V.   Key Responsibilities

5.1   Motorola Responsibilities

5.1.1   **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 in the subscription agreement.

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

5.1.3   **On-Site Software Correction**. Unless otherwise stated herein, all support 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.

5.1.4   **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.

5.1.5   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 NCIC and state interfaces are not part of the covered Services. Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.

5.1.6   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

5.1.7   Monitor the customer system per the requirements in the Advanced Statement of Work.

5.2   **Customer Responsibilities**

5.2.1   **Troubleshooting**. Customer will make every effort to triage issues internally. If MSI assistance is requested, customer will make all reasonable efforts to assist in problem resolution. This may include problem reproduction, answering questions, supplying data, etc.

5.2.2   **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.

5.2.3   **Assess Severity Level**. Assist in assessing and assigning the initial and the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.

5.2.4   **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.

5.2.5   **Maintenance on Hardware**.   Customer will provide all on-site hardware maintenance and 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 Solutions Maintenance and Support Agreement.

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

5.2.1   **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 and will not adversely impact the system.

5.2.8   **Physical Server Maintenance**.   Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.

5.2.9   **Virtual Server Maintenance**. Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.

5.2.10   **Event Log Review**. Review System and Application Event Logs periodically to identify any possible problems, and/or unrecognized or frequent errors.

5.2.11   **Physical Workstation Maintenance**.   Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.

5.2.12   **CAD Client Maintenance**. Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.). Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list.

5.2.13   **Mobile Client Maintenance**. Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.). Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list. Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).

5.2.14   **Third-Party Maintenance**:

   5.2.14.1   **.Net**. Install, upgrade, configure, and maintain .net framework software as per minimum requirements outlined by MSI

5.2.14.2 **Server**. Install, upgrade, configure, and maintain all servers hosting 3rd party products that interface to MSI products. See Physical Server Maintenance section above for additional explanation

5.2.14.3 **SQL**. Install, upgrade, configure, and maintain MSSQL application. Make resource optimization changes pertaining to best practices as required by MSI.

5.2.14.4 **SQL Express**. Install, upgrade, configure, and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by MSI.

5.2.14.5 **Unembedded Third-Party Licensing.** Maintain and apply all third party licensing for products not specifically embedded within an MSI proprietary product.

5.2.15 **DB Failover** (Post 4.0). Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Support and provide supporting data for any problems discovered. Perform and periodically test system disaster recovery site failover via script provided by Motorola. Officially notify Motorola of any plans to perform DR failover with reasonable advance notice. Engage Motorola Support and provide supporting data for any problems discovered.

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

5.2.17 **Storage Capacity Tracking and Maintenance**. Monitor, maintain, and configure system data storage components in accordance with accepted standards and operational requirements as outlined by MSI. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above.

5.2.18 **Temporary DB File Size Maintenance**. Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above.

5.2.19 **RDW Maintenance**. See Physical/Virtual Server.

5.2.20 **Customer Reports**. Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by MSI.

5.2.21 **CAD Client Install and Testing**. Install, upgrade, and test P1 Software Updates (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to MSI for review and correction. Ensure that minimum software/hardware requirements are met.

5.2.22 **Mobile Client Install and Testing**. Install, upgrade, and test P1 Software Updates (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to MSI for review and correction. Ensure that minimum software/hardware requirements are met.

5.2.23 **GIS Updates - PremierOne Map Maintenance**. Ensure validity and integrity of all GIS related data introduced to the system. Record modifications made to GIS files, and confirm expected behavior within the PremierOne system. Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients.

5.2.24 **Anti-Virus and Windows UAC**. Install, configure, and upgrade chosen anti-virus software. Appropriately configure user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the customer will be responsible for diagnosing and correcting the issue. Per request, MSI will make every reasonable effort to test and verify specific anti-virus patches against a replication of the customer's application if a problem cannot be resolved internally.

5.2.25 **System, Database, HD and Tape Backups**. Perform and/or ensure successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes, and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne SSMS full and incremental database backups completing successfully, report related SCOM notifications to MSI.

5.2.26 **Provisioning knowledge of the system**. Customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Provisioning. Provisioning changes should be tracked. This information should be supplied to MSI to aid in troubleshooting efforts should a problem be experienced. MSI now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the customer as a failsafe.

5.2.27 **Records ACT**. Only trained users of ACT should attempt to use ACT to maintain their system. New module creation, or existing module changes, should first be completed and tested within a non-production environment. Apply changes to the production environment by running a buildset, or importing the ash file(s). All changes made in ACT should be tracked via MSI supplied excel files. These files must be made available upon request to aid in MSI troubleshooting efforts. ACT additions, changes, and maintenance is the sole responsibility of the customer.

5.2.28 **Use of Deployment or All-In-One**. Users of the deployment tool or AIO tool must be appropriately trained, and understand it's operation fully. Deployment packages that are no longer necessary should be purged. Customer is responsible for client deployment, and should engage MSI support if a problem is discovered.

5.2.29 **Tape Backup Rotation**. See Backup.

5.2.30 **HD Backup Rotation**. See Backup.

5.2.31 **Gathering Issue Logs (Server and Client)**. Supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by MSI, must be furnished. Absence of requested data may lead to case closure.

5.2.32 **Customer Data Archiving**. Customer is responsible for all P1 Data Archival as per their internal requirements and needs. Adequate storage space should be maintained, and data must not be stored in a manner that adversely impacts the PremierOne System or component operations.

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

5.2.34 **Remote Access**. Upon successful completion of approved background check, customer must provide remote access to requesting MSI personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne domain access, and access to all system elements that pertain to the operation of the PremierOne CAD system and functionality.

5.2.35 **User Access Control**. See Anti-Virus.

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

5.2.37 **End User Training**. Ensure that all end users of MSI products are adequately trained to perform their duties and not cause harm or upset of system functionality. MSI does offer additional training if necessary for an additional cost.

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

VI. Contact Information

Motorola Solutions Contacts:

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	**(800) 323-9949** **Option 2 >** **Option 6 >** **Option #**
CSM NAME Customer Service Manager CSM@motorolasolutions.com	(XXX) XXX-XXXX - mobile
Jerry McConnell Senior Manager, Technical Support Jerry.mcconnell@motorolasolutions.com	(847) 576-1431 - office
Phillip Askey Technical Support Manager – Command & Control (PSA) Applications P.Askey@motorolasolutions.com	(720) 565-4764 - office
AE NAME Account Executive, Manager AE@motorolasolutions.com	(XXX) XXX-XXXX - mobile

Customer Contacts (to be provided by Customer)

Customer Agency Name:
Address:
City, State and Zip:
Billing Contact Name:
Phone No:
Email:
Backup System Administrator Name:
Phone No:

Email:
Service Escalations Contact Name:
Title:
Phone No:
Email:

Exhibit D

PROFESSIONAL UPGRADE SERVICES STATEMENT OF WORK

MAINTENANCE AND SUPPORT AGREEMENT   **TERM:**   **Ten (10) years**

CUSTOMER: **City of Irvine**

A. General Information

This document describes the scope of work involved in providing enhanced Lifecycle services throughout the duration of the maintenance and support period. The Lifecycle services are provided in accordance with the terms and conditions of the Motorola Solutions Inc. Maintenance and Support Agreement and are hereby referred to as "Lifecycle Services".

Nothing in this Statement of Work is meant to supersede, replace or amend the terms and conditions stated in the Motorola Solutions Inc. Maintenance and Support agreement.

B. Scope of Service

Upgrade Services

Upgrade Services are a component of Lifecycle Services and are defined in scope as the labor services required to execute on the planning, delivering, testing and training of Motorola Standard Releases of software to the Customer when and if Standard Releases of software become available for those solutions components identified in Exhibit A - Description of Covered Products contained within the Motorola Solutions, Inc. Maintenance and Support Agreement.

If, exclusive of the Upgrade Professional Services, the customer includes in the Motorola Maintenance and Support Agreement dedicated onsite system support personnel, the onsite representative(s) will be involved in and incorporated as a part of the upgrade services as described in this Professional Upgrade Services Statement of Work.

At the time of proposal, Motorola has identified the covered software products as follows:

- PremierOne CAD/Mobile/HandHeld/Records

Client licenses for CAD, Mobile, Records are supplied but the services to install those licenses are not included.

C. Upgrade Timing and Delivery Overview PBM Note: Change term length and # of upgrades to match your proposal

Per the terms of this Agreement, when and if a Standard Release version becomes available, Motorola will perform **services** described in this Statement of Work for up to four (4) software upgrades, not to exceed a total of four (4) software upgrades during the ten (10) year agreement.

When and if a Hardware upgrade becomes available, Motorola will perform services described in this Statement of Work up to one (1) hardware upgrade service, not to exceed a total of one (1) hardware upgrade during the ten (1) year agreement. The hardware upgrade will be performed at the same time as one of the software upgrades.

For software upgrades, except the one that coincides with the hardware upgrade, existing hardware and the existing PremierOne interfaces will be re-utilized with the upgraded PremierOne System software.

All upgrade activities will be coordinated and scheduled to occur at times that are mutually agreeable to the Customer and Motorola. Scheduling of upgrade events will be completed at a minimum of 30 business days prior to the commencement of upgrade activities.

Software upgrade service activities will require components of the PremierOne system be down and unavailable for production use for up to 4-6 hours while upgrade activities are performed. The PremierOne CAD/Mobile subsystem will not exceed 12 consecutive hours of operational downtime. During this time period, the communication center will need to be prepared to operate in a manual mode. Motorola is providing no consultation or preparation on the "manual" mode operation during upgrade activities.

Customer will act as liaison with all user agencies and other outside agencies and/or organizations, if/as necessary.

Only those interfaces covered under the terms of the Maintenance agreement will be validated and or modified to ensure operational use with the upgraded PremierOne System software. Supported interface functionality is that which is described in the original interface requirements document (IRD).

In the event modifications to 3rd party systems to which PremierOne interfaces are required to maintain or enhance interface functionality, Customer is responsible for engaging and/or contracting with the 3rd party and any associated costs associated to effect such changes.

The Customer will ensure all firmware and BIOS on all devices are at a currently supported level or the Customer may elect to contract with MSI for the services to perform such updates.

Customer will act as liaison with all user agencies and other outside agencies, organizations and 3rd party vendors, if/as necessary.

If the version of PremierOne software from which the Customer is upgrading is more than two versions behind the version to be upgraded to, the Customer must be prepared to uninstall and

reinstall CAD and mobile client software on each workstation and mobile device prior to cutover to the upgraded system.

User interfaces (UI) will be replicated from the current applications.

D. Upgrade Kickoff Teleconference

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

The objectives of this task are:

- To introduce all project participants

- Review roles of key participants

- Review overall upgrade scope and objectives

- Review resource and scheduling requirements

- Review testing methodology

- Review and finalize project schedule with Customer.

- Create testing plan to test PremierOne upgrades on staging environment.

- Review testing plan and acceptance criteria.

- Review features/functions introduced in the new software release version

Motorola Responsibilities

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

1. Maintain project communications with the Customer's Project Manager.

2. Manage the efforts of Motorola project team and coordinate Motorola activities with the Customer's project team members.

3. Coordinate and oversee the installation of all licensed Motorola application software.

4. Review and manage the scope of work for the upgrade activities.

5. Review the upgrade acceptance criteria.

Customer Responsibilities

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

1. Maintain project communications with the Motorola Project Manager.

2. Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Statement of Work.

3. Act as liaison and coordinate with other Customer agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable.

4. Review and mutually approve upgrade acceptance criteria

Completion Criteria

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

E. Upgrade Preparation

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

Motorola Responsibilities

1. Perform scheduling and coordination tasks necessary to obtain required resources that will perform the upgrade of the PremierOne server software.

2. Confirm resource availability with Customer and reconfirm task dates.

Customer Responsibilities

1. Perform backup of PremierOne system software and data files.

2. Provide Motorola with a copy of the backed up software and data files.

Completion Criteria

This task is considered complete when Customer has the completed the onsite date backup.

F. Test/Training Environment Software Upgrade

The objective of this series of task is to install the upgrade software in the test/training system environment and validate release functionality.

Motorola Responsibilities

1. Remotely install the Standard Release version of software on the test environment.

2. Verify PremierOne functionality in accordance with Standard Release criteria.

3. Notify Customer of availability of the test environment enabling Customer to perform Customer specific testing activities.

Customer Responsibilities

1. Observe testing on staging environment and acknowledge the delivery of the functionality introduced in the release.

2. Conduct testing for up to ten business days in the test/training environment and notify Motorola of any functional errors or anomalies.

Completion Criteria

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

G. On-Site Production System Upgrade Implementation

The objective of this task is to conduct on-site activities required to complete the upgrade of the PremierOne system.

Motorola Responsibilities

1. Bring down the production system, as necessary.

2. Reconfigure the data volumes on each server, as needed.

3. Convert PremierOne CAD system files and or provisioning data files as required.

4. Configure those interfaces affected by the installation of the Standard Release version and modify each as needed to provided same functionality as was provided prior to the installation of the Standard Release version.

5. With Customer's assistance, test system and subsystem interfaces to validate operation in accordance with the originally installed interface requirement document.

6. Assist in Customer testing as requested by Customer and verify that each PremierOne subsystem component is ready to resume production operations.

7. Install the applicable PremierOne subsystem client application upgrades on up to ten (10) client workstations.

8. Train Customer on client upgrade process.

9. Provide remote instruction to Customer's users on new or changed features and functions introduced through the Standard Release of PremierOne.

Customer Responsibilities

1. With Motorola's assistance, coordinate the activities necessary to bring the production Premier One system down, i.e. close incidents, sign units and users off duty.

2. Support Motorola's software upgrade installation activities.

3. Provide and make available (during business hours, 8:00am to 5:00pm) the appropriate lines for the testing of interfaces.

4. Verify that the system is ready to resume production operations.

5. Install the PremierOne subsystem client on workstations beyond those upgraded by Motorola.

Completion Criteria

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

H. PremierOne Production Cutover

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

Motorola Responsibilities

1. Assist the Customer staff in resuming production operations on the upgraded system.

2. Provide up to eight hours of on-site support the day each upgraded subsystem component has resumed production use.

Customer Responsibilities

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

Completion Criteria

This task is considered complete upon Customer resuming production operation of each PremierOne subsystem component.

I. PremierOne Upgrade Acceptance

The objective of this task is to certify completion of the PremierOne subsystem upgrade.

Completion Criteria

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

J. Hardware Refresh Activities

Per the terms of the agreement, Motorola will provide services to upgrade Customer-provided hardware for the PremierOne CAD/Mobile system once over the 10-year maintenance term. Hardware refresh activities will be incorporated into one of the Standard software release upgrades so as to minimize the impact and potential disruption to the Customer public safety operations.

Commencing 120 days from the anticipated refresh cycle date, Motorola and the Customer will evaluate the existing business operations and the impact it may or may not have on the replacement hardware (things to consider may include current product volumes, potential increases or decreases in volume growth, addition of third party components, processing performance, etc.) and consider these variables when architecting the buildup of the replacement hardware components. Motorola will also work with each third party partner to evaluate the needs and impact of replacement hardware on 3rd party components.

This data, coupled with Motorola's evaluation and consideration of PremierOne technical requirements, will drive the initial build of materials for the replacement hardware components. Motorola will review the initial build of materials with the Customer to ensure agreement that all affected system and subsystem components have been considered and are accounted for in the final build of materials. Motorola will also seek confirmation that Customer is aware of any impacts to infrastructure that may be introduced by the new hardware requirements (things to consider are; sufficient or need to upgrade power, heating or cooling, network bandwidth requirements change, change in the physical space requirements of the hardware components, etc.).

Upon consensus, Motorola will coordinate with the 3rd party hardware supplier(s) for the delivery of hardware components in accordance with the build of materials. Concurrently Motorola will work with the Customer to schedule upgrade activities to occur in accordance with the standard release list of activities to be performed.

Motorola will procure, stage, install, configure and test the new hardware components with a standard software upgrade. Activities, tasks and schedules directly associated with hardware refresh tasks will be incorporated into the upgrade schedule.

This task is considered complete upon Customer resuming productive use of PremierOne system.

EXHIBIT E

SYSTEM ACCEPTANCE CERTIFICATE
Public Safety Applications

Customer Name: _____

Project Name: _____

This System Acceptance Certificate memorializes the occurrence of System Acceptance. Motorola and Customer acknowledge that:

1. The Acceptance Tests set forth in the Acceptance Test Plan have been successfully completed, and all System or product documentation promised under the Agreement has been provided.

2. The System is accepted, except for any items listed on a punch list. The Parties will promptly complete their respective punch list responsibilities according to a mutually agreed schedule.

Customer Representative: Motorola Representative:

Signature: _____   Signature: _____

Print Name: _____   Print Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

FINAL SYSTEM ACCEPTANCE:

Motorola has provided and Customer has received all deliverables, and Motorola has performed all other work required for Final System Acceptance.

Customer Representative: Motorola Representative:

Signature: _____   Signature: _____

Print Name: _____   Print Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

SUBSCRIPTION SERVICES AGREEMENT

Motorola Solutions, Inc. ("Motorola") and the City of Irvine, CA ("Customer") enter into this Subscription Services Agreement ("Agreement") pursuant to which Customer will purchase and Motorola will sell a subscription to access the subscription services described below. Motorola and Customer may be referred to individually as a "Party" and collectively as the "Parties."

The terms of the Agreement, including addendums, exhibits, and attachments combined with the terms of any applicable Incorporated Documents will govern the products and services offered pursuant to this Agreement. To the extent there is a conflict between the terms and conditions of the Agreement and the terms and conditions of the applicable Incorporated Documents, the Incorporated Documents take precedence.

1. DEFINITIONS

Capitalized terms used in this Agreement have the meanings set forth below. Any reference to the purchase or sale of software or other Intellectual Property shall mean the sale or purchase of a license or sublicense to use such software or Intellectual Property in accordance with this Agreement.

"Administrator" means Customer's designated system administrator who receives administrative logins for the Subscription Services and issues access rights to Customer's Users.

"Anonymized" means having been stripped of any personal or correlating information revealing original source or uniquely identifying a person or entity.

"Confidential Information" means any information that is disclosed in written, graphic, verbal, or machine–recognizable form, and is marked, designated, or identified at the time of disclosure as being confidential or its equivalent; or if the information is in verbal form, it is identified as confidential at the time of disclosure and is confirmed in writing within thirty (30) days of the disclosure. Confidential Information does not include any information that: is or becomes publicly known through no wrongful act of the receiving Party; is already known to the receiving Party without restriction when it is disclosed; is or becomes, rightfully and without breach of this Agreement, in the receiving Party's possession without any obligation restricting disclosure; is independently developed by the receiving Party without breach of this Agreement; or is explicitly approved for release by written authorization of the disclosing Party.

"Customer Data" means Native Data provided by Customer to Motorola hereunder to be processed and used in connection with the Subscription Services. Customer Data does not include data provided by third parties and passed on to Motorola.

"Deliverables" means all written information (such as reports, analytics, Solution Data, specifications, designs, plans, drawings, or other technical or business information) that Motorola prepares for Customer in the performance of the Services and is obligated to provide to Customer pursuant to the applicable Statement of Work. The Deliverables, if any, are more fully described in the Statement of Work.

ATTACHMENT 3

"Documentation" means the technical materials provided by Motorola to Customer in hard copy or electronic form describing the use and operation of the Solution and Software, including any technical manuals, but excluding any sales, advertising or marketing materials or proposals.

"Effective Date" means the date of the last signature on this Agreement, unless access to the Subscription Service occurs later, in which case, the Effective Date will be the date when Customer first has access to the Subscription Services (exclusive of provisioning, testing and training). Access to the Subscription Services will be aligned to occur concurrently with Beneficial Use of the related PremierOne product. If Customer elects to access Subscription Services before Beneficial Use of the related PremierOne product, the Effective Date is the date that access occurs.

"Feedback" means comments or information, in oral or written form, given to Motorola by Customer, in connection with or relating to the Solution and Subscription Services.

"Force Majeure" which means an event, circumstance, or act that is beyond a Party's reasonable control, such as an act of God, an act of the public enemy, an act of a government entity, strikes, other labor disturbances, supplier performance, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, riots, or any other similar cause.

"Licensed Product" means 1) Software, whether hosted or installed at Customer's site, 2) Documentation; 3) associated user interfaces; 4) help resources; and 5) any related technology or other services made available by the Solution.

"Native Data" means data that is created solely by Customer or its agents.

"Proprietary Rights" means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know–how, ideas and concepts, moral rights, processes, methodologies, tools, techniques, and other intellectual property rights.

"Software" means the Motorola Software and Non-Motorola Software, in object code format that is furnished with the System or Equipment and any future new releases, upgrades or replacements provided to Customer by Motorola within Term of Agreement.

"Solution" means collectively, the Software, servers and any other hardware or equipment operated by Motorola and used in conjunction with the Subscription Services.

"Solution Data" means Customer Data that is transformed, altered, processed, aggregated, correlated or operated on by Motorola, its vendors or other data sources and data that has been manipulated or retrieved using Motorola know–how to produce value–added content that is made available to Customer with the Solution and Subscription Services.

"Statement of Work" If included, the Statement of Work ("SOW") describes the Subscription Services, Deliverables (if any), Licensed Products and Solution that Motorola will provide to Customer under this Agreement, and the other work–related responsibilities that the parties owe to each other. The Statement of Work may contain a performance schedule.

"Subscription Services" means those subscription services to be provided by Motorola to Customer under this Agreement, the nature and scope of which are more fully described in the Documentation, proposal, SOW, or other Solution materials provided by Motorola, as applicable.

"Users" means Customer's authorized employees or other individuals authorized to utilize the Subscription Services on behalf of Customer and who will be provided access to the Subscription Services by virtue of a password or equivalent security mechanism implemented by Customer.

All terms not otherwise defined shall be as defined in the PSA System Agreement.

2.   SCOPE

2.1   **Subscription Services.** Motorola will provide to Customer the Subscription Services and Deliverables (if any). As part of the Subscription Services, Motorola will allow Customer to use the Solution described in the Statement of Work, Documentation, proposal, or other Solution materials provided by Motorola ("Incorporated Document(s)"), as applicable. Some Subscription Services will also be subject to additional terms unique to that specific Subscription Service. Such additional terms will be set forth in an Addendum. In the event of a conflict between an Addendum and the body of the Agreement, the Addendum will govern resolution of the conflict. Motorola and Customer will perform their respective responsibilities as described in this Agreement and any applicable Incorporated Documents.

2.2   **Changes.** Customer may request changes to the Services. If Motorola agrees to a requested change, the change must be confirmed in writing and signed by authorized representatives of both parties. A reasonable price adjustment will be made if any change affects the time of performance or the cost to perform the Services.

2.3   **Non–solicitation**. During the term of this Agreement and for twelve (12) months thereafter, Customer will not actively solicit the employment of any Motorola personnel who is involved directly with providing any of the Services.

3.   TERM

3.1   **Term.** The Term of this Agreement begins on the Effective Date and continues for twelve (12) months. The Agreement automatically renews annually on the anniversary of the Effective Date, unless the City notifies of its intention to not renew the Agreement (in whole or part) at least thirty (30) days before the anniversary date or until termination in accordance with the Termination section of this Agreement.

3.2   **Intentionally Omitted.**

3.3   **Renewals.** The terms and conditions of the Agreement and will govern any renewal periods.

4.   CUSTOMER OBLIGATIONS. Customer will fulfill all of its obligations in this Agreement, including applicable addendums and Incorporated Documents in a timely and accurate manner. Failure to do so may prevent Motorola from performing its responsibilities.

4.1   **Access.** To enable Motorola to perform the Subscription Services, Customer will provide to Motorola reasonable access to relevant Customer information, personnel, systems, and office space when Motorola's employees are working on Customer's premises, and other general assistance. Further, if any equipment is installed or stored at Customer's location in order to provide the Subscription Services, Customer will provide, at no charge, a non–hazardous environment with adequate shelter, heat, light, power, security, and full and free access to the equipment.

4.2   **Customer Information**.   If the Documentation, Statement of Work, proposal, or other related documents contain assumptions that affect the Subscription Services or Deliverables, Customer will verify that they are accurate and complete. Any information that Customer provides to Motorola concerning the Subscription Services or Deliverables will be accurate and complete in all material respects. Customer will make timely decisions and obtain any required management and third party approvals or consents that are reasonably necessary for Motorola to perform the Subscription Services and its other duties under this Agreement. Unless the Statement of Work states the contrary, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions and Customer–provided information, decisions and approvals described in this paragraph.

4.3   **Risk of Loss.** If any portion of the Solution resides on Customer premises or is under Customer's control in any way, Customer shall at all times exercise reasonable care in using and maintaining the Solution in accordance with Motorola's instructions for proper use and care. Risk of loss to any equipment in Customer's possession will reside with Customer until removed by Motorola or its agent or returned by Customer. Customer will be responsible for replacement costs of lost or damaged equipment, normal wear and tear excluded.

4.4   **Equipment Title.** Unless Customer is purchasing equipment pursuant to the terms in the Addendum entitled "Equipment Purchase" and unless stated differently in this Agreement or in the Incorporated Documents, title to any equipment provided to Customer in connection with the Subscription Services remains vested in Motorola at all times. Any sale of equipment pursuant to this Agreement will be governed by the terms and conditions set forth in the Equipment Purchase Addendum.

4.5   **Enable Users.** Customer will properly enable its Users to use the Subscription Services, including providing instructions for use, labeling, required notices, and accommodation pursuant to applicable laws, rules, and regulations. Unless otherwise agreed in the Incorporated Documents, Customer will train its Users on proper operation of the Solution and Licensed Products. Customer agrees to require Users to acknowledge and accept the limitations and conditions of use of the Licensed Products in this Agreement prior to allowing Users to access or use Subscription Services.

4.6   **Non–preclusion.** If, as a result of the Subscription Services performed under this Agreement, Motorola recommends that Customer purchase products or other services, nothing in this Agreement precludes Motorola from participating in a competitive opportunity or otherwise offering or selling the recommended products or other services to Customer. Customer represents that this paragraph does not violate its procurement or other laws, regulations, or policies.

5.   Subscription Fees.

5.1   **Recurring Fees**. Unless stated differently in an applicable addendum, Incorporated Documents or otherwise arranged in writing with Motorola, Services will be provided in exchange for annual pre–paid Subscription Fees. Motorola will submit an invoice for the first year of subscription fees on the Effective Date. On each anniversary of the Effective Date, Motorola will issue an invoice for the annual subscription fees for the following year.

5.2   **Start Up Fees.** Start up fees apply to certain Subscription Services. If the Subscription Service includes start up fees, Motorola will submit an invoice for the start up fees on the Effective Date.

5.3   **Fee Change.** Motorola reserves the right to change the subscription fees at the end of each Subscription Services Term. Except for any payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Motorola reserves the right to terminate Service for non–payment of fees.

5.4   **No Price Guarantee**. Notwithstanding any language to the contrary, the pricing and fees associated with this Agreement will not be subject to any most favored pricing commitment or other similar low price guarantees.

5.5   **Taxes.** The Subscription Fees and start up fees do not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer, except as exempt by law. If Motorola is required to pay any of those taxes, it will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) within thirty (30) days after the date of the invoice. Motorola will be solely responsible for reporting taxes on its income or net worth.

6.   ACCEPTANCE; SCHEDULE; FORCE MAJEURE

6.1   **Acceptance.** The Licensed Products will be deemed accepted upon the delivery of usernames and passwords or other validation mechanism to Customer. If usernames and passwords have been issued to Customer prior to the Effective Date, the Licensed Products will be deemed accepted on the Effective Date.

6.2   **Schedule.** All Subscription Services will be performed in accordance with the performance schedule included in the Statement of Work, or if there is no performance schedule, within a commercially reasonable time period.

6.3   **Force Majeure.** Neither Party will be liable for its non–performance or delayed performance if caused by a Force Majeure. Each Party will notify the other in writing if it becomes aware of any Force Majeure that will significantly delay performance. The notifying Party will give the notice promptly (but in no event later than fifteen (15) days) after it discovers the Force Majeure.

7.   LIMITED LICENSE

7.1   **Licensed Products.** Use of the Licensed Products by Customer and its Users is strictly limited to use in connection with the Solution or Subscription Services during the Term. Customer and Users will refrain from, and will require others to refrain from, doing any of the following with regard to the Software in the Solution: (i) directly or indirectly, by electronic or other means, copy, modify, or translate the Software; (ii) directly or indirectly, by electronic or other means, reproduce, reverse engineer, distribute, sell, publish, commercially exploit, rent, lease, sublicense, assign or otherwise transfer or make available the Licensed Products or any part thereof to any third party, or otherwise disseminate the Licensed Product in any manner; (iii) directly or indirectly, by electronic or other means, modify, decompile, or disassemble the Software or part thereof, or attempt to derive source code from the Software; or (iv) remove any proprietary notices, labels, or marks on the Software or any part of the Licensed Products. Motorola Solutions reserves all rights to the Software and other Licensed Products not expressly granted herein, including without limitation, all right, title and interest in any improvements or derivatives conceived of or made by Motorola that are based, either in whole or in part, on knowledge gained from Customer Data. Customer agrees to abide by the copyright laws of the United States and all other relevant jurisdictions, including without limitation, the copyright laws where Customer uses the Solution. Customer agrees to immediately cease using the Solution if it fails to comply with this paragraph or any other part of this Agreement. If Software is subject to a click wrap, end user license agreement or is otherwise packaged with or subject to a separate end user license, such license will apply to the use of Software and Licensed Product.

7.2   **Proprietary Rights.** Regardless of any contrary provision in the Agreement, Motorola or its third party providers own and retain all of their respective Proprietary Rights in the Software, Solution, and Licensed Product. Nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing Services to Customer remain vested exclusively in Motorola, and this Agreement does not grant to Customer any shared development rights of intellectual property. No custom development work is to be performed under this Agreement.

8.   DATA AND FEEDBACK

8.1   **Solution Data.** To the extent permitted by law, Motorola, its vendors and licensors are the exclusive owners of all right, title, and interest, in and to the Solution Data, including all intellectual property rights therein. Motorola grants Customer a personal, royalty–free, non–exclusive license to: (i) access, view, use, copy, and store the Solution Data for its internal business purposes and, (ii) when specifically permitted by the applicable Statement of Work, publish Solution Data on its websites for viewing by the public.

8.2   **Customer Data.** To the extent permitted by law, Customer retains ownership of Customer Data. Customer grants Motorola and its subcontractors a personal, royalty–free, non–exclusive license to use, host, cache, store, reproduce, copy, modify combine, analyze, create derivatives from, communicate, transmit, publish, display, and distribute such Customer Data for the purpose of providing the Subscription Services to Customer, other Motorola Customers and end users, including without limitation, the right to use Customer Data for the purpose of developing new or enhanced solutions.

8.3   **Feedback.** Any Feedback given by Customer is entirely voluntary and, even if designated as confidential, will create no confidentiality obligation for Motorola. Motorola is free to use, reproduce, license or otherwise distribute and exploit the Feedback without any obligation to Customer. Customer acknowledges that Motorola's receipt of the Feedback does not imply or create recognition by Motorola of either the novelty or originality of any idea. The parties further agree that all fixes, modifications and improvement to the Licensed Product or Subscription Service conceived of or made by Motorola that are based, either in whole or in part, on the Feedback are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements to the Licensed Product or Subscription Service will vest solely in Motorola.

9   WARRANTY

9.1   **"AS IS".** THE SOLUTION AND SUBSCRIPTION SERVICES ARE PROVIDED "AS IS". MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. Customer acknowledges that the Deliverables may contain recommendations, suggestions or advice from Motorola to Customer (collectively, "Recommendations"). Motorola makes no warranties concerning those Recommendations, and Customer alone accepts responsibility for choosing whether and how to implement the Recommendations and the results to be realized from implementing them.

9.2   **Availability and Accuracy.** Customer acknowledges that functionality of the Solution as well as availability and accuracy of Solution Data is dependent on many elements beyond Motorola's control, including databases managed by Customer or third parties and Customer's existing equipment, software, and Customer Data. Therefore, Motorola does not guarantee availability or accuracy of data, or any minimum level of coverage or connectivity. Interruption or interference with the Subscription Services or Solution may periodically occur. Customer agrees not to represent to any third party that Motorola has provided such guarantee.

9.3   **Equipment Sale.** Warranty for any equipment sold pursuant to this Agreement will be set forth in Equipment Purchase Addendum.

10.   DISCLAIMERS

10.1   **Existing Equipment and Software.** If Customer's existing equipment and software is critical to operation and use of the Subscription Services, Customer is solely responsible for supporting and maintaining Customer's existing equipment and software. Connection to or interface with Customer's existing equipment and software may be required to receive Subscription Services. Any failures or deficiencies of Customer's existing equipment and software may impact the functionality of the Solution and the Subscription Services to be delivered. Any vulnerabilities or inefficiencies in Customer's system may also impact the Solution and associated Subscription Services.

10.2   **Privacy.** Customer bears sole responsibility for compliance with any laws and regulations regarding tracking; location based services; gathering, storing, processing, transmitting, using or misusing; or otherwise handling personally identifiable information ("PII"), including information about Users of the Solution or citizens in the general public. Further, it is Customer's sole

responsibility to comply with any laws or regulations prescribing the measures to be taken in the event of breach of privacy or accidental disclosure of any PII. Enacting and enforcing any internal privacy policies for the protection of PII, including individual disclosure and consent mechanisms, limitations on use of the information, and commitments with respect to the storage, use, deletion and processing of PII in a manner that complies with applicable laws and regulations will be Customer's sole responsibility. Motorola will not evaluate the sufficiency of such policies and disclaims any responsibility or liability for privacy practices implemented by Customer, or lack thereof. Customer acknowledges and agrees that Subscription Services and the Solution are not designed to ensure individual privacy. Customer will inform Users that the Solution may enable visibility to PII, as well as physical location of individuals. Further, if the Solution or Subscription Services are available to the general public pursuant to this Agreement, Customer will provide the appropriate privacy notification. Neither Motorola nor Customer can provide any assurance of individual privacy in connection with the Solution. Further, Customer is solely responsible for determining whether and how to use data gathered from social media sources for the purpose of criminal investigations or prosecution. Customer will hold Motorola harmless from any and all liability, expense, judgment, suit, or cause of action, which may accrue against Motorola for causes of action for damages related to tracking, location based services, breach of privacy, and the use or misuse of PII provided that Motorola gives Customer prompt, written notice of any such claim or suit. Motorola shall cooperate with Customer in its defense or settlement of such claim or suit.

10.3 **Social Media.** If Customer purchases Subscription Services that utilize social media, Customer acknowledges and agrees that such Subscription Services are not designed to ensure individual privacy. In such case, Customer will inform Users that the Solution and Subscription Services may enable visibility to PII, as well as physical location of individuals. Further, if the Solution or Subscription Services are available to the general public pursuant to this Agreement, Customer will provide the appropriate privacy notification. Neither Motorola nor Customer can provide any assurance of individual privacy in connection with the Solution or Subscription Services utilizing social media. Further, Customer is solely responsible for determining whether and how to use data gathered from social media sources for the purpose of criminal investigations or prosecution. Customer will hold Motorola harmless from any and all liability, expense, judgment, suit, or cause of action, which may accrue against Motorola for causes of action for damages related to tracking, location based services, breach of privacy, and the use or misuse of PII provided that Motorola gives Customer prompt, written notice of any such claim or suit. Motorola shall cooperate with Customer in its defense or settlement of such claim or suit.

10.4 **Misuse.** Motorola reserves the right to discontinue service at any time without notice to Users that misuse the Service, jeopardize the Licensed Product or public safety in any way.

11. LIMITATION OF LIABILITY

11.1 **Liability Limit.** Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed $100,000 in actual and reasonable Customer expenses, including staff time, in addition to the price of twenty-four (24) months of Subscription Services preceding the incident giving rise to the initial claim. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS;

INCONVENIENCE; LOSS OF USE, TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF THE SUBSCRIPTION SERVICES BY MOTOROLA. This limitation of liability provision survives the expiration or termination of this Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than three (3) years after the accrual of the cause of action, except for money due upon an open account.

11.2   **Additional Disclaimers.** MOTOROLA DISCLAIMS ANY AND ALL LIABILITY FOR ANY AND ALL LOSS OR COSTS OF ANY KIND ASSOCIATED WITH 1) THE INTERRUPTION, INTERFERENCE OR FAILURE OF CONNECTIVITY, VULNERABILITIES OR SECURITY EVENTS, WHETHER OR NOT THEY ARE DISCOVERED BY MOTOROLA; 2) PERFORMANCE OF CUSTOMER'S EXISTING EQUIPMENT AND SOFTWARE OR ACCURACY OF CUSTOMER DATA; 3) IF ANY PORTION OF THE SOLUTION OR LICENSED PRODUCT RESIDES ON CUSTOMER'S PREMISES, DISRUPTIONS OF AND/OR DAMAGE TO CUSTOMER'S OR A THIRD PARTY'S INFORMATION SYSTEMS, EQUIPMENT, AND THE INFORMATION AND DATA, INCLUDING, BUT NOT LIMITED TO, DENIAL OF ACCESS TO A LEGITIMATE SYSTEM USER, AUTOMATIC SHUTDOWN OF INFORMATION SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE, OR FAILURE OF THE INFORMATION SYSTEM RESULTING FROM THE PROVISION OR DELIVERY OF THE SERVICE; 4) AVAILABILITY OR ACCURACY OF SOLUTION DATA; 5) INTERPRETATION, USE OR MISUSE IN ANY WAY OF SOLUTION DATA; 6) IMPLEMENTATION OF RECOMMENDATIONS PROVIDED IN CONNECTION WITH THE SUBSCRIPTION SERVICES; 7) TRACKING, AND LOCATION BASED SERVICES, BREACH OF PRIVACY, AND THE USE OR MISUSE OF PERSONALLY IDENTIFIABLE INFORMATION.

11.3   **Essential term.** The parties acknowledge that the prices have been set and the Agreement entered into in reliance upon these limitations of liability and that all such limitations form an essential basis of the bargain between the parties.

12   DEFAULT AND TERMINATION

12.1   **Default By a Party.** If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non–performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non–performing Party a written, detailed notice of default. Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If Customer is the defaulting Party, Motorola may stop work on the project until it approves the Customer's cure plan.

12.2   Failure To Cure. If a defaulting Party fails to cure the default as provided above in Section 12.1, unless otherwise agreed in writing, the non–defaulting Party may terminate any unfulfilled portion of this Agreement. In the event of a termination for default, the defaulting Party will promptly return to the non–defaulting Party any of its Confidential Information. If Customer is the non–defaulting Party, terminates this Agreement as permitted by this Section, and procures the Services through a third party, Customer may as its exclusive remedy recover from Motorola reasonable costs incurred to procure the Services (but not additional or out of scope services) less the unpaid portion of the Contract Price. Customer agrees to mitigate damages and provide Motorola with detailed invoices substantiating the charges.

12.3   No Refund. If a subscription is terminated for any reason prior to the end of the Subscription Services Term or other subscription period set forth in the Incorporated Documents or otherwise agreed to in writing by the Parties, no refund or credit will be provided.

12.4   Intentionally Omitted. 12.5 **Intentionally Omitted**

12.6   Return Confidential Information. Upon termination or expiration of the Agreement, Customer will return or certify the destruction of all Confidential Information and Solution Data.

12.7   Connection Terminated. Certain Subscription Services require a connection to Customer systems to access Customer Data (e.g. predictive or analytic services). Upon termination, connection to relevant data sources will be disconnected and Motorola will no longer extract any Customer Data.

12.8   Equipment Return. Any equipment provided by Motorola for use with the Subscription Services, must be returned within thirty (30) days of the date of termination, at Customer's expense. If equipment is not returned within this time frame, Motorola reserves the right to invoice the Customer for the purchase price of the unreturned equipment.

12.9   Ten Year Term. Motorola provides equipment for use in connection with certain Subscription Services. Upon expiration and non–renewal of a ten (10) year subscription Term, Title to the equipment will automatically transfer to Customer upon the subscription expiration date.

13.   DISPUTES

13.1.   Settlement. The parties will attempt to settle any dispute arising from this Agreement (except for a claim relating to intellectual property or breach of confidentiality) through consultation and a spirit of mutual cooperation. The dispute will be escalated to appropriate higher–level managers of the parties, if necessary. If cooperative efforts fail, the dispute will be mediated by a mediator chosen jointly by the parties within thirty (30) days after notice by one of the parties demanding non–binding mediation. The parties will not unreasonably withhold consent to the selection of a mediator, will share the cost of the mediation equally, may agree to postpone mediation until they have completed some specified but limited discovery about the dispute, and may replace mediation with some other form of non–binding alternative dispute resolution ("ADR").

13.2 **Litigation.** A Party may submit to a court of competent jurisdiction any claim relating to intellectual property, breach of confidentiality, or any dispute that cannot be resolved between the parties through negotiation or mediation within two (2) months after the date of the initial demand for non–binding mediation. Each Party consents to jurisdiction over it by that court. The use of ADR procedures will not be considered under the doctrine of laches, waiver, or estoppel to affect adversely the rights of either Party. Either Party may resort to the judicial proceedings described in this section before the expiration of the two–month ADR period if good faith efforts to resolve the dispute under these procedures have been unsuccessful; or interim relief from the court is necessary to prevent serious and irreparable injury to the Party.

14. SECURITY.

14.1 **Industry Standard.** Motorola will maintain industry standard security measures to protect the Solution from intrusion, breach, or corruption. During the term of Agreement, if the Solution enables access to Criminal Justice Information ("CJI"), as defined by the Criminal Justice Information Services Security Policy ("CJIS"), Motorola will provide and comply with a CJIS Security Addendum. Any additional Security measure desired by Customer may be available for an additional fee.

14.2 **Background checks.** Motorola will require its personnel that access CJI to submit to a background check based on submission of FBI fingerprint cards.

14.3 **Customer Security Measures.** Customer is independently responsible for establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Subscription Services provided. Customer must establish and ensure compliance with access control policies and procedures, including password security measures. Further, Customer must maintain industry standard security and protective data privacy measures. Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed or viewed by Customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever that relates to or arise from Customer's failure to maintain industry standard security and data privacy measures and controls, including but not limited to lost or stolen passwords. Motorola reserves the right to terminate the Service if Customer's failure to maintain or comply with industry standard security and control measures negatively impacts the Service, Solution, or Motorola's own security measures.

14.4 **Breach Response Plan.** Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries.

15. CONFIDENTIAL INFORMATION AND PROPRIETARY RIGHTS

15.1. CONFIDENTIAL INFORMATION.

15.1.1. **Treatment of Confidential Information.** During the term of this Agreement, the parties may provide each other with Confidential Information. Licensed Products, and all Deliverables will be deemed to be Motorola's Confidential Information. Each Party will: maintain the confidentiality of the other Party's Confidential Information and not disclose it to any third party, except as authorized by the disclosing Party in writing or as required by a court of competent

jurisdiction; restrict disclosure of the Confidential Information to its employees who have a "need to know" and not copy or reproduce the Confidential Information; take necessary and appropriate precautions to guard the confidentiality of the Confidential Information, including informing its employees who handle the Confidential Information that it is confidential and is not to be disclosed to others, but those precautions will be at least the same degree of care that the receiving Party applies to its own confidential information and will not be less than reasonable care; and use the Confidential Information only in furtherance of the performance of this Agreement or pursuant to the license granted immediately below.

15.1.2. **Ownership of Confidential Information.** The disclosing Party owns and retains all of its Proprietary Rights in and to its Confidential Information, except the disclosing Party hereby grants to the receiving Party the limited right and license, on a non–exclusive, irrevocable, and royalty–free basis, to use the Confidential Information for any lawful, internal business purpose in the manner and to the extent permitted by this Agreement.

15.2.   PRESERVATION OF PROPRIETARY RIGHTS.

15.2.1 **Proprietary Solution.** Customer acknowledges that the Licensed Products and any associated Documentation, data, and methodologies used in providing Services are proprietary to Motorola or its third party licensors and contain valuable trade secrets. In accordance with this Agreement, Customer and its employees shall treat the Solution and all Proprietary Rights as Confidential Information and will maintain the strictest confidence.

15.2.2. **Ownership.** Each Party owns and retains all of its Proprietary Rights that exist on the Effective Date. Motorola owns and retains all Proprietary Rights that are developed, originated, or prepared in connection with providing the Deliverables or Services to Customer, and this Agreement does not grant to Customer any shared development rights. At Motorola's request and expense, Customer will execute all papers and provide reasonable assistance to Motorola to enable Motorola to establish the Proprietary Rights. Unless otherwise explicitly stated herein, this Agreement does not restrict a Party concerning its own Proprietary Rights and is not a grant (either directly or by implication, estoppel, or otherwise) of a Party's Proprietary Rights to the other Party.

15.3   **Remedies.** Because Licensed Products contain valuable trade secrets and proprietary information of Motorola, its vendors and licensors, Customer acknowledges and agrees that any actual or threatened breach of this Section will constitute immediate, irreparable harm to Motorola for which monetary damages would be an inadequate remedy, and that injunctive relief is an appropriate remedy for such breach. Notwithstanding anything in this Agreement to the contrary, Motorola reserves the right to obtain injunctive relief and any other appropriate remedies from any court of competent jurisdiction in connection with any actual, alleged, or suspected breach of Section 3, infringement, misappropriation or violation of Motorola's Property Rights, or the unauthorized use of Motorola's Confidential Information. Any such action or proceeding may be brought in any court of competent jurisdiction. Except as otherwise expressly provided in this Agreement, the parties' rights and remedies under this Agreement are cumulative.

16.   GENERAL

16.1   **Future Regulatory Requirements.** The Parties acknowledge and agree that this is an evolving technological area and therefore, laws and regulations regarding Subscription Services and use of the Solution may change. Changes to existing Subscription Services or Solution required to achieve regulatory compliance may be available for an additional fee. Any required changes may also impact the Fees for services.

16.2   **Compliance with Applicable Laws.** Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement. Further, Customer will comply with all applicable export and import control laws and regulations in its use of the Licensed Products and Subscription Services. In particular, Customer will not export or re–export the Licensed Products without Motorola's' prior written consent, and, if such consent is granted, without Customer first obtaining all required United States and foreign government licenses. Customer further agrees to comply with all applicable laws and regulations in providing the Customer Data to Motorola, and Customer warrants and represents to Motorola that Customer has all rights necessary to provide such Customer Data to Motorola for the uses as contemplated hereunder. Customer shall obtain at its expense all necessary licenses, permits and regulatory approvals required by any and all governmental authorities as may from time to time be required in connection with its activities related to this Agreement. To the extent permitted by applicable law, Customer will defend, indemnify, and hold harmless Motorola from and against any violation of such laws or regulations by Customer or any of its agents, officers, directors, or employees.

16.3   **Audit.** Motorola reserves the right to monitor and audit use of the Subscription Services. Customer will cooperate and will require Users to cooperate with such monitoring or audit.

16.4   **Assignability, Change in Control, and Subcontracting**. Except as provided herein, neither Party may Assign this Agreement or any of its rights or obligations, or enter into an Assignment related thereto, hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted Assignment, delegation, or transfer without the necessary consent will be void. Motorola may not subcontract any of the work without the prior written consent of the City, which shall not be unreasaonbly withheld.

16.5   **Subcontracting.** Motorola may not subcontract any portion of the Subscription Services without prior notice or consent of Customer.

16.6   **Waiver.** Failure or delay by either Party to exercise a right or power will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

16.7   **Severability**. If a court of competent jurisdiction renders any part of this Agreement invalid or otherwise unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

16.8   **Independent Contractors.** Each Party will perform its duties under this Agreement as an independent contractor. The parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not

constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

16.9 **Headings.** The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

16.10 **Governing Law.** This Agreement and the rights and duties of the parties will be governed by and interpreted in accordance with the laws of the State of California.

16.11 **Notices.** Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address provided by the other Party by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt.

16.12 **Authority To Execute Agreement.** Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

16.13 **Return of Equipment.** Upon termination of the contract for any reason, Customer shall return to Motorola all equipment delivered to Customer, if any.

16.14. **Survival Of Terms.** The following provisions survives the expiration or termination of this Agreement for any reason: if any payment obligations exist, Section 5 (Subscription Fees); Section 11 (Limitation of Liability); Section 12 (Default and Termination); Section 13 (Disputes); Section 15 (Confidential Information and Proprietary Rights); and all General provisions in Section 16.

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

In witness whereof, the parties hereto have executed this Agreement as of the Effective Date.

CUSTOMER   MOTOROLA SOLUTIONS, INC.

BY: _____   BY: _____

NAME: _____   NAME: _____

TITLE: _____   TITLE: _____

DATE: _____   DATE: _____

BILL TO ADDRESS: SHIP TO ADDRESS:

Name: _____   Name: _____

Address: _____   Address: _____

Address: _____   Address: _____

Phone #: _____   Phone #: _____

FINAL DESTINATION:

Name: _____

Address: _____

Address: _____

Phone #: _____

ADDENDUM

DIGITAL EVIDENCE MANAGEMENT SOLUTION

The following additional terms will apply to Subscription Services from Motorola's Digital Evidence Management Solution.

If any term in this Attachment conflicts with a term in the main body of the Agreement, this Attachment will govern.

1.   DATA STORAGE. Motorola will determine, in its sole discretion, the location of the stored content for CommandCentral Vault Services. All data, replications, and backups will be stored at a location in the United States for Customers in the United States.

2.   DATA RETRIEVAL. CommandCentral Services will leverage different types of storage to optimize the Subscription Services, as determined in Motorola's sole discretion. For multimedia data, such as videos, pictures, audio files, Motorola will, in its sole discretion, determine the type of storage medium used to store the content. The type of storage and medium selected by Motorola will determine the data retrieval speed. Access to content in archival storage may take up to 8 hours to be viewable.

3.   API SUPPORT. Motorola will use commercially reasonable efforts to maintain the Application Programming Interface ("API") offered as part of the CommandCentral Services during the term (ten (10) years) of this Addendum. APIs will evolve and mature over time, requiring changes and updates. Previous versions of APIs will be supported for a minimum of a 6-month time period after new version is introduced. If support of the API is no longer a commercially reasonable option, Motorola will provide reasonable advance notification to Customer. If an API presents a security risk to the Subscription Services or the Solution, Motorola will discontinue an API without prior warning.

4.   SERVICE LEVEL TARGETS.

Commercially reasonable efforts will be made to provide monthly availability of 99.9% with the exception of maintenance windows. There are many factors beyond Motorola's control that may impact Motorola's ability to achieve this goal, including but not limited to a Force Majeure.

Additionally, Motorola will strive to meet the response time goals set forth in the table below.

RESPONSE TIME GOALS

Severity Level	Definition	Response Time
Severity 1	**Critical System Failure – occurs when the System is not functioning and there is no workaround; such as a Central Server down or when the workflow of an entire agenc 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, 24x7.**
Severity 2	**Non-critical major failure - occurs when a major but non-critical element in the System is not functioning but that does not prohibit continuance of basic operations. 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.** **Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays**
Severity 3	• **Non-critcal failure – occurs when a non-critical System component is not functioning, but the System is still available for it's 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 feature. .**	**Telephone conference within 6 Business Hours of initial notification.** **Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.**

Severity 4	Inconvenience - occurs when the System causes a minor disruption in the way tasks are performed but does not stop workflow. This level represents 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.

5. MAINTENANCE

Scheduled maintenance of CommandCentral Solutions will be performed periodically. Motorola will make commercially reasonable efforts to notify customers a week in advance. Unscheduled and emergency maintenance may be required from time to time. Motorola will make commercially reasonable efforts to notify customers of unscheduled or emergency maintenance 24 hours in advance.

6. **DEVICES.** If Customer elects Motorola's service option for Devices, such service option will be governed by the additional terms and conditions set forth below in this Section.

6.1. For Devices to be eligible for the Device as a Service ("DaaS") offering the Devices must be on the then current firmware version. The Capture Mobile Camera feature requires the latest version of the Android or iOS operating system. Additionally, Customer's Wi-Fi network must comply with the requirements found below, Wi-Fi Network Requirements. If Customer's Wi-Fi network does not comply with these requirements Customer will be responsible for additional costs that may be incurred related to bring the Wi-Fi network into compliance.

6.2. Smart Interface Device Refresh: Customers who have chosen a 5-year Term for the DaaS offering will receive a new version of the Device 30 months from the start of the Term or as soon as a new version is available. The new version Device must be in the same family as the previously selected model. The refresh will only include the Device. Any carry holders, batteries or other accessories will not be refreshed. The Devices being refreshed must be returned to Motorola within 60 days of the refreshed devices being shipped. The customer will be invoiced for any devices not returned or returned damaged or nonfunctional. Subject to Motorola's receipt of all applicable fees for the 5-year service offering, on expiration of the 5-year term title to any covered Devices will pass to Customer.

6.3. If Customer elects a 5-year or greater Term for the DaaS offering, Motorola will provide the equipment necessary to enable the DaaS. Accessories for the Devices will not be provided and must be purchased separately, if desired.

6.4. Content will be downloadable at any time through the administrative interface during the Term of the Agreement. During the Initial Term, Motorola may provide general assistance as Customer learns to download or store content. After the Initial Term, additional storage term or assistance with downloading of content may be available for an additional fee.

6.5 Wi-Fi Network Requirements

6.5.1   If any of the below items apply, additional deployment services fees may apply:

- Customer's internet is through county/city IT, strict firewall policies, not able to install software on PC's

- Customer requires multiple upload locations through different internet providers at each site

- Customer has slow internet (<20MBps or higher for 4k video upload)

- Customer doesn't have Wi-Fi

- Customer doesn't use Google Chrome or uses Google Chrome but has conflicting Chrome extensions

- Customer requires multiple upload locations

- Customer has multicast disabled on their wireless network

- Customer wants to utilize MAC address filtering

6.5.2   The following are not supported:

- Wi-Fi AP's do not support 802.11AC

- Customer AP does not support DNS-SD, and/or the Apple Bonjour suite

![Motorola Solutions logo] MOTOROLA *SOLUTIONS*

CITY OF IRVINE

RFP - PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

ATTACHMENT 4

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July 18, 2019
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to the restrictions on the cover page.

Motorola Solutions Confidential Restricted

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Exhibit 2

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City of Irvine
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City of Irvine
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EXHIBIT 1

SYSTEM DESCRIPTION

1.1 SOLUTION OVERVIEW

Motorola Solutions is pleased to present the following solution for the Irvine PD (hereinafter referred to as the "City"). Our solution is based on our interpretation of the requirements presented in your Request for Proposal and responses to questions you provided on 02/22/2019 as well as the BPR meetings conducted the week of May 13th 2019.

Motorola Solution's offering is comprised of PremierOne server hardware, PremierOne server networking hardware, system software, PremierOne application software, PremierOne client software, interfaces and services (as stated in the Statement of Work.)

The following presents a logical illustration of the solution components.

Figure 1-1. Representative System Diagram

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1.1.1 Participating Agencies

The designated agencies participating in the PremierOne system are:

- Irvine Police Department

The following represents the sizing considerations for the City's needs. Should additional agencies be interested in joining the system, Motorola Solutions reserves the right to review the installed system and validate sufficient sizing capacity to support additional agencies. Any modifications to system components can be addressed through the change provisions of the contract.

1.1.2 Basis for System Sizing

Motorola's solution is sized by tiers. Motorola uses Call for Service (CFS) counts to establish the tiers of infrastructure sizing. Based on the CFS counts provided by you, this solution has been sized as follows:

- Up to 250,000 CAD Calls for Service per year
- Up to 25 PremierOne CAD clients
- Up to 100 PremierOne Mobile clients
- 3.5% annual growth for 5 years
- 10 years of PremierOne CAD data retention (2 years online, 8 years reporting)

The following applications, system components and services are included in this solution:

1.1.3 Application Software and System Components

This solution is based on Motorola Solutions PremierOne Application Software release version 4.4.

- PremierOne CAD with Automatic Resource Location (ARL):
  - PremierOne Mobile via cellular
  - PremierOne Handheld via cellular
  - PremierOne Mobile via ASTRO Mobile or portable Subscriber (option)
- PremierOne Mobile with Mobile Mapping
- PremierOne Handheld
- CommandCentral Apps (for Citations)
- PremierOne Integrated NG9-1-1 Call Control
- PremierOne Records and Records Mobile
- PremierOne Property and Evidence
- Electronic submission of California specific UCR and IBR Dual-reporting of California State UCR and IBR
- PremierOne Hardware Components
  (PremierOne solution components will supply as listed below)
- Interfaces

1.1.4 PremierOne Application Client Software Enterprise Site Licensing

The following table summarizes the total number of positions used as the basis for the PremierOne client application software **site licenses** included in our enterprise solution for all participating agencies:

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Table 1-1. PremierOne Licensing

PremierOne Licenses	Per Seat	Concurrent
PremierOne CAD Dispatch with Mapping	8	n/a
PremierOne Low Use CAD Client	n/a	16
PremierOne Mobile with Mapping and Records	n/a	30
PremierOne Handheld Clients	n/a	30
PremierOne Records	n/a	75
Command Central Apps – with handheld features (formerly P1 HandHeld)	n/a	30

Enterprise Site License Terms

The enterprise site license is based on the current usage of application software identified in the PremierOne Licensing table above. If an agency is not currently using an application or has not rolled out the usage of an application to the full agency, the site license pricing will be based on expected usage at full roll-out.

1.1.5   Microsoft, VMware, other Software Licensing Ancillary components

The following table lists type and number of Microsoft and VMware licenses and the party responsible for providing them.

Table 1-2. Microsoft and VMware Licensing

Microsoft & VMware Licenses	Total	Customer Provided	Motorola Provided
Microsoft DataCenter 2016 OS	3	X	
Microsoft Windows 2016 OS	2	X	
Microsoft SQL 2017 Enterprise 4 core license	5	X	
Microsoft SQL 2017 Standard 4 core license	4	X	
Microsoft System Center Operation Manager 2016 (SCOM)	36	X	
VMware vCenter Standard	1	X	
VMware vSphere Ent+ CPU	7	X	

We recommend the purchase of software assurance or maintenance from the vendor for all the software listed above.

The following table lists the type, number and who is providing these ancillary items:

Table 1-3. Ancillary Components

Description	Details	Customer Provided	Motorola Provided	Quantity
F5 Load Balancers	Virtual/Physical Network Load Balancing software integrated with solution		X	2

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Description	Details	Customer Provided	Motorola Provided	Quantity
SolarWinds	Network performance monitoring		X	1
SolarWinds	NetFlow Traffic Analyzer		X	1
GIS Editing Software	10.3 of Esri ArcGIS Desktop and Network Analyst extension software	X		
Client Access Licenses	Microsoft Windows Server 2016	X		1 Per Client Refer to Microsoft Website for Guidance
CommSys ConnectCIC	Enables State Queries + 49 State Parsing		X	1
FortiGate Network Devices	Provides server component isolation from other systems within the City's data center by means of a firewall router.		X	2
Extreme Networks X620	16 port 10Gb Layer 2 switching, Layer 3 IPv4/IPv6 routing		X	2
Extreme Networks X420	48 port GbE Management vLAN Switch		X	1
HPe DL360c Gen10 w/dual Xeon Gold 6146, 384 GB RAM, 2 NIC, 2 x 8 GB microSD	Host Server		X	3
HPe DL360 Gen10 w/ single XeonS 4114, 128 GB RAM, 5x1.2 TB HDD	Monitor Server		X	1

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Description	Details	Customer Provided	Motorola Provided	Quantity
Nimble Storage CS1000H 12TB	SAN		X	1
Equipment Rack HPe Rack Model P9K38A 42 U	Rack mount keyboard and monitor **Cabinet Dimensions** 78.9 in. x 39.7 in. x 24 in. **Shipping Dimensions** (with packaging materials) 86.2 in. x 48 in. x 35.6 in. **Shipping Weight** 1868 lb. – Total **Installed Weight** 385 lb. – Rack – Equipment 673 lb. Total **Maximum Load of Rack** 3000 lb. **Rack Clearance** Front: 48 inch Back: 30 inch **Power Distribution Units** HPE 4.9kVA 208V		X	1

1.1.6   PremierOne Interfaces

The table below list the specific interfaces included in our solution. An Interface Specification Document (ISD) is included for each interface in Attachment A. The ISD details the specific features and functionality of the interface and describes the implementation process and responsibilities of the involved parties. Any requests for change to the ISD following contract is subject review and consideration through the change control mechanism of the contract.

Table 1-4. Solution Interfaces

Interface Name	Functionality	ISD
PremierOne- E911 / TDD	Viper e911 ANI/ALI	PremierOne CAD - E911-TDD Interface
PremierOne-The Monitoring Association-ASAP Alarm (CSAA)	ASAP Alarm interface	PremierOne CAD - ASAP Alarm Interface
PremierOne-Motorola-ASTRO Radio PTT (Motorola)	Motorola PTT interface	PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface

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Interface Name	Functionality	ISD
PremierOne- Records Two-Way AFIS LiveScan	Records LiveScan interface	PremierOne Records – Two-Way AFIS LiveScan Web Service Interface
PremierOne- Records Outbound Data	DA Outbound Data interface	PremierOne Records - Outbound Data Interface
PremierOne- CAD Outbound Data	Outbound Data for tagging of videos	PremierOne CAD - Outbound Data Interface
PremierOne-FATPOT-CAD-to-CAD FATPOT	Interface to FATPOT (OCFD)	PremierOne CAD - CADfusion FATPOT Interface
PremierOne- CAD Outbound Data	JUS - NIEM Conformant Disposition Form	COMMON - PremierOne Records - Outbound Data ISD
PremierOne- CAD Inbound Incident Creation	Interface to the Vigilant License Plate Reader	Standard PremierOne CAD - Inbound Incident Creation Interface
PremierOne-Motorola-ASTRO Radio Console (Motorola)	MCC 7500 interface	PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface
PremierOne- Records Outbound Data	Records outbound interface to Courts for Citations	PremierOne Records - Outbound Data Interface
PremierOne-LexisNexis-CopLogic DeskOfficer Online Reporting System-DORS (LexisNexis)	Interface to the Lexis Nexis Desk Officer	PremierOne Records –CopLogic DORS Interface (LexisNexis)
PremierOne- Suite External Query	Legacy CAD Query	PremierOne Suite - External Query Interface
PremierOne- Suite External Query	Legacy RMS Query	PremierOne Suite - External Query Interface
PremierOne- Records State Submission	CLETS Entries Submission	PremierOne Records - State Query Submission Interface
PremierOne-CommSys-Suite State Query	State Query	PremierOne Suite - State Query Interface
PremierOne-IBM-CopLink (IBM)	Forensic Logic (formerly CopLink)	PremierOne Records - IBM CopLink Interface
LInX data push	LInX data push	PremierOne CAD - Northrop Grumman LInX ISD
AARS	Electronic submission of the California Crash Report	TBD

1.2 PREMIERONE SYSTEM ARCHITECTURE

PremierOne is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The solution is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture.

The PremierOne system is deployed with a single production environment incorporating the high availability components and interfaces presented in this solution. The production environment serves to capture the events and data required to support live operation use. The system also includes a single limited use environment (without the solution interfaces configured for use on the production environment) that can be used as a test or training environment.

Environment Summary:

- 1 Production Environment
- 1 Limited Use for Test and/or Training

PremierOne is architected around a virtualized server configuration and supports VMware vSphere 6.5 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

1.2.1 PremierOne High Availability Architecture

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to fail over.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of a possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

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The following depicts the fault tolerant components of the system.

Table 1-5. Fault Tolerant Software Components

Component
F5 to provide load balanced network traffic to the application services. - PremierOne monitors active services and restarts them as necessary. - In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set. - SQL Server AlwaysOn provides redundancy and automatic failover. - In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.
PremierOne System Manager monitoring: - CAD application - Records application - Application Delivery Controller cluster - Database status - Disk space - Windows Performance Counters

The backup service (backup library and backup software), the Report Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. Reporting services and test/training environment(s) are not considered critical and therefore are not redundant in the configuration.

High availability is independent of a geographically redundant disaster recovery solution.

1.2.2   Microsoft Active Directory Service

PremierOne provides directory services to support the secure management and operations of PremierOne through an isolated Microsoft Active Directory (AD) environment. The servers provided with the solution contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be setup in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, PremierOne can use the City's AD environment for authentication. Once the user account is built in PremierOne provisioning, it can then use LDAP to query the City's environment for the account authentication. By using this configuration, the City can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the PremierOne local domain to the City's Active Directory environment. The trust provides users with Domain Administrator privileges

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on the City's AD instance to access and administer the PremierOne environment while preserving authentication and logon information. Motorola recommends that this trust be non-transitive in nature. Motorola does not recommend a two-way trust, as none of the PremierOne service accounts need authentication or resources on the City's network.

PremierOne's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the City's Active Directory schema.

1.2.3   Name Resolution

PremierOne provides host name resolution through an Active Directory Integrated Domain Name Service (DNS). In order for systems residing outside of the PremierOne network to communicate with the PremierOne system, the City must configure their DNS servers to forward PremierOne name resolution requests to PremierOne DNS servers. This will allow devices on the City network to find systems within the PremierOne environment.

For tighter integration, the City, working with Motorola, must configure their DNS servers to allow name resolution requests from within the PremierOne systems to be processed.

1.2.4   PremierOne Common Services

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

1.2.5   Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- PremierOne uses GIS for display, location validation, and unit recommendation. PremierOne tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.

- The PremierOne Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a key component of a PremierOne deployment and one that is required. GIS provides the mechanism for location validation and recommendation for response.

- A PremierOne conformant and geographically accurate GIS data is required for the proper operation of PremierOne. It is the City's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements as noted in Exhibit 10 for use in PremierOne. Each agency being added to PremierOne must have their geographic coverage included in the geodatabase imported into PremierOne.

- The use of remote and/or Esri Online services is not supported. Motorola is not responsible for map availability or any degradation of client performance caused by the use of third party hosted internet map services; as these services are outside the domain of the PremierOne infrastructure

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and are not managed by Motorola. PremierOne is a mission critical application that must control the import/access of the GIS data.

1.2.6 PremierOne System Security

The PremierOne Suite is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Directory Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The PremierOne user provisioning environment can be setup to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.

The PremierOne network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. PremierOne architecture resides behind dual redundant firewalls to protect the PremierOne network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.2.7 Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2017 Reporting Services (SSRS) for reporting purposes. SQL Server 2017 Reporting Services is a server-based reporting platform that is used to create and manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

1.3 CJIS AND COMPLIANCE

PremierOne, when combined with the City's policies assist the City in meeting the CJIS requirements of the State.

As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD and Mobile supports FIPS 140-2 encryption for enhanced data security using Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server 2016 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.

- AES 128 or AES 256-bit encryption in mobile over the air transport.

- AES 256-bit encryption in CAD client transport.

- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.

- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).

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- Complex Password Configurations

- Inactivity Time Outs

- Removing all CJIS information from the device at logoff

- Audit Logging

- System Reports such as - Interface Query Summary Report, Login and Logoff Report, Mobile Query Report, Officer Activity Report, and the Purged Records History Report

1.3.1 CommandCentral App (with handheld features) Specific CJIS Security Requirement Compliance

The CommandCentral App supports the CJIS Security Requirements (CJIS 5.7, CJISD-ITS-DOC-08140-5.7, Section 5.13.2) for FIPS 140-2 encryption, audit logs, device swipes, and inactivity locks.

1.4 SYSTEM PLATFORM AND COMPONENTS

This section discusses the hardware, operating system, and system software of the PremierOne solution.

PremierOne Servers

The PremierOne hardware solution utilizes HPe servers as physical hosts.

Host servers are HPe DL360c Gen10 servers configured with:

- Dual 12-Core Intel® Xeon® Gold 6146 processor, running at 3.2 GHz, with a 25 MB L3 Cache
- Each server also contains direct attached storage in the form of two 8GB micro SD hard drives with Smart Array controllers in a RAID configuration
- Four (4) - 10 Gigabit network ports
- Each server is configured with 384 GB RAM.

The Monitor server is HPe DL360c Gen10 server configured with:

- Single 10-Core Intel® XeonS® 4114 processor, running at 2.2 GHz, with a 13.75 MB L3 Cache
- Each server also contains direct attached storage in the form of five 1.2 TB 10,000 RPM SAS hard drives with Smart Array controllers in a RAID configuration
- Four (4) – 1 Gigabit network ports
- Each server is configured with 128 GB RAM.
- SolarWinds Network Performance Monitor and Traffic Analyzer Module.

The Workstation is HP Z4 G4 Workstation configured with:

- 2 x 4 core CPU Intel Xeon W-2104 running at 3.2 GHz, with 8.25 MB cache
- Win10 Pro 64
- 16 GB DDR4-2133 (2x8GB) RegRAM
- 2x NVIDIA Quadro K400 2GB 1st GFX
- 512 GB SSD Hard Drive
- One (1) - 1 Gigabit network port
- HP USB Keyboard US
- HP USB Optical 3-Button Mouse

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- 9.5mm Slim SuperMulti DVDRW 1st ODD

1.4.1 Ancillary Components

FortiGate Network Devices

Component isolation provides reliability, availability and performance. The solution is based on FortiGate devices to provide the perimeter network router, firewall and Virtual LAN (VLAN) configurations for the PremierOne solution.

Extreme Networks ExtremeSwitching

The ExtremeXOS modular operating system supports intelligent Layer 2 switching, Layer 3 IPv4/IPv6 routing, as well as role-based policy capabilities.

The ExtremeSwitching X620 is a compact 10 GB Ethernet switch designed for 10GB edge applications. The family includes 10-port and 16-port 10 Gbe versions – all in a small 1RU form factor – ideal for high-performance workgroups requiring 10GB connectivity to servers, storage and clients.

The ExtremeSwitching X460 is a compact 10/100/1000 MB Ethernet switch. This switch is included to provide network connectivity to non 10GB activities.

F5 BigIP Application Delivery Controllers

The solution consists of a virtual Application Delivery Controllers (ADC) for the PremierOne system. These are purpose built appliances that reside outside of the application servers that present a "virtual server" address to the outside world. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

SolarWinds System/Network Management Tools

The solution consists of a dedicated virtual server to host an instance of the SolarWinds management tools. SolarWinds is setup to monitor and log traffic flow data through the FortiGate firewalls and load balancers through the server side network interface cards. Additionally, it monitors and logs CPU and memory utilization on the switches and firewalls as well as the hardware layer for the server hosts in the solution. As part of the firewall, monitoring it also indirectly monitors the WAN link for replication. This data provides the Motorola support teams with the information necessary to support the system and provide historical measurements of system performance.

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●

Cable management over top of switches centerd between rows. Cable management for Firewall immediately below second FW

Nimble CS1000 SAN
with 11TB of Storage
and 480TB Flash

HP DL360 G10 Servers
2 x 12 CPU with 386GB
of RAM

HP StoreOnce Disk Backup

Rack Rear

Figure 1-2. Hardware Rack Layout for Primary

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

The City must provide access to the loading dock at the installation location for the delivery of equipment and that a City resource is able to receive and secure the storage of equipment. Additionally, a temporary staging area for the unpacking and assembly of equipment must be provided.

The City is responsible for any accommodation necessary to provide clearance and access through hallways, doorways, and elevators meeting or exceeding the specifications of the shipping container/rack at all sites housing solution components.

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1.5   TCP/IP NETWORK AND DATA CENTER REQUIREMENTS

1.5.1   Network Requirements

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

The City will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

PremierOne CAD Network Requirements

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

Network latency plays a key role in the responsiveness of CAD client operations. PremierOne is designed for optimal use on a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the PremierOne CAD servers and each PremierOne CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

PremierOne Mobile and PremierOne Records Mobile Network Requirements

Both PremierOne Mobile and PremierOne Records Mobile's functionality is designed for 3G and 4G networks. 3G network connectivity is required but, 4G connectivity is highly recommended.

The City will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and as applicable, disaster recovery data centers.

PremierOne Records Network Requirements

PremierOne Records is dependent on the City's LAN for client workstation performance. The estimated bandwidth requirements between server and PremierOne Records client can vary based on the activity of the user. It is when documents are being requested or submitted and searches are being performed, is when network bandwidth is required. During data entry, network requirements are minimal. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and higher frequency data intensive operations including image display.

Motorola encourages the City to test and evaluate the level of service being provided by their carriers on a regular basis to validate mobile applications be not affected by provider changes.

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1.5.2　Network Bandwidth Calculations

The following bandwidth specifications are required for system performance and have been calculated based on the solution being provided for the City. Included are anticipated bandwidth specifications after 5 years of annually compounded growth of 3.5% resulting in up to 10 client workstations. As this is a recommendation, the values represented have been rounded up. If City usage exceeds the figures Motorola used in its considerations, the City will need to provide additional hardware and or software to meet the increased need.

Table 1-6. Network Bandwidth Calculations

Bandwidth Specifications for Year 1 Based on 8 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	16	Mbps
Bandwidth Specifications for Year 5 Based on 10 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	20	Mbps

1.5.3　Data Center Requirements

The environmental data center requirements stated in the following sections must be satisfied in order to support the PremierOne installation. The requirements specify what the City must perform, provide, or ensure in order to prepare for and aid with the solution deployment.

Included in the requirements are various considerations for the servers and supplemental equipment, power and network connectivity, access to various information and resources, and compliance with laws and specifications.

Power Requirements and Heat Output

The following tables provide representative examples of the power utilization, heat output, and the temperature ranges for the various components of the PremierOne system and the electrical circuits needed by the overall system. It is important to note that these numbers represent an estimate only. This table will be updated once the hardware list has been finalized.

Table 1-7. Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr.)
PremierOne Rack	3270	8701

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, the City must ensure that an accurate assessment of airflow into and out of the server equipment has been performed. This is essential for reliable server operation. Airflow assessment is not within the scope of Motorola Solutions responsibility.

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Table 1-8. Temperature and Humidity Ranges

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

Circuit Requirements

The PremierOne racks require a specific type of connector due to the type of equipment housed in each rack. The power circuit requirements for each PremierOne server rack are contained in the table below.

Table 1-9. PremierOne Server Rack Circuit Requirements (per rack)

Voltage (VAC)	Dedicated Branch Circuit rating (A)	Quantity	Line Cord
208	30	3	NEMA L6-30P

1.5.4   PremierOne Workstation Specifications

The following specifications are provided for the City's reference.

Workstation specifications are representative of workstations used in the testing of the latest release of PremierOne software and do not take into account any other applications. The following .net Framework versions are both required in the workstations of any PremierOne client application: Microsoft .Net Framework V4.7.1.

Future releases of PremierOne may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.5.4.1   PremierOne CAD Recommended Specifications

- 3.2 GHz quad-core processor (E5-1620v4 CPU 3.2 GHz)
- 16 GB memory
- 20 GB available on a SSD disk.
- 1 Gigabit or faster Ethernet network adapter
- Three (3) – 1024 x 768+ pixel, 16+ bit color displays
- QWERTY Keyboard with 12 function keys
- Windows 10 Professional 64-bit (Windows 7 SP1 and Windows 8.1 Pro supported)
- Graphics adapter with at least 512 MB RAM per monitor, 24-bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended
- Adobe PDF reader (for help files)
- 2 Mbps network bandwidth (to server) with 1ms or less round-trip latency
- Microsoft .Net Framework v4.7.1 and above
- SQL Server Express 2017

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1.5.4.2 PremierOne Mobile CAD and Records Mobile Workstation Recommended Specifications

- Intel i3, i5, or i7 2.6 GHz dual core processor
- 16 GB memory
- 20 GB available disk space
- One (1) – 1024 x 768+ pixel, 16+ bit color display, 11.6" or larger display.
  - Usage on devices with alternative resolutions and smaller screens should be tested and screen settings optimized. Example: On a 10.1" WUXGA screen, use a resolution of 1280x800 and a font size of 125%.
- Radio / Wireless communications device, 3G or 4G network
- Standard QWERTY keyboard and Touchpad / Point Stick (or equivalent mouse device)
- Touchscreen Optional
- Windows 10 Professional 64-bit (Windows 7 SP1 and Windows 8.1 Pro supported)
- Video processor with at least 256 MB RAM, 24bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended. Adobe PDF reader (for help files)
- Microsoft .Net Framework V4.7.1 and above
- Adobe PDF reader (for help files)
- SQL Server Express 2017

1.5.4.3 Motorola PremierOne Records Workstation Recommended Specifications

- Intel® Dual Core (2.8 GHz)
- 16 GB memory
- 1024 X 768 or higher pixel, 16+ bit color display
- QWERTY Keyboard

1.6 TECHNICAL CONSIDERATIONS AND DESIGN REQUIREMENTS

Network and Environment Requirements referred to in this section are those requirements found in TCP/IP Network and Data Center Requirements sections of this document. Motorola Solutions is not responsible for the level of service, bandwidth and coverage a wireless network carrier provides.

The server hardware will be setup and staged at a Motorola Solutions staging facility where the system will be configured using PremierOne's IP schema using the firewalls for address translation to the City's network.

The hardware and licensing identified in this solution may be subject to change. As technology continues to advance, Motorola Solutions may take advantage of new and different offerings for the betterment of the City. Any changes will be reviewed with the City.

1.6.1 City Responsibilities:

1. Supply hardware, operating system software, third party components and other elements of the solution not specifically identified as being provided by Motorola Solutions.

2. Supply Windows Server Client Access Licenses (CALs) for all PremierOne client devices accessing PremierOne CAD, PremierOne Mobile, and PremierOne Records.

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3. Supply Mobile Device Management (MDM) software for Handheld and Mobile devices.

4. Provide Microsoft Visual Studio for the creation of In-Module reports.

5. For PremierOne Records, unless and/or except as explicitly stated in this document, this solution does not include the generation of any customer-specific Advanced Configuration Tool (ACT) modules, forms, printouts, reports or queries.

6. Provide a single geodatabase data including any preparation and/or editing, if necessary, to meets PremierOne GIS Build Requirements for the purpose of address validation.

7. Supply the Esri ArcGIS Desktop and Network Analyst extension software required for editing of GIS data as described in Table 5.

8. Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the PremierOne network. Optimal PremierOne application performance on mobile workstations requires 4G connectivity.

9. Provide, advanced authentication, for Mobile/Handheld device connectivity if required.

10. Provide a site adhering to the Site Requirements for the installation, housing, operation, and maintenance of all equipment. The space provided must be able to contain the entire rack dimensions as specified in Site Requirements.

11. Provide power connectivity (power receptacles, and any other receptacles required within manufacturer recommended cable run lengths of the equipment and all supplemental components), power distribution units, and power to the system in the designated installation location. The anticipated quantity and type of connectivity as well as the power draw of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.

12. Provide active cooling and humidity control for the designated installation location. The cooling requirements and the operating temperature range of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.

13. Provide network connectivity to clients as specified in the Network Requirements. Motorola has included network hardware for the PremierOne server architecture. Networking hardware for the connectivity outside the PremierOne LAN must be provided by the City.

14. Provide a network diagram depicting all the devices, device types, and interfaces that the PremierOne system will connect to and through, including, but not limited to all blocked ports, hubs, switches, routers, firewalls, and any other network equipment.

15. Provide IP addresses on the City's network for the PremierOne Servers and third-party application servers. All server names and IP addresses behind Motorola Solutions Firewalls cannot be changed

16. Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.

17. Provide access, administrative or otherwise, to appropriate systems, locations, information, tools, and equipment to ensure proper connectivity, installation, operations, and maintenance of the system.

18. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring.

19. Provide for outbound Internet connectivity initialized by PremierOne Servers.

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

21. Provide enterprise backup destination and available to the PremierOne Servers.

22. Provide, install maintain and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity including ports and access needs to be provided.

23. Provide clean printed copies of blank forms. The creation of printed forms and reports has been quoted assuming clean, printed copies of blank forms and reports are available. If forms and reports are not provided in a format that can be scanned to produce an acceptable printed copy, additional services may be required resulting in additional charges that are the responsibility of the City.

24. It is the responsibility of the City to provide any specialized hardware and installation to ensure compliance with any local, State or Federal natural disaster safety regulations.

1.7 APPLICATION DESCRIPTIONS

The following sections provide brief descriptions of PremierOne CAD, Mobile and Records applications and other solution applications. For more in depth information regarding the features and functions of PremierOne CAD, Mobile and Records, reference the product Functional System Descriptions (FSDs), available as separate documents (available upon request.) PremierOne is a Commercially Off the Shelf (COTS) product. As such, no software development to the application framework is provided.

1.7.1 PremierOne CAD with Automatic Resource Location (ARL)

Motorola has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management.

The user interface offers quick access to information via a location-based, Esri standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right click menus. The GPS-aided resource management tool displays the location and identity of GPS equipped vehicles.

Users can create incidents from public telephone calls, from information received from an officer or from another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident.

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Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents and field unit statistics.

PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola's PremierOne Mobile and Records application. PremierOne CAD may also be integrated with other Motorola and third-party systems.

In PremierOne CAD, ARL is used in recommendations to track the location of emergency vehicles to determine their present location when requiring units to respond to an incident. By adding ARL recommendations to PremierOne CAD, PremierOne CAD can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

1.7.2 PremierOne CAD Concepts

User Input

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

Work and Status Monitors

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

Security and Roles

PremierOne CAD recognizes authorized users and provide access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the default of City-created roles.

Units, Incidents and Dispatching

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

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

Incident Management

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

- Updating existing incident information

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- Associating incidents
- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

Unit Management

Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- PremierOne CAD can alter a unit's capabilities based on the personnel assigned to that unit.

Federal, State and Local Queries

PremierOne CAD allows users to submit requests for information to external databases. These external queries can involve local agencies and also state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

Maps

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

Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs

1.7.3   PremierOne Mobile with Mobile Mapping

PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while en route to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

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The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

PremierOne Mobile obtains location information from a collocated GPS receiver. It supports either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

1.7.4   PremierOne Handheld with Mapping

PremierOne Handheld expands the PremierOne Suite to the Android and iOS platforms including embedded functionality with PremierOne CAD, Mobile, Mapping and Provisioning. The integrated client is a mobility solution, offering the first responder: database look-up/query, messaging, mapping, status updates, status monitoring, and dispatch capabilities on smart devices.

PremierOne Handheld's five (5) status monitors allow the Command Staff to have a constant view to active incidents, pending incidents and unit activities in their jurisdiction and beyond. This enables Sergeants, Lieutenants, and Chiefs to keep a pulse on their staff to monitor the operations of the department even when they are away from the office or their vehicles.

PremierOne Handheld offers seven (7) standard queries including the ability to scan a driver's license barcode to submit a person query, plus the ability to cascade queries allowing the officer to enter a plate to get both the vehicle returns and information on the registered owner of the vehicle.

PremierOne Handheld provides a connected officer solution providing officers situational awareness such as previous incidents, premise and hazard information, location of other officers, geofencing, and critical incident updates in the palm of their hand. The solution requires

- Android 5.0 – 7.0 or higher or iOS 9 - 10 smart devices
- Data Network with 4G coverage
- Static IP address

Users can log on to both PremierOne Mobile and Handheld simultaneously as a single user and single unit. Tasks performed on either client apply to both logged on sessions. Messaging, Query Responses, Incidents, and Status are synchronized across the client platforms for that logged in user. PremierOne Handheld also includes responder location tracking both inside and outside of the vehicle.

The PremierOne client application is natively built for Android and iOS operating systems, and there are some client differences to note. PremierOne handheld for iOS does not have at this time, the following features found in the Android versions:

- Messaging, Bolos, and Address book
- Citation and Forms Integration

1.7.5   PremierOne Records

PremierOne Records provides data integrity with security, auditing and logging functions that provide a "chain of custody" for all records.

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PremierOne Records design enables agencies to tailor data entry screens to match specific business processes resulting in searchable, presentable and shareable data across multiple agencies and jurisdictions. PremierOne Records provides the ability for trained users with applicable security permissions to add and hide fields, change field labels, make fields required, alter output format, create new modules and determine the information that is made available to users and roles through the use of the Advanced Configuration Tool (ACT). The ACT is a data entry editor that presents standardized data in a document for PremierOne Records. It provides a graphical interface for tailoring Motorola Documents within PremierOne Records.

1.7.6   PremierOne Records Mobile

PremierOne Records Mobile provides the same records functionality to the officer in the field using a mobile client as the records bureau user accessing the system through a LAN-connected desktop computer.

The PremierOne Records Mobile client provides the officer the ability to continue to use PremierOne Records Mobile either in a connected or disconnected mode. PremierOne Records Mobile is used in situations where network connectivity is not assured or non-existent. All services and data required to operate as a standalone client are configured and deployed. Over the wire update and caching services assure that all clients are kept up to date with application updates, changes to forms, code tables.

1.7.7   CommandCentral App with Handheld Features

CommandCentral App is a cloud based, next-generation handheld solution. The solution is iOS or Android platform that extends the CommandCentral CAD and Records Management System experience out to mobile (smartphones) and or handheld (tablet) devices.

Each Customer may have multiple citation forms. Citation forms vary between states and may vary between agencies. Agency level configuration data is downloaded by client applications from the Command Central App configuration service.

The CommandCentral App client is an iOS or Android application that supports following:

- Searching CommandCentral Records system for person - either by scanned driver license barcode or by entering person details. Data in CommandCentral Apps comes from PremierOne Records system.

- Searching CommandCentral Records system for vehicle by entering vehicle details. Data in CommandCentral Records comes from PremierOne Records system.

- Creating & issuing a Citation

    – Create a citation - either with data from search result or by creating citation from home screen
    – Populate citation data (e.g. text fields, select values from code tables, enter dates/times, etc.)
    – Perform a person search from an existing citation and use results in citation
    – Perform a vehicle search from an existing citation and use results in citation
    – Issue citation
    – Submit citation

Command Central App's Handheld is an Android and iOS Field Based Reporting solution that can be used in a standalone environment or integrated with PremierOne.

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1.8 PREMIERONE SERVICE SOLUTIONS

The following sections provide brief descriptions of service solutions delivered as part of the PremierOne offering.

1.8.1 Data Migration

It is a very common desire for agencies when migrating to new systems to preserve and utilize the data contained in the legacy systems There are two types of data will be accessed or migrated and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing CAD or RMS system. This would include data such as unit identifiers, incident types, personnel information, etc. These data types may either be imported into PremierOne system or manually entered during the provisioning process. For those tables to which data can be imported, the common process is for the Motorola Solutions team to provide spreadsheets to City personnel. City personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets and import it into the PremierOne system using the built-in import functionality. Data that will be manually entered during the provisioning process is gathered by the City and recorded on provisioning worksheets.

The second type of data is historical data. This consists of the transactional data that is a record of events / incidences that were recorded in the existing CAD or RMS system. This would include data such as incident information, unit history information, messaging information, etc.

Below are the strategies being offered to accommodate access to this historical data.

1.8.1.1 Legacy Data Access - Data Warehouse

This data will be extracted from the existing CAD and RMS system by the City and be incorporated in to a SQL data warehouse supplied by the City that can be accessed via standard SQL tools. The PremierOne system will query the data warehouse for information regarding this data, during normal operations.

The legacy databases must be stored in City-supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

Please refer to the Legacy CAD and Legacy RMS ISD's in Interfaces section.

1.8.1.2 Legacy RMS Data Convert on Demand to PremierOne Records

When the need arises to import legacy RMS data into PremierOne Records; Motorola Solutions can offer the alternative approach of Convert on Demand (CoD). CoD is a PremierOne Records tool that can connect to a relational database and would be configured to read the legacy database records.

The City could inspect the records to determine if they need to imported into PremierOne Records. If needed, that record or multiple records could be imported into PremierOne Records on an as-needed basis.

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The legacy databases must be stored in City-supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

1.8.2 Intelligent Data Discovery Services (IDD) for PremierOne CAD

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne CAD in the tailored standard IDD and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services include the following dashboards:

- 3 Tailored Standard Dashboards
  – Roll Call Briefing Dashboard
  – Intelligent Resource Deployment Dashboard
  – COMPSTAT Dashboard
- View Only CAD IDD bundle
  – Unit Status
  – Unit History
  – Map
  – Incident Search
  – Drill-through to Incident Details and Officer Activity Reports
- 2 Customized Dashboards (built during IDD Training)
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 2 days of PremierOne Intelligent Data Discovery (IDD) Training, after completion of training requirements.

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the PremierOne CAD system, and delivered to the site. IDD is limited to data existing in the PremierOne dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output, but, with no interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.8.3 Intelligent Data Discovery Services (IDD) for PremierOne Records

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne Records in tailored and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services for PremierOne Records include the following dashboards:

- 3 Tailored Standard Dashboards
  – Master Index Search Dashboard
  – Records CompStat Dashboard
  – Records major Crimes Dashboard

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- 2 Customized Dashboards
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 3 days of PremierOne Records Intelligent Data Discovery (IDD) Training (*Additional dashboards are built during the training class)

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the PremierOne Records system, and delivered to the site. Records IDD is limited to data existing in the PremierOne dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output, but, with no interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the Records reporting data warehouse server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.9 MOTOROLA RADIO INTEGRATION

1.9.1 MCC 7500 Console Integration

The MCC 7500 console integration enables the Channel Grouping feature from CAD.

The Channel Grouping feature is available when PremierOne CAD is interfaced to the Motorola MCC 7500 Radio Console. From a window within the CAD client, the user can use predefined groups or create and maintain their own groups. Groups can be activated as multi-selects on the radio console at the discretion of the user. When the group is utilized, the CAD client will show the status and will allow the user to transmit on all the selected talkgroups. The user can make a priority transmission or may request the use of the talkgroups by alerting the other users with an audible notification. PremierOne CAD can also be provisioned to automatically load a particular channel group based on the geographical location of an incident.

1.9.2 Push-to-Talk (PTT) and Emergency Button Activation Monitor

An emergency situation can be triggered either by the Radio Emergency button or the Emergency icon on the PremierOne Mobile client.

A radio PTT status monitor window displays an identification of the source of a configurable number of the most recent radio transmission. The information shown to identify the radio varies depending on how the radio has been identified within the system. If the radio has been associated with a unit, a vehicle, or a person, the system identifies that unit, vehicle, or person as the source of the transmission. If an association has not been made, the system displays the id of the radio.

Any radio that is in emergency status will be displayed in a distinctly different manner in PremierOne CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show the unit is in emergency status.

Radio Channels that are to be monitored by CAD and have their status displayed on the PTT Status monitor must be selected by the CAD User using the CT command. This allows for a dispatcher to select only those channels that need to be monitored and may be associated with a dispatcher's coverage area.

Once the channels are selected, enabling the PTT Status Monitor will ensure that all radio traffic on that channel is monitored and displayed.

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Figure 1-3. Radio Integration Diagram

CADICAD: Radio Proxy server

The PremierOne element providing the main radio infrastructure interface is the CADICAD server. This stand-alone Server provides proxy functions from the Radio Infrastructure to the CAD system. CADICAD can support ASTRO 25 Integrated Voice and Data (IV&D) Conventional as well as Trunking systems. There are three supported interface protocols from the ASTRO systems: CADI, ATIA, and AIS. ATIA and CADI interfaces are also supported on ASTRO 25 Trunking systems.

The CADICAD Server provides four types of data from the Radio system to the CAD system. These include specific radio initiated events as follows:

- Non-PTT Events
- PTT Events
- Emergency status
- Unit Status Change

1.9.3   ASTRO 25 Advanced Responder Location Integration

The core features of ASTRO 25 Responder Location are integrated with PremierOne CAD:

- ASTRO 25 Subscriber Responder Location

The PremierOne Subscriber Radio Responder Location features are included in this optional solution.

The Responder Location Feature allows PremierOne to obtain the location of subscriber radios via the ASTRO 25 infrastructure. This capability allows dispatchers and supervisors to monitor the location of personnel who are using ASTRO subscribers. The location update rate is configured on a per Unit Status basis allowing specific location cadences for statuses such as Emergency, In-Route, etc.

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Location services are enabled on a per subscriber basis allowing agencies to limit its use to portable radios or other specific groups.

Vehicle location can be obtained via Direct GPS or a GPS equipped MDT. These methods use cellular data and can provide a higher location reporting rate than narrow band radio systems.

1.9.3.1   ASTRO Subscriber Requirements

The Responder Location feature requires APX portable or mobile subscribers equipped with a GPS receiver, the current subscriber firmware version, and the Enhanced Data option. XTL/XTS subscribers do not support Enhanced Data and are not recommended for use with Responder Location.

1.9.3.2   ASTRO Infrastructure Requirements

When deploying an ASTRO 25 infrastructure with IMW, the messaging and location functionality described with the PremierOne CAD can be enabled as part of that effort. Services, hardware, and subscriber licensing associated with the implementation and maintenance of ASTRO 25 Responder Location licenses are not included in this proposal and may be provided as part of an ASTRO 25 voice/data communications proposal.

ASTRO systems must be properly equipped and licensed to support data operation. The minimum requirements are ASTRO 7.14 infrastructure with Enhanced Data, IMW 5.x, a GGSN and a Packet Data Gateway for each zone.

The proposed solution will utilize the existing ASTRO infrastructure. The system is not currently equipped with IMW or Enhanced Data. These items are not included in the proposed PremierOne solution. A capacity study must be performed to determine the system's ability to accommodate Messaging and Responder Location features.

1.9.3.3   ASTRO System Capacity

ASTRO communication systems utilize narrowband channels to support voice and data communications. The capacity of ASTRO systems, that is, the volume of voice and data traffic they can support, varies with the number of channels in the system and the system architecture (multi-site, simulcast). The ASTRO infrastructure provides two types of packet data bearer service between data enabled subscribers and host applications:

- Integrated Voice & Data (IV&D) is a P25 compliant data service that is integrated with trunked voice services. Trunked data allows data transmission inbound from a data enabled trunked subscriber through the ASTRO Infrastructure to a host application in a connected Customer Enterprise Network.

- Enhanced Data is a data solution based on Phase 2 voice signaling. It allows data transmission inbound only, and is primarily used for periodic location update messages. Enhanced Data offers a 12-fold improvement in inbound location reporting capacity over Trunked IV&D. Its use is limited to Motorola APX subscribers.

The Automatic Responder location (ARL) features can utilize an ASTRO system for data transport. The messaging and location reporting parameters configured in PremierOne have a dramatic impact on feature performance and on ASTRO data utilization. It's critical to take the ASTRO system's configuration and capacity into account when configuring these application features.

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The table below provides general guidelines for the channel utilization of Enhanced Data channels supporting ASTRO location data only. PremierOne CAD control signaling and other data applications such as, Messaging, OTAP, OTAR, and Radio Management also require data capacity and will increase data channel utilization.

Table 1-10 –Channel Utilization Guidelines

ASTRO Data Solution	Capacity Guidelines (Location updates only)
IV&D Enhanced Data (w/ Header Compression)	150 Users per channel at 30 second location cadence
	300 Users per channel at 60 second location cadence
	1 channel for IMW Registration per 500 Users

During system deployment Motorola will perform a detailed capacity analysis prior to finalizing the PremierOne Responder Location feature configurations. Motorola's Hydra coverage analysis tool allows the system engineer to assess both the system's RF coverage and its voice and data utilization. All potential data sources will be analyzed including Radio Management, OTAP, OTAR, and PremierOne. The analysis process will accurately determine the volume of Responder Location data that the ASTRO system can support.

1.9.3.4 ASTRO Location Accuracy

There are a number of factors that impact the accuracy of ASTRO location updates. Some are a fundamental aspect of the Global Positioning System design such as the need to "see" satellites. Others are a result of the ASTRO system implementation and configuration settings. These settings can be adjusted for a specific implementation, but always involve a trade-off between competing system characteristics.

GPS Signal Availability

The ASTRO subscriber's GPS antenna must be able to receive GPS signals from five or more satellites to accurately derive a location. Operation in buildings, tunnels, urban canyons, or densely forested areas can reduce GPS location accuracy or prevent the subscriber from determining its location altogether.

Temporary Signal Loss

ASTRO subscribers cache their last known location. In the event that an ASTRO subscriber loses GPS fix, it will send its last known location in response to a location query or scheduled location update. The subscriber will send its last known location for up to 100 seconds after losing GPS fix. The accuracy of the location updates sent during temporary signal loss is a function of the subscriber speed.

GPS Acquisition Time

When ASTRO subscribers are powered on they require a finite amount of time to accurately establish their location. This is referred to as Time to First Fix (TTFF). In the Cold Start scenario, a subscriber is turned on after a prolonged period of time and does not have an accurate estimate of its position or time. TTFF in this case is <60 seconds 95% of the time. In a Warm Start scenario, the subscriber is turned on and has an accurate location and time estimate. TTFF in this case is <10 seconds 95% of the time. This can result in a delay between subscriber power up and the first accurate location update. For example, if an officer turns on a portable radio when exiting the vehicle, the Responder Location CAD feature may not receive an accurate location update for over a minute.

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System Description 1-29

GPS Sleep Cycle

APX subscribers use a sleep cycle to conserve battery life when GPS signal lock cannot be achieved. When the GPS receiver enters sleep cycle it powers down for 90 seconds then wakes and searches for GPS signal lock for 180 seconds. If it is able to achieve GPS signal lock it will remain awake, otherwise it will return to sleep for another 90 seconds. This behavior can result in a delay between the time when a subscriber moves into a location with GPS signal (e.g. goes outside) and its first location update.

Voice Priority

ASTRO IV&D subscribers give priority to voice transmissions. If a user is talking on their radio or receiving a transmission from another user, their radio cannot originate or receive data traffic. This voice preference results in data packets being queued within the radio for transmission when the radio is not participating in a voice service. Packets are discarded if they are older than the 12 second queue dwell timer. This can cause a variable arrival rate of location update reports at PremierOne.

Open Mic on Emergency

ASTRO subscribers can be configured to transmit audio after the Emergency Button is pressed. This will prevent the subscriber from transmitting location updates until the radio de-keys.

1.10 MOTOROLA COMMANDCENTRAL PLATFORM

The CommandCentral Platform provides for the integration of various data sources to apply analytics and automation for actionable intelligence. Personnel in the command center or on the street will have the capability to improve incident responses, operations and strategic planning as well as investigations to improve overall intelligence and decision-making.

1.10.1 CommandCentral Analytics

CommandCentral Analytics integrates data from PremierOne™ CAD and Records and if provided for in our solution, any other third-party CAD or RMS into customizable dashboards with analytics, query, visualization, and information sharing in visually-intuitive formats including heat maps, trend analysis, and charts to uncover emerging trends and gain insight into key issues and areas.

Analysts and detectives can access the web-based tool from any internet-connected device to turn crime data into intelligence, identify strategic priorities, and break down information silos. CommandCentral Analytics allows for the creation of reports for roll call, trend casting, time-of-day (TOD)/day-of-week (DOW) reporting and more that can be shared with anyone.

The solution is designed and deployed to meet the highest data storage and physical security standards.

1.10.2 CommandCentral Vault

CommandCentral Vault is more than just storage; it is true end-to-end digital evidence management. CommandCentral Vault is a cloud-based digital evidence management solution to securely store, review, manage, and share all forms of digital evidence. Manage evidentiary files by storing and tagging incident-related video to CommandCentral Vault directly from CommandCentral Aware providing: The ability to capture still images and/or video clips from live streaming video feeds which can be manually or automatically tagged to an incident/case for evidentiary purposes. It provides a

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1-30   System Description

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single place to aggregate evidence from multiple sources such as fixed video, social media, body worn cameras, in-car camera, audio notes and other multimedia sources. Supporting both automatic and manual uploads combined with end-to-end streamlined evidence management, Vault enables agencies to simplify workflows and the overhead of dealing with increasing amounts of digital evidence. Vault efficiently tags, redacts and secures evidence, it minimizes the time it takes to manage digital evidence and respond to information requests to make evidence sharing easier and more efficient. This capability is available as the two applications are using the CommandCentral shared platform of information for ease of transfer. CommandCentral Vault integrates with PremierOne Records and across additional CommandCentral applications to streamline workflows.

CommandCentral Vault features:

- Complete digital evidence management
- Cloud storage that meets CJIS standards
- Predictable costs with no surprise fees
- Automated redaction
- Auto correlation of metadata
- End-to-end chain of custody
- Fast, easy evidence sharing

1.10.2.1 Manage and Share

All content is securely stored, simple to manage and easy to share with judicial personnel, citizens and media. CommandCentral Vault is cloud based and integrates seamlessly with the Si Series video speaker microphone. Now you can capture, review, manage and share digital evidence simply and efficiently. Your agency saves valuable time collecting and storing digital evidence and can respond to information requests swiftly. CommandCentral Vault supports automatic uploads, tags and correlation of metadata.

1.10.2.2 CommandCentral Vault Integration with PremierOne Records

CommandCentral Vault provides an intelligently correlated digital evidence repository directly integrated into PremierOne Records for digital evidence management as a natural part of your records management workflow. It is source agnostic, it intelligently correlates all the content it ingests and it is delivered in the cloud as-a-service.

Being source agnostic means CommandCentral Vault can ingest content from any source via native integrations with our own portfolio, 3rd party connectors or manual file uploading. Native integrations include the body-worn and in-car cameras as well as from a collection of our other apps like Capture: for evidence-grade image, video and audio recording from your smartphone, CommandCentral Aware: for real-time streaming video clips and snapshots and TipSubmit: for citizen submitted tips.

Smart data correlation then leverages metadata in all these files and integration with your RMS to make content is easier to search, manage and review. This intelligent correlation is also highly beneficial during investigations which we'll talk about shortly.

Lastly, being cloud-based software-as-a-service is cost effective and keeps your operation optimized, all more securely and reliably.

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System Description   1-31

EXHIBIT 2

STATEMENT OF WORK

2.1 CAD/MOBILE AND RECORDS STATEMENT OF WORK

This Statement of Work ("SOW") defines the principal activities and responsibilities of all parties for the implementation of the PremierOne Suite to support public safety dispatching and records management operations. When assigning responsibilities, the phrase "Motorola Solutions" includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola Solutions and the Customer and will be addressed in accordance with the change provisions of the Contract.

2.1.1 Contract Award

Motorola Solutions and the City execute the contract and both parties receive all the necessary documentation.

2.1.2 Contract Administration and Project Initiation

After the contract is executed, the project is set up in the Motorola Solutions information and management systems. Motorola Solutions and the City assign project resources. The kick-off meeting is scheduled.

2.1.3 Project Planning and Pre-Implementation Review

A clear understanding of the needs and expectations of both Motorola Solutions and the City are critical to the successful implementation and on-going operation of your PremierOne System. In order to establish initial expectations for system deployment and to raise immediate visibility to ongoing operation and maintenance requirements, we will work with you to help you understand the impact of introducing a new system and your preparedness for the implementation and support of the PremierOne system.

Shortly after contract signing, Motorola Solutions will work one-on-one with your designated Transformation Lead to review the task requirements of each phase of the project and help to identify areas of potential risk due to lack of resource availability, experience or skill.

This single day on-site review focuses on the scope of implementation requirements, resource commitment requirements, cross-functional team involvement, a review of the required technical resource aptitudes and a validation of existing skills, and resource readiness in preparation for the Project Kickoff meeting.

Topics of discussion may include:

1. A review of the overall project deployment methodologies, inter-agency/inter-department decision considerations (as applicable), and third party engagement/considerations (as applicable).

2. **CJIS Compliance.** Customer is responsible for its own adherence to the FBI Criminal Justice Information Services (CJIS) Security Policy, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (to the extent applicable) and any other applicable security and privacy laws and regulations. Motorola will reasonably cooperate with Customer in connection therewith.

Motorola will maintain responsibility and security controls to comply with the California Department of Justice California (CA DoJ) Law Enforcement Telecommunication System (CLETS) Policy, Practices and Procedures (PPP) and the Federal Bureau of Investigations (FBI) Criminal Justice Information Services (CJIS) Security Policy. Motorola will maintain a CLETS Private Contractor Management Control Agreement (PCMCA) with the Irvine Police Department to perform administration of criminal justice systems in accordance with the FBI, CJIS Security Addendum.

Motorola's staff will be required to complete background investigations by the Irvine Police Department. Motorola's CJIS Personnel Officer will coordinate the submittal of fingerprints by a method approved by the DOJ to the Irvine Police Department. If preferable, Motorola employees physically at the Irvine site can be fingerprinted by the Irvine Police Department.

Remote employees will not be required to travel onsite in order to complete fingerprints or background checks. If Motorola has not gotten background clearance for remote employees, they must obtain permission from the City before accessing the system and will be monitored while online.

All expenses related to Motorola's compliance of the CLETS PPP and CJIS Security Addendum requirements and the required awareness training and background checks of its employees will be Motorola's responsibility.

Motorola will provide assistance to the Irvine Police Department in completing technical questions in response to the CLETS application for the new system.

3. The City involvement in system provisioning and data gathering to understand scope and time commitment required.

4. A review of the training requirements and the training time commitment.

5. System maintenance and support following live cut.

6. PremierOne Geographic Information Systems (GIS) (GIS Resource will participate remotely).

Motorola Solutions Responsibilities

1. Make initial contact with the City Project Manager and schedule the Pre-Implementation Review meeting

2. Document the mutually agreed upon Project Kickoff Meeting Agenda.

City Responsibilities

1. Schedule the availability of the Transformation Lead to meet with Motorola.

2. Ensure City GIS Administrator review of the PremierOne GIS build requirements.

3. Provide sample GIS data.

4. Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.

5. Provide approval to proceed with the Project Kickoff meeting.

Motorola Solutions Deliverable

Title
Project Kickoff Meeting Agenda

2.1.4 Project Kickoff

The purpose is to introduce project participants and review the scope of the project.

Motorola Solutions Responsibilities

1. Schedule and facilitate the kick-off meeting to clarify roles and responsibilities and establish team working relationships.

2. Present a high level overview of project scope.

3. Provide and review the CommandCentral Vault Pre-Deployment Questionnaire (PDQ).

City Responsibilities

1. Identify and ensure participation of key team members in kickoff and project initiation activities.

Motorola Solutions Deliverables

Title
Project Kickoff Meeting Minutes

2.1.5 Contract Design Review

The objective is to review the scope of the project, project schedule, equipment list, training plan and test plans.

Motorola Solutions Responsibilities

1. Review the query interface(s) described in the System Description (SD).

2. Review project schedule dates.

3. Review the system equipment bill of materials and note any necessary modifications.

4. Review handheld device hardware specifications, IOS or Android version requirements, and reference to applicable CJIS security requirements.

5. Review the Training Plan and note any necessary modifications.

6. Plan installation activities with the City.

7. Review and memorialize project completion criteria and definition of completion of project.

8. Discuss the test plan that will include test procedures that define steps to be taken to validate functionality, pass/fail criteria, and the resolution for deficiencies. The Test Plan will be reviewed and finalized after System Provisioning and Interface Requirements Documents are completed.

City Responsibilities

1. Provide input to the Project schedule dates.

2. Review the final hardware and operating system software configuration with the Motorola Solutions project team.

3. Participate in reviewing the Training Plan.

4. Provide written acknowledgement of project completion criteria.

Motorola Solutions Deliverables

Title
Initial Project Schedule
Bill of Materials

2.1.6   Product Overview and Discovery

The purpose is to provide an introduction of PremierOne CAD, Mobile and Records, conduct product demonstrations, review the GIS information the Customer has gathered and discuss the relationship and dependencies between CAD, Records and GIS.

Motorola Solutions Responsibilities

1. Schedule a 3-day on-site visit to meet with Customer's CAD/Mobile and Records SMEs and GIS administrator.

2. Conduct product demonstrations of base features and functions.

3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries, agencies and beats. The PremierOne GIS Requirements document will be the basis of the GIS review.

4. Determine customer specific requirements for the GIS data to support the PremierOne data development and provisioning – Agency type(s), Agency name(s), Beat names, Response boundaries, street names (prefix/suffix/county road, interstates, etc.), and common place names.

Customer Responsibilities

1. Determine agency types and agency names and beat names to support the PremierOne geodatabase development.

Motorola Solutions Deliverables

Title
Conducted working session

2.1.6.1   Functional Specification Review

The purpose is to review the contracted functional capabilities of the PremierOne solution. Motorola will explain how the Customer's requirements will be met by the PremierOne CAD/Mobile system and Motorola Solutions implementation methodology.

Motorola Solutions Responsibilities

1. Facilitate a review of the contract deliverables including a review and demonstration of responses to the Customer's requirements/ functional matrix.

Customer Responsibilities

1. Make appropriate individuals available to review the Customer requirements.

Motorola Solutions Deliverables

Title
Functional specification review summary

2.1.6.2 Site Survey and Infrastructure Planning

The purpose is to review the infrastructure requirements for the PremierOne system and to ensure the computer room(s) and other locations are appropriate for the installation of the system hardware. Motorola Solutions will facilitate a meeting following the Project Kickoff to review the Site Requirements section of the System Description (SD) and to conduct a survey of the City's facilities. The objective of this review is to ensure the existing infrastructure(s), network and facilities will support an optimal installation environment for the PremierOne system.

Motorola Solutions makes no provision for cabling or capital improvements to the installation environment and power consumption considerations that may be required to support the PremierOne system.

Motorola Solutions Responsibilities

1. Review the Site Requirements section of the SD with the City.

2. Facilitate meetings as required to review the current infrastructure.

3. Conduct a site survey/audit of the facilities in which system hardware will be installed to assess site readiness.

4. Prepare a report that includes recommendations for any site preparation required to provide a suitable environment for installation of the system equipment and that identifies any deficiencies related to power, power supplies, cabling, network connectivity, communications equipment.

City Responsibilities

1. Provide documentation on the current infrastructure, i.e. existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.

2. Ensure site environment meets minimum requirements, as stated in the Site Requirements.

3. Make appropriate staff available to explain the current architecture.

4. Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripheral in accordance with Motorola Solutions' requirements and all network infrastructures described in the SD.

5. Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform with the specifications in the SD.

6. Provide a programmer work area for Motorola Solutions on-site staff in the primary facility, located near but outside of the computer machine room. The room will be equipped with a workstation, AC power to support workspace for a minimum of two (2) people and internet access, Wireless access is recommended. This work area will be available during the course of the project.

7. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring

8. Review and approve the final hardware and operating system software configuration with the Motorola Solutions project team.

9. Provide any cabling or capital improvements required for the installation environment and or power consumption considerations.

Motorola Solutions Deliverables

Title	
Site Survey Results	A document that outlines the infrastructure improvements necessary to support the contracted solution.

2.1.6.3 IP Network Analysis

The objective of this activity is to ensure the local and wide area networks will support the contracted solution. A Network Systems analyst will conduct an on-site assessment of the existing network.

Motorola Solutions Responsibilities

1. Perform on-site network assessment.

2. Analyze data.

3. Prepare recommendations.

4. Present and discuss recommendations with the City.

City Responsibilities

1. Provide access to all required facilities and locations necessary to perform assessment.

2. Provide information on current network architecture and configuration.

3. Review and discuss recommendations with Motorola.

4. Complete any physical and/or network improvements necessary to support the PremierOne solution in order to avert potential performance issues or project delays.

Motorola Solutions Deliverables

Title
Network Recommendations

2.1.7 CAD/Mobile Business Process Review (BPR) and System Provisioning

System provisioning includes user configurable parameters (i.e. specific values for unit names, timing of events, officer or user identification, street names, to name a few) that are defined within the system. Motorola Solutions will conduct a meeting following the kickoff meeting to begin the BPR process. During this meeting the information required to provision the system to best meet the agency's functional requirements, business processes and workflows will be identified, reviewed and collected. The Customer's SMEs and GIS Administrator will participate in these activities.

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary communications center. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted

for law enforcement and fire dispatch unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

The resulting BPR workbook will reflect the features that will be provisioned during the provisioning activities.

2.1.7.1 Business Process Review (BPR) and Requirements Gathering

Motorola Solutions Responsibilities

1. Deliver the BPR workbook prior to the workshop.

2. Review the BPR workbook and information needed to complete it.

3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries.

4. Conduct operational reviews during sit-alongs and ride-alongs.

5. Review the documented business processes and provide configuration options.

6. Review completed BPR workbook.

City Responsibilities

1. Schedule dispatch and police sit-alongs and ride-alongs

2. Provide resources knowledgeable in the Customer's business processes to review workflows and provide relevant documentation on workflow and operating procedures.

3. Prepare call and unit statistics.

4. Gather and document required data in the BPR workbook.

5. Review the documented business processes and select available configuration options.

6. Finalize agency and beat names for the CAD geodatabase. All of the data will be required but the streets, address points and common places can be works in progress that can be updated as the project moves along. The agency and beat names should be final by provisioning

7. Review the completed BPR workbook with Motorola.

Motorola Solutions Deliverables

Title
Pre-BPR Checklist
Completed BPR Workbook

2.1.7.2 Data Gathering

Following the completion of the BPR Workbook, Motorola Solutions will work with the City to identify the specific data elements (i.e. incident types, status codes, offenses, etc.) required to provision the system and provide worksheets onto which the Customer will capture required information.

Motorola Solutions Responsibilities

1. Provide Provisioning worksheets.

2. Review the Provisioning worksheets and identify the information required for provisioning data tables.

City Responsibilities

1. Capture required data elements in the Provisioning worksheets.

2. Complete the provisioning worksheets at least 10 business days prior to the scheduled start of the Provisioning activity.

NOTE: The project schedule is highly reliant upon receipt of the completed Provisioning worksheets.

Motorola Solutions Deliverables

Title
Provisioning Worksheets

2.1.7.3 PremierOne CAD and Mobile Provisioning

Motorola Solutions will guide the CAD and Mobile system provisioning based on the data gathered during the BPR and completion of the provisioning workbooks.

Motorola Solutions Responsibilities

1. Review tables (configurable items) and associated data

2. Perform provisioning training in accordance with the training plan. If the City's system has not been installed at the time of the training class, provisioning can take place on a Motorola-supplied cloud-based system. Provisioning will be imported into the City's system during the installation process.

3. Complete foundational CAD and Mobile data entry for the primary provisioning profile.

4. Provision PremierOne Handheld for use until Command Central App is available.

5. Remotely conduct checkpoints to verify accuracy of the Customer-provisioned data.

6. Review and finalize provisioning decisions for the mobile client.

City Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.

2. Ensure availability of the SMEs to participate in the training.

3. Verify foundational data entry completed by Motorola.

4. Complete all provisioning data entry.

5. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Provisioning Training
Checkpoint Reports

2.1.7.4   CAD User Interface Modifications

The objective is to modify the user interface (UI) for the CAD client software.

Motorola Solutions will discuss the options for modifying the UI based on the CAD UI Screen Tailoring document. We will configure an initial CAD User Interface (UI) and review it with the City. One UI will be tailored for all dispatch users/agencies. The City will have one opportunity to identify additional modifications to the UI, which Motorola Solutions will deliver as the final version. Subsequent requests for changes will be evaluated per the change control process.

Motorola Solutions Responsibilities

1. Present available options for modifying the CAD UI.

2. Modify the CAD UI.

3. Review UI with the City.

4. Make final modifications after City. review.

City Responsibilities

1. Participate in initial meetings to define requested UI modifications.

2. Evaluate the UI after the initial delivery and identify any final modification requests.

Motorola Solutions Deliverable

Title	Description
CAD UI	UI that conforms to the CAD UI Screen tailoring document.

2.1.7.5   Provisioning Verification

Motorola Solutions and the City's application administrator and SMEs will exercise the PremierOne system to verify the system has been provisioned in accordance with the BPR Workbook and provisioning worksheets and that the system functions in accordance with the system documentation.

Motorola Solutions Responsibilities

1. Provide CAD system orientation in a working session that will allow Customer to verify provisioning.

2. Document any system defects identified during the verification process.

City Responsibilities

1. Ensure the availability of the SME's that participated in the BPR and provisioning training for this activity.

2. Update provisioning tables, if required.

3. Work with Motorola Solutions to document any system defects.

Motorola Solutions Deliverables

Title
Meeting minutes from working session

2.1.7.6   GIS Boundary Workshop

The GIS AS and City's GIS Administrator will participate in a meeting with the CAD SMEs to review the CAD requirements pertaining to GIS data. During the meeting the focus is on the response boundary requirements and reviewing data which includes but is not limited to agency names, beat names, city names, contractor boundaries, premise hazard areas and reporting districts.

The PremierOne GIS Requirements document will be the basis of the GIS review.

Motorola Solutions Responsibilities

1. Review the PremierOne GIS Requirements document.
2. Discuss results of data analysis report.

City Responsibilities

1. Provide existing GIS data.
2. Update GIS data as necessary to develop response boundaries in conformance with the GIS Requirements document.

Motorola Solutions Deliverables

Title
GIS Boundary Requirements

2.1.7.7   GIS Scope Review

Following the GIS Boundary workshop, the GIS AS meets with the City's GIS Administrator to discuss the approach to developing the GIS data for use with the PremierOne CAD system.

Topics that will be discussed include routing requirements and specifics for using common places, address points, and premise hazard areas.

Following this meeting, the GIS AS will develop a GIS Project Plan that documents the processes and the tasks to be completed and the timeline and provisioning dependencies.

Motorola Solutions Responsibilities

1. Review City GIS data
2. Discuss current GIS business practices
3. Discuss frequency of GIS updates to current system and desired frequency with PremierOne.
4. Develop and deliver GIS Project Plan.

City Responsibilities

1. Ensure availability of GIS administrator for this meeting.

Motorola Solutions Deliverables

Title
GIS Project Plan

2.1.7.8   Draft Geodatabase

The draft geodatabase will be created and uploaded to the PremierOne server to support provisioning efforts and draft maps will be created for CAD workstations.

Error reports that are produced as a result of developing the draft geodatabase will be delivered to the customer.

The final geodatabase will be delivered during the GIS training, which is described in the Training Plan.

Motorola Solutions Responsibilities

1. Create the draft geodatabase and draft maps.

2. Provide a report of any issues found during the geodatabase build.

3. Provide up to forty (40) hours of remote assistance to the City GIS Administrator.

City Responsibilities

1. Correct any GIS errors identified in report from geodatabase build.

Motorola Solutions Deliverables

Title
Draft geodatabase
Draft Maps

2.1.8   Records Detailed Design Review

The Detailed Design Review is a multifaceted approach for observing and documenting your current business processes, standard operating procedures, workflows, reports and print out usage and current operational challenges; Business Process Review. Additionally, a Detailed Design Document is provided memorializing mutual understanding of the customer's business requirements and how the delivered system will fulfill the requirements. Motorola will also recommend the best approach to provisioning the PremierOne system, based on the workflow analysis.

2.1.8.1   Business Process Review

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary Records department. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted for contracting/primary agency unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

Customer personnel that participate in this activity should include resources very familiar with Records operations.

Motorola Solutions Responsibilities

1. Meet with the City personnel to gather information regarding current business processes, operating goals, standard operating procedures, and current operational pain points.

2. Conduct a one-day, on-site, end-to-end process review of current Citation process.

3. Analyze current legacy system(s), business workflows and operating procedures with PremierOne functionality and the provisioning constructs described above.

4. Review existing Citation form(s) and review and document current citation workflow with officers and process stakeholders (e.g. creation, submission, printing, sync with records system, supervisor or records clerk approval, submission to State system).

5. Document changes in workflow process the agencies will use once equipped with CommandCentral App. Some existing processes may be simplified using the CommandCentral App. The process review meeting is an opportunity to understand the capabilities of the application and consider workflow changes. The application's data validation and enforced work flow may reduce the need for records clerk review and manual data entry.

6. Conduct Records sit-alongs and patrol ride-alongs.

7. Provide the draft Detailed Design Document

Customer Responsibilities

1. Prepare call and unit statistics

2. Provide resources knowledgeable in the City's business processes to review workflows and provide relevant documentation on workflow and operating procedures

3. Schedule police ride-alongs

4. Review draft Detailed Design Document

Motorola Solutions Deliverables

Title
Initial/Draft Detailed Design Document

2.1.8.2 Functional Specification Review

The purpose of this activity is to review the contracted functional capabilities of the PremierOne Records and identify any gaps between Motorola Solutions response to a stated functional requirement and Customer's expectation of the delivered feature/function.

Motorola Responsibilities

1. Facilitate a review of the responses to the RFP and document any clarifications to be included in the Detailed Design Document.

2. Document any newly discovered requirements not accounted for in our response. As mutually agreed, any changes in scope to features/functions will be addressed via the change provision of the contract.

City Responsibilities

1. Make, subject matter experts familiar with the City's requirements/ functional matrix available.

Motorola Solutions Deliverables

Title
Functional Specification Review Meeting Minutes

2.1.8.3   Detailed Design Documentation (Specification)

Motorola will review the draft Detailed Design Document with the City and solicit feedback. Motorola will then make modifications based on the Customer feedback and present the updated package to the Customer for approval. We expect the potential for iterative updates to occur over a ten (10) business day period in order to reach mutual agreement. The approved Detailed Design Document constitutes the features and functional specifications of the system and becomes the basis for functional acceptance testing.

Motorola will provide a level of effort (LOE) analysis for each of the work products identified in the Detailed Design Documentation that require development.

Motorola Responsibilities

1. Review the Detailed Design Document with the Customer for the purpose of obtaining mutual understanding of the scope of work, levels of effort, work duration and resources needed to complete the work.

2. Conduct a remote review of the draft CommandCentral App Configuration document with agency SMEs and process stakeholders

3. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.

4. Finalize the CommandCentral App Configuration document with City feedback and provide the completed CommandCentral App Configuration document to Customer

5. Motorola will perform 300 hours of ACT/SSRS reports development. If the LOE for development exceeds 300 hours, a change order will be required to either incorporate the additional effort or to remove affected modifications from the project scope. If the LOE development does not require the full 300 hours, the excess hours can be repurposed or removed. All changes in scope will be managed hrough the change control process.

City Responsibilities

1. Provide Motorola with forms, reports and templates to be created in PremierOne Records to aid Motorola in developing the Detailed Design Document.

2. Provide examples of forms currently being used in the Citation workflow.

3. Review the Detailed Design Document with Motorola

4. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.

5. Conduct a final review of the completed CommandCentral App Configuration document and provide acknowledgement of accuracy.

6. Request additional Motorola assistance via the change provision of the contract if Motorola efforts exceed 300 hours.

Motorola Deliverables

Title
Detailed Design Document to include:
Business Process Flows
Module-Based Requirements Documents including:
- Field Definition (Pane Name, Group Name, Grid Name, Caption, DB Name, Field Type, Per View: Read Only, Required, Visible, Display Length, Max Length, Code Table, Dependencies / Actions, Mask / Conversions, Validations, Indexing, Data Grid configurations, RDW Configurations, Expungement Types, CI Master Mappings, Smart Copy settings)
- Custom Code Tables
- Document Views
- Security Groups
- Interface Mappings
- Data Conversion Mappings
- Document Workflows
- Printouts
- RDLC Reports
- Data Views
- Estimated level of effort to develop
List of Identified SSRS Reports
- Short Description
- Priority
- Due By [Training, Go-Live, Post Go-Live <time frame>]
- Responsible Party
- Estimated level of effort to develop
Motorola-developed modules and reports
Field Test scenario recommendations
Provide recommendations to the role based training approach
CommandCentral App Configuration Document to include:
- Definition of Citation fields including Field Names (e.g. Name, Age), Field validation (e.g. Optional, Mandatory), Dynamic behavior (e.g. Alias Y/N fields display controls of Alias field), Field calculations (e.g. Age calculated from date of birth).
- Citation input forms
- Mobile print format
- Printed Citation format

2.1.8.4   Advanced Configuration Tool

The Advanced Configuration Tool (ACT) is an application development tool designed to provide skilled PremierOne Records resources the ability to modify and develop Records functionality. Using ACT, trained resources can design the navigation flow for modules, develop application components such as search fields, data grids, default views, and in-module reports. ACT is also used to modify and develop modules in order to provide functionality to support City-specific business processes. Unlike configuration or provisioning, development done in ACT creates additional database structures and application code.

The skilled resource will be familiar with relational database logic, data types, and understand data theory. The skilled resource must understand the agency's end-to-end business operation, anticipate specific reporting needs and envision the required inputs to support the desired reporting outputs.

The City representative(s) will attend ACT training.

If modifications to the City system are desired after Records go-live, a Module Based Requirements Document must be created by the Customer and reviewed and approved by Motorola Solutions before the modifications will be supported by Motorola during warranty/maintenance.

Motorola Responsibilities

1. Make ACT training available to the City

2. Review, advise and or approve of Customer submitted Module Based Requirements document

City Responsibilities

1. Attend the ACT training.

2. Draft Module Based Requirements document as needed

3. Submit to the Motorola Solutions Solutions-Support representative for review and approval to making any ACT changes.

> NOTE: Failure to submit Module Based Requirements documents for review and approval prior to making changes using ACT could negatively impact the system and impair Motorola Solutions ability to support the system.

Motorola Deliverable

Title
Advanced Configuration Tool
Advanced Configuration Training

2.1.8.5   Records Provisioning

After the City approves the Detailed Design, Motorola Solutions will conduct Provisioning training. Provisioning includes entering personnel into PremierOne Suite Services building/populating the code tables, building out security groups and workflows. The City will complete application provisioning following training.

Motorola Solutions Responsibilities

1. Review Detailed Design document, configurable items and associated data.

2. Perform provisioning training in accordance with the training plan. If the City's system has not been installed, provisioning can occur on a cloud-based system. Provisioning will be imported into the City's system during the installation process.

3. Remotely conduct checkpoints to verify accuracy of the Customer-provisioned data.

City Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.

2. Ensure availability of the SMEs to participate in the training.

3. Complete all provisioning data entry.

4. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Advanced Configuration Tool
Advanced Configuration Training

2.1.8.6 CommandCentral Vault Store, Manage, and Judicial Modules

Motorola Solutions Responsibilities

1. Conduct an interactive workshop with the Customer designed to provide understanding of operational needs, workflow, environment, and industry best practices including the following:

   – User Groups and Permissions

   – Metadata definition for captured video

   – Case/Incident Tags

   – Retention

   – Workflow requirements

   – Establishing search criteria to quickly locate evidentiary segments for cases.

   – Securely sharing information.

   – Automated redaction practices

2. Perform initial configuration of CommandCentral Vault Store, Manage and Judicial based on workshop discussions and results of the aforementioned items.

3. Create default views for Customer focused workflows.

4. End to end testing to ensure workflow and operational requirements are met.

5. Check for browser compatibility on Customer used workstations.

City Responsibilities

1. Determine SOP's regarding the workflow and use of CommandCentral Vault.

Motorola Solutions Deliverables

Title
The default views based on workflow requirements will be defined, presented and approved and end-to-end testing of Judicial processes is approved by the City.

2.1.9 CommandCentral App with Handheld features Agency-User Setup

The provisioning process allows agencies to define the specific capabilities and permissions of each user. Agency setup must be completed prior to establishing a connection between CommandCentral cloud platform and on-prem records system.

Motorola Solutions Responsibilities

1. Provide a remote CommandCentral Admin training session for the Customer System Administrator(s).

2. Provide up to two hours of remote telephone support over a 10-day period following the CommandCentral Admin training for the System Administrator during the Agency and User Setup process.

3. Use the CommandCentral Admin tools to establish the Customer within the CommandCentral cloud platform. This activity will be initiated during the order process.

City Responsibilities

1. Assure the System Administrator completes the CommandCentral Admin training.

2. Complete provisioning and setup

Motorola Solutions Deliverables

Title
CommandCentral App with Handheld features System Administrator training

2.1.9.1 CommandCentral App Provisioning

Provisioning is the process of configuring the CommandCentral App and CommandCentral Cloud to function in accordance with the CommandCentral App Configuration Document. (Note, the CommandCentral Apps with Handheld features' Records Synchronization must occur prior to this activity.)

Motorola Solutions Responsibilities

1. Configure the CommandCentral App in accordance with the CommandCentral Configuration document.

2. Upload forms and print format to CommandCentral App configuration service.

3. Provide a remote demonstration of the provisioned CommandCentral App capabilities including standard Search forms, Citation form, and printed Citation format.

4. Update the application's field parameters and workflow based on feedback from the Customer. Motorola will provide up to 10 hours to accommodate field parameter and workflow refinement changes. Motorola will update the CommandCentral Configuration document to assure it matches the approved configuration.

Customer Responsibilities

1. Assign the SME's that approved the CommandCentral Configuration document to participate in the application demonstrations and acceptance test process.

2. Participate in configured application demonstrations.

3. Provide feedback on specific data field or work flow changes that differ from the originally agreed configuration.

4. Create and provide any agency specific user training required to assure users understand the new Citation process and workflow.

5. Train end users.

Motorola Solutions Deliverables

Title
Demonstration of provisioned CommandCentral App with Handheld features

2.1.10   Hardware and Software

Motorola Solutions will procure the system equipment in accordance with the approved Bill of Materials, including handheld devices and citation printers.

The City will provide third-party Microsoft and VMware software as detailed in the System Description.

2.1.10.1   System Staging

The objective of this activity is to install the hardware and software components procured by Motorola Solutions at our staging facility. The system will then be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the City's location for installation.

Motorola Solutions Responsibilities

1. Order all hardware, software and related components and deliver them to the staging facility.
2. Inventory all hardware, software and related components upon delivery to the staging facility.
3. Rack and install all hardware components.
4. Install and configure system software.
5. Ship staged system to the City's site.

City Responsibilities

1. Deliver City-provided third-party software to Motorola prior to the start of Motorola's staging tasks.
2. Provide appropriate receiving facility for the system equipment.
3. With Motorola, inventory all system equipment upon delivery to the City.
4. Acknowledge receipt of delivered equipment.

Motorola Solutions Deliverables

Title
Equipment Inventory
Staged System Delivery

2.1.10.2   On-Site Installation

The objective of this activity is to install the system at the City's site. The output of the activity will be an installed PremierOne system. This activity addresses physical installation activities and system connectivity verification.

Motorola Solutions Responsibilities

1. Install the staged system in the City's environment.

2. Conduct a Power On test to validate that the installed hardware and software are ready for configuration.

3. Load preliminary provisioning data.

4. Verify PremierOne functionality in accordance with release criteria.

City Responsibilities

1. Certify that the server room is available and meets agreed upon specifications.

Motorola Deliverable

Title
Power On/Installation Verification

2.1.10.3   CommandCentral Apps with Handheld Features Device Setup

Motorola Solutions Responsibilities

1. Provide App IDs to agency to get via MDM.

City Responsibilities

1. Provide handheld devices suitable for operating CommandCentral App.

2. Provide, install and configure mobile Citation printers.

3. Provide and configure Mobile Device Manager (MDM) software.

4. Ensure all handheld devices are configured with appropriate OS version, MDM software, and Citation printer configurations.

5. Ensure devices meet CJIS requirements.

6. Permit CommandCentral App to be deployed from Apple App Store or Google Playstore.

7. Ensure the CommandCentral App can connect to CommandCentral cloud services.

8. Ensure the device can access Google/Apple push notification.

9. Download and install CommandCentral App on all handheld devices.

10. Provide sample handheld devices for all demonstrations and acceptance tests.

Motorola Solutions Deliverables

Title
Configured and operational CommandCentral App on handheld devices

2.1.10.4   Cumulative Updates

If it is necessary to install a Cumulative Update (CU) to address contractual requirement(s), a test will be performed to demonstrate the contractual requirement is fulfilled. If additional provisioning or functional training is required to fulfill the contractual requirement, it will be delivered. If the CU

provides additional functionality that is desired but not contractually required, additional training is available in accordance with the change control provisions.

Motorola Solutions Responsibilities

1. Provide release notes and related documentation.

2. Remotely install the CU.

3. Perform training and testing as required to meet contractual requirements.

City Responsibilities

1. Participate in testing, as required.

2. If new functionality supported by the CU is desired (not contractually required), provision the system based on the release notes and train users.

Motorola Deliverable

Title
Installation of Cumulative Update

2.1.10.5 CAD/Mobile Client Software Installation

Client software will be installed on the specified number of workstations/mobile devices to facilitate provisioning training and testing and provide instruction to City personnel who will complete software installation on the remaining workstations.

Motorola Solutions Responsibilities

1. Verify system readiness.

2. Request client software.

3. Provide instruction on client software installation on up to five (5) CAD workstations and (5) Mobile devices.

4. Provide instruction on client software deployment utility.

5. Verify client software installation.

Customer Responsibilities

1. Provide workstation/mobile device hardware in accordance with specifications

2. Assign personnel to observe software installation training

3. Complete installation of client software on remaining workstations and mobile devices.

Motorola Solutions Deliverables

Title
Pre-Install Prep Checklist
Software installation media
Installation Guide

2.1.10.6   Records Client Package Configuration/Installation

Motorola Solutions will configure the Records client software.

Motorola Solutions Responsibilities

1. Create client installation executable(s).

2. Install client on up to five (5) workstations/devices.

3. Verify Records Mobile client software functionality in offline mode.

City Responsibilities

1. Provide access to up to five (5) client workstations.

2. Install client on remaining desktop and mobile workstations/devices.

Motorola Solutions Deliverables

Title
Record Client Installation Package

2.1.10.7   CommandCentral Apps with Handheld features Records Synchronization

Connectivity between the Customer's on premise records system and the CommandCentral cloud platform is required to facilitate a Citation workflow involving the Command Central App. A perpetual connection and data exchange between these systems facilitates records data synchronization of Master Person, Master Vehicle, and Case Files. Once the data is in the cloud it becomes available for access by provisioned CommandCentral App users via the Person Search and Vehicle Search features. New Citations created using the CommandCentral App are downloaded to the on premise records system.

Motorola Solutions is developing functionality that will enable customers to develop their own forms in response to the business needs of their operations. This functionality is currently in the design planning phase and release planning has not begun. A credit of $10,000 is being offered to the City of Irvine which will enable Motorola Solutions to use the future functionality to create forms on behalf of the City upon its general release. Motorola Solutions is committed to developing functionality that serves the broad needs of public safety agencies and is reliant on input from users, such as those at the City of Irvine, to help design versatile solutions. We are very interested in the City's input in designing form creation functionality and welcome the opportunity to discuss and consider your desires in the development of our versatile form creation functionality.

Motorola Solutions Responsibilities

1. Enable agency access to CommandCentral incident records using CommandCentral Admin

2. Configure the on premise records system for the data exchange

3. Configure the MSI CommandCentral cloud for the data exchange

4. Validate synchronization of records data in CommandCentral cloud

City Responsibilities

1. Enable outgoing network connection (external firewall) to the CommandCentral cloud via and customer provided internet connection as per the System Network Configuration Guide.

Motorola Solutions Deliverables

Title
Connectivity between PremierOne Records and the CommandCentral cloud platform
Active synchronization of citation records between the two systems
Validated citation workflow

2.1.11 Interfaces

2.1.11.1 ISD Review

Motorola Solutions and the City will review the connectivity and functionality described in the ISDs.

Motorola Solutions Responsibilities

1. Conduct reviews of the ISDs to explain how the interfaces function.

2. Document variances between the City's expectations and the ISDs.

3. Work with the City's third-party vendors, if required, to understand and update the ISD(s).

4. If modifications are required of any of the interfaces as presented in the ISDs, provide the City's with an updated ISD and change order for execution prior to making any change to the interface.

City's Responsibilities

1. Make knowledgeable individuals available for the ISD reviews.

2. Provide input on the current use of the interface and verify that the functional specification in the ISD meets the use case or identify desired changes to the specifications.

3. Facilitate communications and assist with resolution of issues that arise between Motorola Solutions and the City's third-party vendor(s).

4. Assume costs associated with efforts required of the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary to support desired interface functionality.

5. Review and approve the ISDs or provide comments describing requested changes within ten (10) business days of delivery. If no approval or comments are received within ten (10) business days, the ISD(s) will be considered approved.

6. Acknowledge approval of the ISDs or execute a change order for any modifications.

Motorola Solutions Deliverables

Title
Finalized Interface Specification Documents

2.1.11.2 Interface Development, Installation and Configuration

Development of interfaces (if required) will be completed in accordance with the ISD(s).

Connectivity will be established between PremierOne applications and the external and/or third-party systems to which PremierOne will interface. Motorola Solutions will configure PremierOne to

support each contracted interface. The City is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

Motorola Solutions Responsibilities

1. Develop interfaces (if required) in accordance with the ISDs.

2. Establish connectivity to external and third-party systems.

3. Configure interfaces to support the functionality described in the ISDs.

4. Perform unit testing of each interface.

City Responsibilities

1. Act as liaison between Motorola Solutions and third-party vendors or systems as required to establish interface connectivity with PremierOne.

2. Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.

3. Provide network connectivity between PremierOne and the third-party systems.

Motorola Solutions Deliverables

Title
Contracted Interfaces

2.1.11.3 California Uniform Crime Reporting (UCR)/National Incident Based Reporting System (NIBRS)/Interface

Motorola Solutions will deliver PremierOne Records software that supports California UCR and IBRS reporting requirements. As the State has not determined the final requirements for California IBRs, Motorola can deliver IBRS based on the standards available in the release of PremierOne Records software at the time the application software is installed. Final System Acceptance will not be delayed if the State has failed to finalize its requirements and deployed its system. A system upgrade (covered by the Maintenance and Support Agreement included as Exhibit D Maintenance and Support Agreement) may be required in the future to meet the new requirements. The City will be responsible for providing a secure connection to the State system.

Motorola Solutions Responsibilities:

1. Deliver the UCR/NIBRS reporting capability developed for California.

2. In the event of an initial failed submission, collaborate with the Customer to understand any provisioning parameters that may be or are impacting UCR/NIBRS submission acceptance.

3. As required by the State, and upon receipt of an official state communication, modify the state layer to account for any requirements necessary to be compliant with state specific reporting requirements.

Customer Responsibilities:

1. Serve as the intermediary between Motorola Solutions and the State in clarifying reporting requirements between state requirements, Customer requirements, and PremierOne Records California state layer submission functionality.

2. Facilitate any required meetings between Motorola Solutions and the State.

3. Initiate a UCR or NIBRS submission to the State.

4. Resolve any provisioning issues that are impacting State submission acceptance.

5. In the event of a failed submission:

   A. Communicate the discrepancy in reporting requirement to the State.

   B. Obtain an official state communication clearly articulating the State's requirement.

   C. Forward a copy of the official state communication to Motorola

Motorola Solutions Deliverables:

Deliverable
UCR/NIBRS Reporting

2.1.11.4 Crash Report (TAR)

Motorola Solutions will develop the California CHP 555 Crash Report, including Page 1 (Rev. 7-03) OPI 061 for electronic submission.

Motorola Solutions Responsibilities:

1. Scan hard-copy forms into PremierOne Records and develop Crash Reporting functionality.

2. Integrate the Crash Report and PremierOne Records.

3. Submit the developed forms to gain State acceptance.

4. In the event of an initial failed submission, collaborate with the Customer to understand any provisioning parameters that may impact report submission acceptance.

5. As required by the State, and upon receipt of an official state communication, modify the crash report to account required for compliance with state specific reporting requirements.

Customer Responsibilities:

1. Provide hard copies of forms.

2. Initiate a submission of the Crash Reports to the State.

3. Resolve any provisioning issues that affect State submission acceptance.

4. Serve as the intermediary between Motorola Solutions and the State in clarifying reporting requirements between state requirements, Customer requirements, and PremierOne Records Crash Report submission functionality.

5. Obtain an official state communication clearly articulating the State's requirement.

6. Forward a copy of the official state communication to Motorola.

Motorola Solutions Deliverables:

Deliverable
CHP 555 Crash Report

2.1.12   CAD/Mobile Reports and Dashboards

2.1.12.1   Reports

Motorola Solutions will deliver the standard reports library. A list of the standard reports delivered with the installed version will be provided upon request.

Motorola has included an option for a block of time to develop ten (10) Customer-specific or Customer-defined reports. The City can purchase multiple blocks if desired.

2.1.12.2   CAD Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool, review the three (3) standard CAD dashboards and the View Only CAD IDD Bundle described in the TSSD, and define and develop two (2) custom dashboards as described in the TSSD. (IDD Training will be conducted in accordance with the training plan.)

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

Motorola Solutions Responsibilities

1. Conduct a two (2) day overview/consultation to review standard dashboards and reports and define requirements for two (2) custom dashboards.

2. Document requirements for the custom dashboards.

3. Develop custom dashboards.

4. Install the standard and custom dashboards. (This task will occur during the IDD training course.)

City Responsibilities

1. Perform data entry (incident creation, dispatch, disposition, etc.) to ensure sufficient data exists for reporting.

2. Define requirements for the custom dashboards within 30 days of the overview/consultation.

3.   Assign resource(s) that have received the CAD SSRS (Ad hoc) Reporting training to participate in the review of the dashboards.

Motorola Solutions Deliverable

Title
CAD Dashboards (standard and custom)

2.1.12.3   Records Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool (advanced SQL Server's Reporting Service features), review the three (3) standard dashboards described in the SD, and define and develop two (2) custom dashboards as described in the SD. (Records IDD Training will be conducted in accordance with the training plan.)

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

Motorola Solutions Responsibilities

1. Conduct a two (2) day overview/consultation to review standard dashboards and reports and define requirements for two (2) custom dashboards.

2. Document requirements for the custom dashboards.

3. Develop custom dashboards.

4. Install the standard and custom dashboards. (This task will occur during the IDD training course timeframe.)

City Responsibilities

1. Assign resource(s) that have received the Records Adhoc Reporting training to participate in the initial dashboard consultation and review delivery of the dashboards.

Motorola Solutions Deliverable

Title
Records Dashboards (standard and custom)

2.1.13   Records Reports

2.1.13.1   Reports

Motorola Solutions will deliver the standard reports library. A list of the standard reports delivered with the installed version will be provided upon request.

Motorola has also included an option for a block of ten (10) Customer-specific or Customer-defined reports.

2.1.14   Data Conversion

Motorola's base proposal includes a query to the City's legacy CAD and Records databases. Also included is use of the Conversion on Demand (CoD) Tool.

2.1.14.1   Conversion on Demand (CoD) Tool

The "Convert On Demand (CoD) tool supports the ability for the City to configure and import documents from the legacy Records Management Systems into PremierOne Records documents on an as-needed basis. It is supported for use with legacy information residing in any T-SQL relational database.

The database in which the legacy data resides will remain in an archive Database instance, and when the need arises, data is brought into PremierOne. The CoD tool can convert one record at a time or perform a bulk import into PremierOne systems. The tool uses internal P1Record components to maintain data integrity of converted records in P1 Records, which helps users to use various P1Record features with converted records.

The CoD tool also has a feature that will enable users to compare legacy data in the P1Records format before deciding to convert specific records to P1Records. This feature helps users to validate data mapping between the legacy data and how it will appear in P1RMS.

Motorola Solutions' responsibilities will be performed during one three (3)-day on-site session.

Motorola Solutions Responsibilities

1. Install the CoD tool on the P1 Records server.

2. Gain an understanding of the legacy data structure.

3. Create the mapping document.

4. Train Customer resource in use of the CoD tool

5. Assist with the development of configuration documents/files for ETL scripts

City Responsibilities

1. Identify a resource who is very familiar with the legacy data structure and schema to participate in the 3-day session.

2. Following the training session, create the required configuration documents/files.

Motorola Solutions Deliverables

Title
Conversion on Demand Tool

2.1.15   PremierOne Training

The objective of this task is to prepare for and deliver computer-based and instructor-led classroom training in accordance with the Training Plan.

2.1.15.1   Learning Management System

PremierOne training is made available to you, in part, via Motorola Solutions Software Enterprise Learning Management System (LMS). This subscription service provides you with continual access to our library of on-line learning content and allows your users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Courses that are delivered or supplemented by LMS content are described in the Training Plan.

The Customer LMS Administrator(s) will be trained to add/modify users, run reports, and add/modify groups within the panorama. Additionally, your LMS System Administrator will have the ability to upload customer content and the ability to track learning activity that is important to you. Motorola has included the following LMS Gold remote training session, to be conducted during the project deployment period:

- How to create content for your LMS using the tools provided by the LMS; consisting of up to 12 hours of instructions for up to 6 of your content creators over 3 days.

Motorola Solutions Responsibilities

1. Initial set up of Panorama* and addition of administrators.

2. Provide instruction to Customer LMS Administrators on:

    A. Adding and maintaining users

    B. Adding and maintaining Groups**.

    C. Assign courses and Learning Paths***

D. Running reports.

3. Deliver training on creating content for the LMS

Customer Responsibilities

1. Provide Motorola with names (first and last) and emails of Customer LMS administrators

2. Provide access to learningservices.motorolasolutions.com

3. Complete LMS Administrator training

4. Advise users of the availability of the LMS

5. Add/modify users, run reports and add/modify groups

6. Add/modify users, run reports and add/modify groups

Motorola Solutions Deliverable(s)
Administrator access to the LMS, LMS administrator training, applicable product courses on the LMS.
Training on content creation utilizing the tools in the LMS

*Panorama - A panorama is an individual instance of the Learning Management System that provides autonomy to the agency utilizing.
**Groups - A more granular segmentation of the LMS that are generally utilized to separate learners of like function (i.e. dispatchers, call takers, patrol, firefighter). These may also be referred to as clients within the LMS.
***Learning Path - A collection of courses that follow a logical order, may or may not enforce linear progress.

2.1.15.2   Instructor-Led Training

Motorola Solutions Responsibilities

1. Deliver User Guides and training materials in electronic format.

2. Perform training in accordance with the Training Plan.

3. Shadow the City trainers as they conduct the first CAD, Mobile and Records End User classes.

4. Provide limited remote support following the Train the Trainer courses while City trainers conduct end user training.

City Responsibilities

1. Supply suitably configured classrooms with a workstation for the instructor and at least one workstation for every two students.

2. Designate training representatives who will work with the Motorola Solutions trainers in the development and delivery of training.

Deliverables

Title
Classroom Training Materials
Attendance Rosters
Training Completion

2.1.16 PremierOne Acceptance Testing

Acceptance tests will be performed to confirm that the PremierOne system performs in accordance with the Acceptance Test Plan. Acceptance testing is a critical activity that must occur prior to Go-Live.

2.1.16.1 Project Test Plan

The objective of this series of tasks is to finalize the test activities that will be conducted in accordance with the Motorola provided Test Plan for the installed version. The test plan will describe the scope and objectives of each type of test. It will also describe the techniques that will be used during each type of test and describe the pass/fail criteria.

The plan will cover the following types of testing activities:

- Functional Acceptance Testing
- Interface Testing
- System Level Testing
- Performance and Load Testing
- User Testing

Motorola Solutions Responsibilities

1. Review the schedule of test activities.

City Responsibilities

1. Schedule appropriate resources to participate in test activities.

2. Review the Project Test Plan and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Deliverable

Title
Test Schedule

2.1.16.2 Performance and Load Testing

Motorola's performance and load testing is designed to stress a customer's infrastructure prior to going into production to validate that the system can provide the performance necessary. This test is run on the customer's production environment using Motorola provided test data. This test is designed to produce an environmental baseline as compared to the reference data taken from the Motorola performance lab system for a given code release.

This series of tests is designed to:

- Produce a reference baseline of system performance as measured by client workstation timing
- Validate that the infrastructure has been properly designed, implemented and configured to support PremierOne at the customers call load
- Perform a stress test to validate that surge conditions can be sustained.

Motorola Solutions Responsibilities

1. Conduct performance and load testing according to the approved test plan.

2. Develop remediation plan for results that fail the test.

City Responsibilities

1. Witness the execution of the test and acknowledge successful completion.

2. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Performance and Load Testing Plan

2.1.16.3 Functional Acceptance Testing

The objective of functional acceptance testing is to test the features and functions of the system that will be used by the Customer to ensure they perform according to the contractual requirements. The test plan may not test all functions of the system if they have been identified as not being applicable to the Customer's operations or for which the system has not been provisioned. Functional acceptance testing is estimated for three (3) days on-site. If additional on-site tests are required, it will be addressed via the change order provisions.

Motorola Solutions Responsibilities

1. Conduct functional acceptance testing according to the approved test plan.

2. Develop remediation plan for features that fail the test.

City Responsibilities

1. Witness the functional acceptance testing and acknowledge its successful completion.

2. Participate in the documentation of items that fail testing and note the remediation action.

Motorola Solutions Deliverable

Title
Completed Functional Acceptance Test Plan
Remediation Plan/Schedule for failed issues, if required

2.1.16.4 Interface Testing

The objective of Interface functional testing is to ensure that the installed interfaces perform according to the ISDs.

- Motorola Solutions is not responsible for issues arising from lack of engagement of third-party and/or Customer resources to perform work related to the interface, or troubleshooting any issues on the Customer's third-party systems.

- Interfaces that cannot be tested due to connectivity issues to external systems or the unavailability of Customer's third party vendors will be tested to the degree the PremierOne functionality can be demonstrated and considered successful upon that demonstration.

Motorola Solutions Responsibilities

1. Conduct interface functional testing according to the approved test plan.

2. Develop remediation plan for features that fail the test.

City Responsibilities

1. Provide access to a resource with access to the interfacing system to validate functionality.

2. Witness the execution of the test and acknowledge successful completion.

3. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Interface Acceptance Test Plan

2.1.16.5 System Level Testing

Upon successful completion of the functional and interface tests, the system will be exercised to demonstrate system operation from end-to-end.

Motorola Solutions Responsibilities

1. Develop test scenarios.

2. Perform testing.

3. Develop remediation for test failures.

City Responsibilities

1. Schedule appropriate resources to participate in test activities.

2. Review the test scenarios and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

2.1.16.6 User Acceptance Testing

Upon successful completion of the functional acceptance test, the system will be available to the City to conduct customer-developed test scripts over a two (2) week period.

Motorola Solutions Responsibilities

1. Provide support during user acceptance testing.

City Responsibilities

1. Develop test scripts and scenarios, if desired.

2. Conduct PremierOne user testing (using parallel processing if desired).

3. Promptly report any anomalies discovered during the test period.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

2.1.17 Go Live Planning

Motorola Solutions will assist the Customer in the transition of live operations from the Customer's legacy system to the PremierOne system. Following the conclusion of System Acceptance Testing, we will work with the Customer to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola Solutions and Customer resources and staffing
- Pre-cutover tasks/activities that need to be performed leading up to the cutover
- Readiness review meetings
- Contingency/roll-back plans
- Cutover tasks and responsibilities
- Post cutover support resources and schedules
- Issue reporting process
- Escalation process

Motorola Solutions Support Engagement

As part of cutover planning, the Motorola Solutions Project Manager will complete a System Support form including Customer contact information, and information required for remote access to the system. Motorola Solutions will schedule a Support Engagement meeting between the Project Manager, the Customer Support Manager ("CSM"), the Focal Support Technician and the Customer's project team representatives. The CSM will review the Customer Support Plan with the Customer, including the process for obtaining support and the contact information.

2.1.17.1 Cutover Event

The transition to production use of the PremierOne system will be conducted according to the Cutover Plan. The cutover event represents the start of Beneficial Use, beginning of the warranty period, and the transition to the Motorola Solutions Support organization in accordance with the Customer Support Plan. On-site support will be provided at one communications center. If resources are desired at multiple communications centers or locations, it will be addressed via the change control provisions. Motorola's proposal includes a concurrent cutover for PremierOne CAD, Mobile and Records.

The City is purchasing additional blocks of post-live onsite support. Motorola will provide a resource (AS, ST, or SA as appropriate) for three 8-hour shifts on consecutive days. The City is purchasing three (3) of these blocks of time. The resources must be scheduled within the 90-day reliability period and will not delay system acceptance.

Motorola Solutions Responsibilities:

1. Facilitate meetings with Customer staff to develop and document the Cutover Plan.

2. Facilitate the Support Engagement Meeting between the Customer and the Support Organization.

3. Execute the Go-Live Cutover Plan.

4. Provide on-site resources as specified in the Cutover Plan to support user operations and address questions. CAD cutover includes onsite support at one location by AS, ST, and SA resources as detailed in the Table below. STs and SAs will be on-call when not at the Customer site during the first week. (Support commences upon cutover to the respective system.)

Product	Job Classification	Motorola Cutover Onsite Resources Number of Resources/*Daily Hours of Coverage*				
		Live Cut Day	Day 2	Day 3	Day 4	Day 5
PremierOne CAD/Mobile	Application Specialist	3 / *24*	3 / *24*	3 / *24*	1 / *8*	1 / *8*
PremierOne Records	Application Specialist	3 / *24*	3 / *24*	1 / *8*	1 / *8*	1 / *8*
PremierOne Suite	Solution Architect	2 / *16*	2 / *16*	1 / *8*	1 / *8*	1 / *8*
PremierOne Suite	System Technologist	2 / *16*	2 / *16*	1 / *8*	1 / *8*	1 / *8*

5. Schedule three additional blocks of onsite support at the City's request.

Customer Responsibilities:

1. Coordinate the participation of Customer technical and operational staff in cutover planning and development and documentation of the Cutover Plan.

2. Schedule and coordinate end user participation in the live operations cutover.

3. Perform and support the production cutover activities defined in the Cutover Plan.

4. Inform Customer staff about the Customer Support Plan and the process to contact Customer Support.

5. Request blocks of onsite support as needed.

Motorola Solutions Deliverable

Title
Completion of Cutover

2.1.18   90-Day Reliability Period

A 90-Day Reliability Test period for each primary system component (defined as CAD/Mobile and Records/Records Mobile) will be supported. During this testing period, which commences at Go Live of the relevant primary system component, the system will perform without any Severity Level 1 errors. It will also perform with seven (7) or fewer Severity Level 2 errors. This test period is not attended by Motorola Solutions' resources but they will be available to respond to error conditions, if/as required.

If one primary subsystem (defined as CAD/Mobile and Records/Records Mobile) goes live before the other, the Reliability Test period will start upon the later cutover. During this testing period, the system will perform in conformance with the Exhibit 6 PremierOne R4.4 Functionality Matrix based on the Customer's provisioning methodology. This test period is not attended by Motorola resources but they will be available to respond to error conditions, if/as required.

During the 90-day reliability test period, the system will be available without interruption by a Severity Level 1 Error or multiple Severity Level 2 Errors as described above. If the system becomes unavailable due to a severity level 1, the test will be stopped and upon correction of the error, the test period will be restarted.

During the Reliability Period, the Customer shall maintain a log of system problems or desired changes and work with Motorola in correcting such problems according to the terms of the Maintenance and Support Agreement. The Customer shall immediately notify Motorola by telephone if the system becomes unavailable. Upon successful completion of the 90-day reliability test period Motorola and the Customer shall certify that the system reliability test period has been completed.

Upon successful completion of the 90-day Reliability Period, Motorola Solutions and the Customer shall certify that the System Reliability Test period has been completed.

2.1.19   Documentation

As part of project completion, Motorola Solutions will validate that the City has been provided with electronic copies of as-built system documentation, configuration documentation, and other information necessary to maintain the system, including:

- Standard user documentation
- Configuration documentation
- Interface Specification Documents
- Standard system administration manuals
- Database setup and maintenance
- As-Built system design documentation

As built system documentation is also archived with the System Support Center along with customer information and access procedures to ensure efficient response and resolution of any reported system issues.

2.1.20   Project Closure – Transition to Support

Following Cutover and the reliability test period(s), the project is complete. Motorola Solutions and City acknowledge the completion milestone and the implementation project is formally closed.

The system will transition to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

![Motorola Solutions logo] **MOTOROLA** *SOLUTIONS*

CITY OF IRVINE, CA

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

ATTACHMENT 5

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Motorola Solutions, Inc.
10680 Treena Street, Suite 200
San Diego, CA 92131

March 22, 2019

Mr. Brian D. Brown, CPSM
City of Irvine
1 Civic Center Plaza
Irvine, CA 92606

RE: Request for Proposals for Public Safety CAD/RMS Mobile System Replacement RFP NO. 19-1511

Dear Mr. Brown:

Motorola Solutions, Inc. (Motorola) appreciates the opportunity to deliver the City of Irvine, Police Department a proposal for a Public Safety CAD/RMS Mobile System replacement.

Motorola is providing the City of Irvine a proposal for ***a single vendor, one integrated platform solution*** that will meet the objectives stated in the RFP. Our proposed solution is based on the specifications and requirements provided in the RFP. Motorola is confident that our solution will meet your needs today and for tomorrow.

Motorola's proposal is subject to the enclosed responses, including any clarifications or exceptions, and the enclosed P1 CAD System Agreement and its exhibits or, alternatively, a negotiated version thereof. The attached proposal is valid for one ninety day (90) days from the RFP due date. Motorola has marked as "Motorola Confidential Restricted / Trade Secret" those documents that contain Motorola's proprietary information.

Motorola would be pleased to address any questions the City of Irvine Police Department may have regarding this proposal. Questions can be directed to Kim Caplan, your Motorola Solutions Account Executive, at (858) 442-3979, kim.caplan@motorolasolutions.com, or Robin Ginther, Sr. Account Manager for Software Enterprise Public Safety Solutions at (785) 822-2237, robin@motorolasolutions.com.

Sincerely,

MOTOROLA SOLUTIONS, INC.

Micah Applewhite
MSSSI Vice President

ACORD®	**CERTIFICATE OF LIABILITY INSURANCE**	DATE(MM/DD/YYYY) 06/21/2018

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

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

PRODUCER	CONTACT NAME:		
Aon Risk Services Central, Inc. Chicago IL Office 200 East Randolph Chicago IL 60601 USA	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED	INSURER A: Liberty Mutual Fire Ins Co		23035
Motorola Solutions, Inc. Attn: Karen Napier 500 West Monroe Chicago IL 60661 USA	INSURER B: Liberty Insurance Corporation		42404
	INSURER C: Lloyd's Syndicate No. 4711		AA1120090
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES CERTIFICATE NUMBER: 570071839712 REVISION NUMBER:

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

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			TB2641005169078	07/01/2018	07/01/2019	EACH OCCURRENCE	$1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$250,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$1,000,000
	OTHER:							
A	AUTOMOBILE LIABILITY			AS2-641-005169-018	07/01/2018	07/01/2019	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	
	OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	HIRED AUTOS ONLY NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	
	DED RETENTION							
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y/N		WA764D005169088 All Other States	07/01/2018	07/01/2019	X PER STATUTE OTH-ER	
B	ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N	N/A	WC7641005169098 WI	07/01/2018	07/01/2019	E.L. EACH ACCIDENT	$1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE-EA EMPLOYEE	$1,000,000
							E.L. DISEASE-POLICY LIMIT	$1,000,000
C	E&O-MPL-Primary			FSCE01800661	07/01/2018	07/01/2019	Each Claim Policy Aggregate	$1,000,000 $1,000,000

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

CERTIFICATE HOLDER	CANCELLATION
Motorola Solutions, Inc. 500 West Monroe Chicago IL 60661 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Aon Risk Services Central, Inc.

ACORD 25 (2016/03)

CITY OF IRVINE, CA

Request for Proposal for Public Safety CAD / RMS, Mobile System Replacement

RFP No. 19-1511

MOTOROLA *SOLUTIONS*

Motorola Solutions' qualifications to meet Irvine's Objectives:

- Committed mission for the success of Public Safety.

- Attested experience in delivering and integrating hundreds of large complex projects.

- Extensive development, training, implementation, and support services.

- Proven implementation process and project management methodology.

- Ensured performance continuity and operational excellence through highly qualified post- sale support –including proactive solution monitoring.

- Dedicated 24 hour Call Center for customer support, seven days a week, 365 days per year, designed with the mission- critical applications customer in mind.

- Solution platforms built on the latest technology and leverage existing Motorola core products such as: Radio, Consoles, and 911.

- Most importantly, we understand that successful projects such as this begin with the understanding that this is a collaborative partnership and effort, not simply the delivery of software and services.

Our solution can meet City of Irvine Police Departments Core Objectives

During During our time together between the onsite visit followed by the onsite demonstration, Motorola Solutions is confident that we can meet the overall project goals stated by the Request for Proposal for Public Safety CAD/RMS Mobile System Replacement, RFP NO. 19-1511.

The PremierOne Integrated Suite of CAD, Mobile, Handheld and Records will provide the Police Department with new technology that provides the opportunity to improve workflow and efficiencies across the user base.

The most important areas of consideration when selecting a new public safety software solution fall into 3 key areas:

SAFETY – Does the vendor solution improve first responder and citizen safety?

EFFICIENCY – Does the vendor solution accelerate incident management?

EFFECTIVENESS – Does the vendor solution improve dispatchers and responder awareness?

Motorola Solution has a rich history in developing and supporting mission critical solutions that are based around these key areas.

SAFETY

The proposed PremierOne Solution drastically improves first responder safety by integrating dispatch consoles and radio system functionality into PremierOne CAD to alert dispatching of first responder portable radio location directly on the CAD and Mobile map including the ability to push incident detail to APX radios. Citizens safety is improved due to the ability to quickly identify needed key resource skills and proximity to incident location to ensure shortest response time.

EFFICIENCY

Hands-on users are able to use fewer keystrokes than the legacy systems, allowing for reduced complexity for users. Integrating all call handling and dispatch consoles functionality within CAD and Call Controls from a single keyboard minimizes complexity as well to further improve user efficiency.

All users experience an increase of efficiency though the reuse of data across the CAD, Mobile, Records and Field Reporting solution providing a seamless experience.

EFFECTIVENESS

PremierOne provisioning allows for orderly representation of the data that can immediately shape what first responders view to allow for greater awareness while enroute to an incident. Dispatchers can make response decisions due to the PremierOne flexibility of what data is displayed.

Many agencies like the City of Irvine, have been faced with the same technology update decision and have recognized the advantages of leveraging prior Motorola technology investments such as consoles and 911 telephony to take the best advantage of these key areas of improvement.

SOLUTION OVERVIEW:

The solution is based on the following RFP requirements:

- PremierOne CAD
- PremierOne Mobile
- PremierOne Handheld
- PremierOne Records and Records Mobile
- CLETS submission
- Electronic submission of CA specific UCR and IBR
- Property & Evidence Module
- CommandCentral Analytics
- Hardware
- Implementation and Services Interfaces

Motorola has provided PremierOne Client SITE LICENSING for the City of Irvine.

Interfaces:

- E911 / TDD
- Monitoring Association-ASAP Alarm (CSAA)
- MCC 7500
- PTT - Push to Talk
- AFIS LiveScan
- DA -Records Outbound Data
- CAD Outbound Data for tagging videos
- FATPOT- CAD-to-CAD
- Tow Provider CAD Outbound Data
- Vigilant License Plate Reader
- Crossroads Citation
- LexisNexis-Coplogic DeskOfficer Online Reporting
- System-DORS (LexisNexis)
- External Query to Legacy CAD Data
- External Query to Legacy RMS Data
- CLETS Records State Submission
- State Query
- Digital Information Management System-DIMS (Linear Systems)
- IBM-CopLink

SUMMARY

Motorola has always striven to be a trusted partner and advisor for the Irvine Police Department.

Our deployment team and training staff will help manage that change with our experience, appropriate training tools, proven processes, and support services necessary to facilitate a successful transition to your new public safety system solution. When evaluating a potential partner, Irvine Police Department needs complete confidence they have the right expertise and experience as well as the stability to be there for you regardless of what the future may bring.

Motorola Solutions looks forward to the next steps in preparing Irvine Police Department for a future of efficient service to its citizens through further discussions.

Public Safety is who we are. It's what we do.

ONE VENDOR
ONE INTEGRATED PLATFORM
ONE SOLUTION

For more information, please visit us on
the web at: www.motorolasolutions.com

MOTOROLA SOLUTIONS

MOTOROLA *SOLUTIONS*

PROPOSAL TO
CITY OF IRVINE

SECTION 1
BUSINESS INFORMATION

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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Section 1

City of Irvine
Request for Proposal
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March 22, 2019

Motorola Solutions

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SECTION 1

BUSINESS INFORMATION

State the full legal name of your firm, including the state of incorporation if applicable. Include your address, phone number, and email address. State the number of years your firm has been doing business. List the names of principals or officers authorized to bind your firm, including position titles.

1.1 CORPORATE INFORMATION

For over 85 years, Motorola Solutions has been providing communication and information solutions that meet mission-critical requirements of public safety and government customers worldwide. We offer a portfolio of solutions to meet public safety and security needs including PremierOne CAD, Mobile, Handheld, Records and Records Mobile – the PremierOne suite. These applications leverage over 30 years of development of mission critical technologies.

The PremierOne Suite provides agencies the integration they seek with public safety applications including integration within the Motorola Solutions radio product family, NG9-1-1 and an Intelligence Led Policing portfolio including Analytics. Motorola Solutions will continue to invest in technologies that will enhance the SPSS portfolio that is used by our customers.

Motorola Solutions has extensive experience providing public safety services and designing information management systems, communications systems, and dispatch operations software. This expertise has been utilized by agencies that set local and public safety information management policies for the nation. Motorola Solutions maintains a full-time system integration staff that is familiar with a broad range of public safety communications technologies. The mission of this group is to provide design, installation, and training support to Motorola Solutions customers so that Motorola Solutions can provide technologically advanced public safety services from a single vendor.

The core competency areas of the company are separated into the following primary lines of business:

Software and Applications

- Public Safety Applications: CAD Systems, Jail Management Systems, Mobile Data Applications, Records Management Systems, Analytics, Situational Awareness, and NG9-1-1 Call Control.
- Public Service Applications: Customer Service Request (CSR), Asset Management Solutions, and 311 Citizen Service Management.
- Government Video Applications: Video systems, Real-Time Intelligence Consoles, and Automatic License Plate Recognition (ALPR).
- Two-Way Radio Accessories.

Services

- Network Integration, Lifecycle Management, Managed Services, Support Services and Learning Services.

Devices

- LTE: LTE infrastructure, user devices, and services.
- 2-Way Radios: for Government and Public Safety organizations as well as on-site two-way radios for businesses.

Systems and Networks

- Analog Business Radio Systems: analog trunking solutions for secure, efficient, and reliable radio communications.
- AME 2000 Secure Mobile Communications: federal-grade secure voice and data communications.
- Dispatch: CAD, dispatch consoles and RMS applications to maximize command center operations.
- LTE Mobile Broadband: designed for the unique needs of public safety and government organizations on a standards-compliant architecture.
- MOTOTRBO Systems: wide-range of systems for businesses.
- P25 Systems: ASTRO®25 offers the world's most widely deployed P25 voice and data platform.
- SCADA Systems: real time remote monitoring of your facilities.

1.2 MOTOROLA SOLUTIONS' BACKGROUND AND HISTORY

Company History & General Information

Galvin Manufacturing Corporation was incorporated on September 25, 1928, as an Illinois corporation. Its name was changed to Motorola, Inc. on May 15, 1947. On May 18, 1973, it was merged into its wholly-owned subsidiary, Motorola Delaware, Inc., a Delaware corporation, with the latter corporation being the surviving corporation. The name of Motorola Delaware, Inc. was changed to Motorola, Inc. on May 18, 1973. Motorola Delaware, Inc. was incorporated in Delaware on March 9, 1973. The company's name was changed to Motorola Solutions, Inc. effective January 4, 2011, as part of a major corporate reorganization.

Motorola Solutions, Inc. is a large, publicly traded corporation listed as "MSI" on the New York Stock Exchange. As a publicly traded company, Motorola files both annual and quarterly reports with the Securities and Exchange Commission ("SEC"). The annual reports on Form 10-K contain audited financial statements and are available at http://www.motorolasolutions.com. (Click "About Us", then "Investor Relations", then "Financial Information".)

Motorola Solutions, Inc. is a Delaware corporation that has its headquarters in Chicago, Illinois. It was originally incorporated in 1928 and since then has sold many different kinds of products and services. Today, Motorola focuses on and is the leading supplier of public safety radio communications systems, equipment, and related software to federal, state/provincial, and local governments. Motorola also sells professional radio systems and products to commercial customers, such as large retail, manufacturing, and oil and gas enterprises. Motorola conducts its business directly in each State in the United States. Motorola (in some cases through subsidiaries) sells its systems, products and services globally.

Corporate Information

Since 2016, the corporate headquarters office of Motorola Solutions, Inc. has been located at 500 W. Monroe Street, 39th-44th Floors, Chicago, Illinois 60661. Previously and for many years, Motorola's headquarters was located at a large campus in Schaumburg, a Chicago suburb. Motorola's U.S. business is divided into geographic regions and then territories. The Western Region headquarters is located at 10680 Treena Street, Suite 200, San Diego, CA 92131. Motorola's Smart Public Safety Solutions business has major offices in Colorado and Utah. Motorola has approximately 14,000 employees, about half of which work in the U.S.

1.3   PRINCIPAL OFFICERS

Executive Committee

Gregory Q. Brown	Chairman and Chief Executive Officer
Gino A. Bonanotte	Executive Vice President and Chief Financial Officer
Mark S. Hacker	Executive Vice President, General Counsel & Chief Administrative Officer
Kelly S. Mark	Executive Vice President, Services & Software
Jack Molloy	Executive Vice President, Products & Sales
Rajan Naik	Senior Vice President, Chief Strategy & Innovation Officer
Cynthia Yazdi	Senior Vice President, Chief of Staff to Chairman and CEO, Marketing and Communications

Board of Directors

Gregory Q. Brown
Kenneth D. Denman
Egon P. Durban
Clayton M. Jones
Judy C. Lewent
Gregory K. Mondre
Anna R. Pramaggiore
Samuel C. Scott III
Joseph M. Tucci

SECTION 2
EXPERIENCE / QUALIFICATIONS INFORMATION

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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Section 2

City of Irvine
Request for Proposal
19-92594 / CAP19P121A

March 22, 2019

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SECTION 2

EXPERIENCE / QUALIFICATIONS INFORMATION

Provide information concerning your firm's experience and qualifications directly related to the services set forth herein. Provide a detailed description of the capabilities/functionality of your firm's proposed solution as it relates to the City's' needs which are identified in this RFP document. Include specifics regarding your firm's proven ability to deliver innovative technology. Additionally, this section shall define the experience of the Project Manager, other key personnel and sub-consultants assigned to the project. Include resumes for all managers, supervisors, and other key individuals including sub-consultants who will comprise the team. Demonstrate the relevant expertise and experience of each team member. The designated Project Manager shall be the primary contact with the City during the project period. The proposer (prime consultant) must perform a majority of the services. Proposer shall disclose in the project proposal any and all proposed sub-consultant(s), including details regarding which tasks they would perform.

2.1 SOLUTION CAPABILITIES / FUNCTIONALITY

For over 90 years, Motorola Solutions has been providing communication and information solutions that meet mission-critical requirements of public safety and government customers worldwide. We offer a portfolio of solutions to meet public safety and security needs including PremierOne CAD, Mobile, Handheld, Records and Records Mobile – the PremierOne suite. These applications leverage over 30 years of development of mission critical technologies.

The PremierOne Suite provides agencies the integration they seek with public safety applications including integration within the Motorola Solutions radio product family, NG9-1-1 and an Intelligence Led Policing portfolio including Analytics. Motorola Solutions will continue to invest in technologies that will enhance the SPSS portfolio that is used by our customers.

Motorola Solutions has extensive experience providing public safety services and designing information management systems, communications systems, and dispatch operations software. This expertise has been utilized by agencies that set local and public safety information management policies for the nation. Motorola Solutions maintains a full-time system integration staff that is familiar with a broad range of public safety communications technologies. The mission of this group is to provide design, installation, and training support to Motorola Solutions customers so that Motorola Solutions can provide technologically advanced public safety services from a single vendor.

All Motorola Solutions resources that may potentially have access to City facilities and systems (onsite or remote) comply with all CJIS requirements and have passed CJIS security background investigations.

Motorola Solutions' experience in deploying PremierOne systems was demonstrated with the successful implementations at the City of Chula Vista and City of Riverside and the recent implementation of the Message Switch at Santa Cruz County. These projects were completed on schedule and on budget.

The core competency areas of the company are separated into the following primary lines of business:

Software and Applications

- Public Safety Applications: CAD Systems, Jail Management Systems, Mobile Data Applications, Records Management Systems, Analytics, Situational Awareness, and NG9-1-1 Call Control.
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- AME 2000 Secure Mobile Communications: federal-grade secure voice and data communications.
- Dispatch: CAD, dispatch consoles and RMS applications to maximize command center operations.
- LTE Mobile Broadband: designed for the unique needs of public safety and government organizations on a standards-compliant architecture.
- MOTOTRBO Systems: wide-range of systems for businesses.
- P25 Systems: ASTRO®25 offers the world's most widely deployed P25 voice and data platform.
- SCADA Systems: real time remote monitoring of your facilities.

2.2 KEY PERSONNEL EXPERIENCE AND QUALIFICATIONS

We recognize that having the right staff on the job is vital. Motorola Solutions' implementation teams continuously strive for improvement with all processes and procedures related to system implementations. We employ best-in-class project professionals, all of whom have appropriate business and industry certifications and experience in deploying complex public safety applications projects. All Motorola Solutions resources that may potentially have access to City facilities and systems (onsite or remote) comply with all CJIS requirements and have passed CJIS security background investigations.

Motorola Solutions provides project managers, solutions architects, application specialists and system technologists focused on the design, deployment, and support of public safety systems. Our personnel

have deployed PremierOne applications in hundreds of agencies and have developed the system integration expertise and methodologies to deploy mission critical systems for Public Safety agencies. Solutions architects have full responsibility for system design and performance, ensuring the technical integrity of the system design. The assigned Project Manager (PM) shall be the business representative and point of contact for the organization, responsible for coordination of the organization's resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings, provide status information to their counterpart, and generally oversee the execution of the project plan. Systems Technologists perform the installation of all system equipment, including establishing connectivity with the City's network(s) and external systems. Application Specialists all come from public safety backgrounds having worked as dispatchers, communications managers, Records specialists and supervisors, training officers, sworn officers and fire professionals. This experience is invaluable when conducting business process reviews, system provisioning, training and supporting cutovers to the new system.

Motorola has assigned the following personnel as the planned project team. As assignments can vary, a final project team will be determined during contract negotiations. The following personnel are assigned to this project:

- Project Manager - Stefano Pallocci
- System Technologist - John Rushing
- Solutions Architect - Hui Chong
- Application Specialist (GIS) - Paula Acosta
- Application Specialists (CAD/Mobile) - Diana Wendt
- Application Specialist (Records) - Shannon McNew
- Application Specialist (Reporting) - Geremy Farrell

2.2.1   Résumés

Please see the resumés for the Motorola Solutions personnel listed above on the following pages.

2.2.2   Subcontractors

Motorola Solutions has no subcontractors.

PROFILE:

A skilled professional with more than 25 years of experience in technology-related industries including telecom, satellite, cellular and broadband wireless for both newly launched and mature ventures. Expertise in coordinating diverse teams and resources to complete projects on time, under budget and communicating effectively. Notable qualification includes developing, planning and implementing regional public safety interoperable broadband networks based on LTE and land mobile radio commercial technologies, as well as deployment of critical Public Safety Software Application Solutions for Computer Aided Dispatch, Records Management, and Mobile product.

PROFESSIONAL EXPERIENCE:

Motorola Solutions, Inc.
Senior Project Manager   **2016 to Present**

- Manage field deployment and implementation, of new and upgrades of Motorola's Public Safety Product Suite – PremierOne Computer Aided Dispatch, Records Management, Mobile, Field Based Reporting. Project Manager of deployment teams for the PremierOne Suite Deployments for North Las Vegas PD, NV, Chula Vista PD, CA.

IPMobile Net, LLC – Irvine, CA
Manager, Program Management Office   **2013 to 2015**

- Managed Program Management Office to provide single point of customer contact, maintain schedules, costs and report projects status.
- Program Manager for the LA-RICS (Los Angeles – Regional Interoperable Communications Systems) Land Mobile Radio System providing mobile data connectivity to the Law Enforcements, Fire Departments and Emergency Medical Responders agencies within the Los Angeles County region. Managed remote Sites selection, surveys and construction; integration with the CAD System Interface of the participating Agencies, testing and validation.
- Planned, designed, installed, documented, project/program managed, and maintained LMR Systems and using APCO P25 Trunked Multicast/Simulcast System Design and APCO P25 Network Configuration and Management.
- Responsible for maintenance of LMR Systems and provided LMR RF and Functional Acceptance Testing.
- Experience in LMR Trunked Multicast/Simulcast Coverage Prediction, Drive Testing and Cellular/RF interference analysis and mitigation.
- Single point of contact and liaison for customer service, executive management and external vendors.

American Axess, Inc. – Irvine, CA
Director, Carrier Relations - Americas   **2011 to 2013**

- Planned, designed, installed, documented, project/program managed, and maintained LMR Systems and using APCO P25 Trunked Multicast/Simulcast System Design and APCO P25 Network Configuration and Management.
- Maintained LMR Systems and provided LMR RF and Functional Acceptance Testing.
- Provided LMR Trunked Multicast/Simulcast Coverage Prediction, Drive Testing and Cellular/RF interference analysis and mitigation.
- Responsible for managing customer and vendor relationships, offering International Wholesales VoIP telecommunications services in the Americas.

- Responsible for the creations and management of the company, newly formed, "IP & Data Solutions" division focus in offering Broadband Internet Services, Managed Private Networks and Global IP Networks solutions throughout Central and South America.

New World Brands, Inc. / TELES USA – Eugene, OR /São Paulo, Brazil
Director, Programs and Sales Operations - LATAM   2008 to 2010

- Handled the commercial and service operations of the Company in Central and Latin America, offering cost effective IP Technology solutions as well as cellular/VoIP interconnections services.
- Achieved the company International sales target in the region with an increase from 0% to 75% of the company total revenue, and captured more than half of the entire market for GSM / VoIP termination.
- Launched new offices throughout Central and Latin America.
- Coordinated on-site logistic, distributions and repair/maintenance activities, inventory, as well as developing customized solutions for regional markets.
- Opened Networks Operations and Customer Service Center in Guanajuato – GTO (Mexico) and São Paulo (Brazil).

EDUCATION
Istituto Tecnico Industriale E. Fermi, Rome, Italy, 1979-1985.
BS in Computer Science with Specialization in Telecommunications

La Sapienza, Rome, Italy, 1986-1988.
Informatics

CERTIFICATION
PMI's PMP Certification expected completion Summer 2019.

LANGUAGES
English, Italian, Portuguese, and Spanish

Name	Title
John Rushing	Systems Technologist

Year of Hire	Years in Present Position
2015	4.0

Education – Degree Program
Bachelor of Science – Nursing (BSN)

Training, Certifications, and Memberships
- CompTIA Security+CE (expired).   - College coursework in networking, network security, firewalls and VPNs.

Responsibilities in Current Role
System Technologist responsible for implementation activities including: - Installation and configuration of all hardware and software for PremierOne™ deployments throughout the system lifecycle.   - Conducting site surveys to ensure compliance with environmental requirements for equipment installation.   - Maintenance, updating, and troubleshooting of PremierOne™ environments.   - Creation and modification of training materials and documentation including lesson plans, presentations, instructional activities and other course documents.   - Delivery of technical training such as system administration and client deployment in-person and remotely/recorded.   - Providing remote and on-site support of "Go-Live" activities.   - Preparing reports, documenting changes and activities, and participate in customer meetings.   - Troubleshooting software anomalies.   - Providing on-site and remote support for project teams.   - Assisting Solutions Architects with interface implementation.

Professional and Project Experience
- Direct support of many PremierOne™ deployments across the United States.   - System Technologist – 2018 - 2019   - Application Specialist – 2016 – 2018   - System Technologist – Tier 1 support, Public Safety Applications, Motorola Solutions – 2015-2016   - Public Safety Technology Manager – Pitkin County, CO – 2008-2015   - Police Officer/Sergeant – City of Aspen, CO – 2000 - 2008

Resumé

Hui Chong

Solutions Architect	Motorola Solutions, Inc.
	327 Orick Ct
	San Jose, CA, 95123
	Work Phone Number: (408) 724-0211
Date of Hire	Sept 2012
Motorola Professional Experience	Primarily responsible for the technical implementation of PremierOne CAD and Records with focus on:

Primarily responsible for the technical implementation of PremierOne CAD and Records with focus on:

- Technical lead on entire projects
- Interface analysis, definition, and design
- Integration with 3rd party vendors/systems
- Gap analysis identifying contractual discrepancies and requirement
- Deploy and test interface with 3rd party vendors/system
- Troubleshooting complex software anomalies for CAD, RMS, and interfaces

Owns the technical solution and has full responsibility for system design and performance

- Defines the technical needs of the project
- Designs the preliminary system
- Confirms the system design meets contractual requirements
- Create interface documentation for 3rd party integration
- Identifies connectivity requirement for interfaces and integration with 3rd party vendors/systems
- Participates in interface networking planning

	Recent Projects include implementation and testing of PremierOne CAD and Records solution at:
	- Metro Las Vegas, NV – 07/2018 to 12/2019
	- North Las Vegas, NV – 07/2019 to 12/2019
	- Chula Vista, CA – 04/2017 to 04/2018
Other Professional Experience	I have worked in the Public Safety for over 20 years. Early in my career, I was a software engineer writing code to interface from RMS system to third party vendor. Currently at Motorola, as a Solutions Architect, I work on more of the designing, integration, and deployment of third-party interfaces. I am more of a technical lead for the entire project working with the project manager.
	Motorola Solutions 2012: to Current
	Solutions Architect
	- Technical lead on entire projects
	- Write highly technical documents defining the interface
	- Implement, deploy, and test state queries
	- Design and replace existing interfaces to work with new P1 system
	- Serve as SME for several major components of P1 CAD system and interfaces
	Tiburon Inc, 1999 to 2012
	Senior Software Engineer
	- Designed and wrote code to interface with 3rd party vendors
	- Responsible for entire scope of the project, from kick off to Go Live
	- Debug issues during system deployment
	- Responsible for customer relation and help answer any questions
	- Technical resource in Customer Support Center
	- Worked on 24hr pager support team to ensure systems and interface were operating
Education	De Anza Jr College – 1996 to 1998
	Computer Learning Center – 1998 to 1999
Training, Certifications, and Memberships	CLC - Certifications in Client/Server programing
	Dale Carnegie – Certification in Team Management skills

Name	Title
Paula Acosta	GIS Business Analyst

Years of Experience in Public Safety	Years in Present Position
	16

Educational Institution	Education – Degree Program
University of Phoenix	Bachelors Degree – Major: Computer Science Minor: Business

Experience with CAD/RMS Implementation Projects

- Mapping Software Expertise: Motorola Geofile Utility, Advanced Tactial Map, Automatic Vehicle Locator, PremierOne Maps, PremierOne Import Tools, ArcGIS 9.3 and 10.0, SQL
- Install, deploy and test software
- Coordinate GIS contract production
- Create geodatabases, ATM maps, and MXD maps using customer source data.
- Upload data to customer staging and production environments
- Balance multiple projects and priorities in a fast-paced project environment
- Conduct training on Motorola mapping products and ArcGIS
- Provide maintenance on customer data as contracted
- Provide customer support for Motorola mapping products
- Create training and documentation for Motorola mapping products and ArcGIS training
- Present workshops and classes at the yearly Motorola User Conference
- Test and evaluate new Motorola mapping products
- Assist customers with source data issues, provide troubleshooting and support

Customer Reference Name		
Bernalillo County New Mexico Calumet County Wisconsin Chula Vista California City of Miami Florida Cobb County Georgia Cook County Illinois Eddy County New Mexico LAPD California Las Vegas Nevada		Odessa Texas Ohio Marcs Ohio Riverside California Rock County Wisconsin Santa Maria California Spartanburg S Carolina Washington State Patrol Washington Will County Illinois

DIANA M. WENDT

West Covina, CA 91791 E-Mail: Diana.Wendt@motorolasolutions.com

SUMMARY OF QUALIFICATIONS

- Skilled and energetic trainer-instructional designer, using adult learning techniques, involving all learner types.
- System Provisioner. Adept at identifying system values and/or needs and helping to put those needs into the necessary CAD system.
- Solid understanding of computer technology. Proficiency in a wide range of multimedia tools.
- Keen understanding of how to work with others and mediation techniques.
- Ability to manage all types of people, in most emotional states during all type of situations.

EDUCATION ~ TRAINING

- 2013 - 2019 *IN-HOUSE TRAINING* Motorola Solutions *Yearly Training Academy for Motorola systems*
- 2001 *BACHELOR OF SCIENCE* Biola University La Mirada *Organizational Leadership*
- 1977 *ASSOCIATE ARTS* Mt. San Antonio College Walnut *Political Science*
- 2007 *INSTRUCTOR DEVELOPMENT* P.O.S.T. *Adult Learning/Problem Based Learning*
- 2006 *ACADEMY INSTRUCTOR CERTIFICATION* P.O.S.T. *Instructor Training and Facilitator*

PROFESSIONAL EXPERIENCE

11/2012 – Current. *Applications Specialist.* – Motorola Solutions

- Recent Projects
    - Upgrade Support with testing P1 CAD & Mobile
        - Washington State Patrol, Nashville Communications, Loudoun County, Collier County
    - Oakland FD - P1 CAD & Mobile Provisioning
        - Provisioning, Training and support
    - Indianapolis PD - P1 CAD End User Training
    - Santa Maria PD and FD - P1 CAD & Mobile
        - Provisioning, Training and support
    - Riverside PD and FD – P1 CAD & Mobile
        - Provisioning and assistance with Upgrade
    - Chula Vista – P1 CAD & Mobile
        - Provisioning
    - Loudoun County – P1 CAD & Mobile Suite
        - Provisioning, CAD and Mobile Train-the-Trainer, End-User Training, Pre-Go-Live, Go-Live & Post Live Support. Upgrade support for system testing.
    - Broward County – End User Training
    - Cook County – P1 CAD Mobile
        - Provisioning, Mobile Train-the-Trainer, Go-live and Illinois Dept of Transportation Add-on assist.
    - Go-Live Support
        - Broward County, Naples PD, Fort Campbell
        - Bernalillo County, Douglas County, FoxComm, Kent County, Tallahassee, Washington State Patrol, Will County, LAPD (Upgrade), Prince William County
    - LAPD Mobile AVL support.

11/2010 – 8/2012 *Computer Aided Dispatch (CAD) Trainer* CHP Project Implementing New Computer Aided Dispatch (CAD) System CA

- Effectively facilitate learning of Tri-Tech Computer software to current CHP (California Highway Patrol) dispatchers, supervisors and CHP representatives. Throughout California, train end-users with understanding and communicating learner needs, assist with support during implementation and efficiently providing post go-live support. Great customer reviews. Troubleshoot any and all issues

encountered during training and go-live. Worked through Pilot program for future class development.

7/2004 – 11/2012 *Instructor* Rio Hondo College Whittier, CA
- Teach students, potential employees the art of emergency dispatching. Train learners (using Microsoft Office applications such as Office including Power Point, Excel and Word and various media devices) how to talk with callers respectfully yet directly to receive required information. Instruct and have students practice how to effectively interview people. Explain to and test pupils regarding rules, procedures, laws and practices on how to best serve others. Coordinate with other instructors practical application materials. Presentation skills. ADDIE Model and usage of Blooms theory.

7/2004 – 8/2011 *Police Dispatcher 9-1-1 Operator* City of Monterey Park Monterey Park, CA
- Dispatch Police officers to emergency and non-emergency responses. Answer incoming calls including 9-1-1. Assist the public, dealing with all caller types in a calm, reassuring and authoritative manner during all types of situations. Help callers determine their actual needs and direct their calls appropriately or dispatch the necessary assistance. Constant prioritizing and multi-tasking. Assist city department employees. Answer radio channels and incoming telephone lines. Know current laws and department policies and procedures. Work closely with the fire department. Assist with CAD committee decisions. New dispatcher trainer, coordinating with others throughout the training process. Tiburon, New World systems.

7/1985 – 9/1998 *Police & Fire Communications Officer 9-1-1 Operator* City of Costa Mesa, Costa Mesa, CA
- Dispatch Police officers to emergency and non-emergency responses. Answer incoming calls including 9-1-1. Assist the public, dealing with all caller types in a calm, reassuring and authoritative manner during all types of situations. Help callers determine their actual needs and direct their calls appropriately or dispatch the necessary assistance. Constant prioritizing and multi-tasking. Assist city department employees. Answer radio channels and incoming telephone lines. Know current laws and department policies and procedures. Tiburon system.

OBJECTIVE
- To succeed in a challenging job where I will also be assisting others.

VOLUNTEER EXPERIENCE
- 9-1-1 for Kids, St. Regis Monarch Beach Golf Classics
- Saddleback Church Lake Forest Christ-based work with others.

Name	Title
Shannon McNew	P1 RMS Application Specialist

Year of Hire	Years in Present Position
2016	2.5

Responsibilities in Current Role

P1 Records Management System Applications Specialist:

Assist customer in development of their Records Management System to fulfill the needs of the agency. Deep understanding of system capabilities and ability to recognize how business processes can be formed to suit the expectations of the customer. Ability to instruct, train and mentor on system development, functionality and end user needs.

Professional and Project Experience

Projects:
- Current Customers as Lead RMS AS:
  - City of Oakland – (CA)
    - Project Manager – Fred Costello – (760) 521-6979
  - Santa Maria – (CA)
    - Project Manager Jami Perkins – (925) 913-9100

- Current Customers as Assisting RMS AS:
  - Indianapolis PD – (IN)
    - Lead RMS AS – Ryan Romberg – 720-298-2000

- Past Customers as Lead RMS AS:
  - Bernalillo Sheriff's Office - (NM)
    - Project Manager – Jami Perkins – (925) 913-9100
  - Calumet County – (WI)
    - Project Manager – Prashant Shah – (847) 452-9536

- Past Customers as Assisting RMS AS:
  - City of Miami – (FL)
    - Lead RMS AS – Kris Perkins – (970) 646-3030
  - North Las Vegas - (NV)
    - Lead RMS AS – Matt Melton – (385) 249-8376
  - Douglas County– (NE)
    - Lead RMS AS – Kris Perkins – (970) 646-3030

Geremy Farrell
geremy.farrell@motorolasolutions.com
PO Box 2128, West Jordan, Utah, 84084
801.910.8173

Education:

Motorola University
White Belt
Digital Six Sigma
2006 – 2006

Motorola University
Yellow Belt
Digital Six Sigma
2006 – 2006

Colaiste Ide
Associates Degree
International Trade & Marketing
1993 – 1995

My career goal was to work for the Irish Trade Board and I felt this course of study would benefit me greatly for this role. I received tuition in Marketing, Sales, Economics, Languages, Communications, Transportation Management, Logistics Support, International Trade Law, Team Building, Problem Resolution and Negotiations.

Part of our certification requirements was to complete a unique project on some aspect of International Trade. My project won an award for its detailed look at how to use the knowledge we received during our tuition.

Work Experience

Reporting Specialist
Motorola Solutions Inc.
Jan 2018 – Present
Salt Lake City / Western Region

In my current role, I work directly with our Public Safety customers on Reporting for the PremierOne products suite. I deliver training directly to the customer on the Microsoft SQL Server Reporting Services, Report Builder, and SQL Queries as part of the PremierOne SSRS and IDD classes.

Senior Training Coordinator
Motorola Solutions, Inc.
June 2011 – Present
Salt Lake City, Utah

- Responsible for the instructional design and delivery of onboard training for new hires, covering initial product familiarity through to their assignment to field mentors. This has resulted in a reduction for the familiarization and socialization cycle of new hires from 24 to 18 months.
- Responsible for the instructional design and remote delivery of product release training, with online skills assessment tools. These have become an organizational standard for training, and has decreased training costs.
- Design and coordination of internal training initiatives, including planning, scheduling, and metric tracking for all organizational resources.
- Engaged in the documentation quality assurance process with a focus on accuracy of instruction, expected outcome, and technical update verifications.
- Develop and deploy new tools and test environments to support learning initiatives.

Geremy Farrell
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801.910.8173

Business Analyst Manager
Motorola Solutions
July 2010 – May 2011
Salt Lake City, Utah

- Oversaw North American BA resource scheduling, prioritization, and project assignments for state-based enterprise COTS system deployments.
- Coordinated compliance of FBI mandated CJIS/NCIC policies, which included access to, handling of, certification of, and storage of local and state law enforcement agencies data, and software.
- Responsible for the instructional design and remote delivery of product release training, with online skills assessment tools.
- Directed the continuing education initiative with a focus on industry standard certification and training combined with Motorola Solutions Inc. best practices contributing to a decrease in project deployment times.
- Administer the documentation quality assurance process with a focus on accuracy of instruction, expected outcome, and technical update verifications.

Technical Support Manager
Motorola Solutions
Apr 2005 – Jun 2010
Salt Lake City, Utah

Responsible for revenue growth from a 4.5-million-dollar annual support revenue for the Salt Lake Support Center to a 6+ million-dollar revenue in two years, and contributing to the overall 20+ million-dollar annual national support revenue through the following initiatives:

- Provided leadership on divisional operations for a 24/7/365 COTS software support center, including training, project resource allocation, customer retention, contract negotiations, and employee management.
- Responsible for the standardization of ticket management processes and tools, including telecommunications, defect tracking, engineering escalation for defects and improved channels of communication for customers. This allowed for the creation of common processes, metrics and vocabulary for the organization.
- Coordinated compliance of FBI mandated CJIS/NCIC policies including access, handling, certification, and storage methods for local and state law enforcement agencies data, and software.
- Created and delivered classroom and remote training solutions, and online skill assessment tools resulting in organizational acceptance as training and educational standards, allowing a decrease of divisional training costs.
- Collaborated with engineering on the creation and direction of a support directed quick response engineering and test team, to handle severity one and two customer reported defects. This resulted in a defect reduction in backlog days from 300k to 100k over a 12-month period, an increase in customer satisfaction reviews, and an increase in on time maintenance contract renewals.
- Changed the support and quick response team paradigms from break fix defect resolution, to collaborative defect resolution, with the customer to resolve the root cause of the product logic resulting in improved customer satisfaction and a decrease in defect rework.
- Retained flight risk customers, through JAD sessions and contract negotiations, to retain maintenance contracts.

Geremy Farrell

geremy.farrell@motorolasolutions.com
PO Box 2128, West Jordan, Utah, 84084
801.910.8173

Manager / Adjunct Professor

Salt Lake Pavilion / Salt Lake Valley College
Oct 2003 – Apr 2005
Salt Lake City, Utah

- Managed the IT infrastructure and hardware purchasing for two diverse business units, a hotel and business college.
- Responsible for the development and acquisition of new tools and applications for use by two business units. These included a reservations and phone system for the hotel and a student management server suite for the college.
- Designed and maintained web presence and marketing materials.
- Coordinated hiring and training of new hires for both business units.
- Provided software applications training on office, desktop publishing, graphic design, web design and data mining as an adjunct professor for the college.

Training Manager

New Horizons Salt Lake City
Oct 2000 – Oct 2003
Salt Lake City, Utah

- Responsible for instructional design of custom curriculum on Adobe, Macromedia, Seagate, and Microsoft applications for public and corporate closed classes.
- Managed instructor career development for instructors from entry-level applications instructors to industry certified technical instructors on Microsoft, Novell, Cisco, Linux and HP.
- Designed, developed and deployed a remote learning hybrid system for New Horizons Salt Lake known as e-Bridge, which has developed into a lucrative revenue stream for New Horizons Salt Lake. The system allowed for the participation of remote students in regularly scheduled classes with live students, and the reduction of cancelled classes due to low enrollment numbers. This increased customer satisfaction and sales due to the increased enrollment from other centers spare orphaned students. The system was developed and deployed for 15k in comparison to the corporate solution that cost 10 million.

PROPOSAL TO
CITY OF IRVINE

SECTION 3
PRICING PROPOSAL

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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Section 3

City of Irvine
Request for Proposal
19-92594 / CAP19P121A

March 22, 2019

Motorola Solutions

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SECTION 3

PRICING PROPOSAL

Provide a fee schedule/pricing information for the project, which must include a project lump sum price. The pricing information must also include the cost for annual software maintenance for the first five years after cutover. Additionally, include hourly rates for each category of employee or sub-consultants required to perform the services as set forth in ATTACHMENT I.

The City shall not provide reimbursement for business or travel-related expenses; therefore, such costs must be absorbed in the hourly rate or lump sum fee structure.

MOTOROLA SOLUTIONS RESPONSE

Motorola has included its Pricing using the form provided by the City for this RFP on the following pages as well as a Pricing Summary directly below.

3.1 PRICING PROPOSAL SUMMARY

Description	Pricing
Software	$1,000,245
License Discount (20%)*	($197,950)
Hardware (includes $500.00 Shipping)	$200,447
Hardware Discount (20%)*	($39,954)
Implementation/Installation	$2,247,558
Sub-total	$3,210,346
City of Irvine Discount**	($212,000)
Total System Cost	**$2,998,346**
Maintenance (Years 2-5)	$794,233
Discount***	($35,000)
Total Maintenance (Years 2-5)	**$759,233**

*Motorola has provided a 20% discount on PremierOne Licenses and Third Party Hardware/Software, excluding annual subscription Software.

**The discount provided to the City of Irvine is for permitting the use of the contract resulting from this procurement, for any public bodies, public agencies or institution within the State of California. Agencies using the contract will be entitled to the 20% License Discount and 20% Hardware Discount, and additional discounts may be negotiated, based on scope, volume, and timing.

***Motorola has provided an additional incentive to the City of Irvine for a Multi-Year Maintenance Agreement. This discount is contingent upon customer approval of the proposed Years 2-5 Maintenance & Support Agreement that includes automatic, annual invoicing without need of issuing a purchase order.

Attachment "III" - Pricing Workbook

Vendor - Add as many lines in section as required. Make sure all subtotals are calculating and remained link the costs summary section at the bottom.

General Pricing Workbook Instructions

All costs must be identified within this pricing workbook.   All proposal components (hardware, software, services, maintenance, misc) must be priced separately and identified as a specific System.   Shipping costs and taxes must be identified.   Vendor may return a copy of the Pricing Workbook as a PDF, but one submitted copy must remain in it's native EXCEL format within the printed file and the electronic copy.

1 - Hardware

Vendor will specify the following information (within the description field below) for all proposed hardware including (but not limited to); Make, Model, Type (tower, desktop, rack server. Etc.), Processor Type, Processor Speed, RAM Type, RAM Amount, RAM Speed, OS Type(s) and Version, Hard Drive Type, Number of Hard Drives, Hard Drive Size, Hard Drive Speed, Optical Drive Type, Make and Model of Graphics Cards, Memory and Speed of Graphics Cards, Number of Graphics Cards required per device, Keyboard Type, Mouse Type, Monitor Type and Size, Number of Monitors per device and Warranty. Pricing shall not be "bundled", all hardware and software will be priced on a "per unit bases".

Vendor will use the sections "Proposal Reference Page Number" and " Proposal Reference Section Number" to identify where in their proposal the relevant information can be located.

Item	Description	System (CAD/RMS/Mobile)	Quantity	Unit Price	Extended Price	Notes
PremierOne HPE 42U Enterprise rack, with Console, KVM Switch, and monitored PDUs	Server Hardware	CAD/RMS/Mobile	1	$11,065	$11,065	Exhibit 1 System Description
Panduit cable strain relief bar for PremierOne	Server Hardware	CAD/RMS/Mobile	4	$20	$81	Exhibit 1 System Description
PremierOne HPE DL360 Gen10 Host Server	Server Hardware	CAD/RMS/Mobile	3	$24,341	$73,022	Exhibit 1 System Description
PremierOne HPE DL360 Gen10 Host Server 5Yr 24x7 Maintenance	Server Hardware	CAD/RMS/Mobile	3	$5,121	$15,363	Exhibit 1 System Description
PremierOne HPE DL360 Gen10 Monitor Server	Server Hardware	CAD/RMS/Mobile	1	$11,131	$11,131	Exhibit 1 System Description
PremierOne HPE DL360 Gen10 Monitor Server 5 Yr 24x7 Maintenance	Server Hardware	CAD/RMS/Mobile	1	$5,127	$5,127	Exhibit 1 System Description
Extreme Networks Summit X620-16t switch	Network Hardware	CAD/RMS/Mobile	2	$5,949	$11,897	Exhibit 1 System Description
Extreme Networks Summit X620-16t switch maintenance	Network Hardware	CAD/RMS/Mobile	2	$149	$297	Exhibit 1 System Description
Extreme Networks Summit X460-48 OOB switch	Network Hardware	CAD/RMS/Mobile	1	$4,776	$4,776	Exhibit 1 System Description
Extreme Networks Summit X460-48 OOB switch maintenance	Network Hardware	CAD/RMS/Mobile	1	$204	$204	Exhibit 1 System Description
PremierOne FortiGate FG-501E Firewall Device	Network Hardware	CAD/RMS/Mobile	2	$5,994	$11,988	Exhibit 1 System Description
PremierOne FortiGate FG-501E FortiCare24X7,12 Months of Support Services	Network Hardware	CAD/RMS/Mobile	2	$1,296	$2,592	Exhibit 1 System Description
PremierOne FortiGate AC Power Supply for FG-300/301E AND FG-500/501E	Network Hardware	CAD/RMS/Mobile	2	$594	$1,188	Exhibit 1 System Description
Storage Nimble Storage	CS1000H SAN 12TB RAW 11x1	CAD/RMS/Mobile	1	$30,775	$30,775	Exhibit 1 System Description
Nimble Storage CS1000H SAN 1 Yr 24x7 Maintenance	Network Storage	CAD/RMS/Mobile	1	$3,353	$3,353	Exhibit 1 System Description

Motorola Solutions, Inc.

Attachment "III" - Pricing Workbook							
Vendor - Add as many lines in section as required. Make sure all subtotals are calculating and remained link the costs summary section at the bottom.							
General Pricing Workbook Instructions							
All costs must be identified within this pricing workbook. All proposal components (hardware, software, services, maintenance, misc) must be priced separately and identified as a specific System. Shipping costs and taxes must be identified. Vendor may return a copy of the Pricing Workbook as a PDF, but one submitted copy must remain in it's native EXCEL format within the printed file and the electronic copy.							
CAD Workstation	HP Z4 G4 Workstation,HP Single Unit Packaging, HP Z4 750W 90Percent Efficient Chassis, Win10 Pro 64 , 2x Intel Xeon W-2104 4Core CPU, 16GB DDR4-2133 (2x8GB) RegRAM, 2x NVIDIA Quadro K400 2GB 1st GFX, 512GB SSD 1st HDD, HP USB Keyboard US, HP USB Optical 3-Button Mouse, 9.5mm Slim SuperMulti DVDRW 1st ODD, HP 3/3/3 Warranty US, HP Z4 Fan and Front Card Guide Kit, HP Z4 Country Kit US, HP Processor Air Cooling Kit	CAD	6	$2,520	$15,120	Exhibit 1 System Description	
Printer	HP Color LaserJet Pro M254dw - Printer - color - Duplex - laser - A4/Legal - 600 x 600 dpi - up to 22 ppm (mono) / up to 22 ppm (color) - capacity: 250 sheets - USB HP Color LaserJet Pro M254dw - Printer - color - Duplex - laser - A4/Legal - 600 x 600 dpi - up to 22 ppm (mono) / up to 22 ppm (color) - capacity: 250 sheets - USB 2.0, LAN, Wi-Fi(n), USB hostSuperMulti DVDRW 1st ODD, Intel Ethernet I210-T1 PCIe NIC, HP 3/3/3 Warranty US, HP Z4 Fan and Front Card Guide Kit, HP Z4 Country Kit US, HP Processor Air Cooling Kit	CAD/Mobile/RMS	2	$368	$736	Exhibit 1 System Description	
HP 4 year Next Business Day Onsite Workstation Only Hardware Support			6	$82	$489	Exhibit 1 System Description	
PremierOne Cable RJ-45(M) to RJ45(M) STP 2.44M CAT6a BLUE		CAD/RMS/Mobile	2	$14	$29	Exhibit 1 System Description	
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a AQUA		CAD/RMS/Mobile	**8**	$11	$91	Exhibit 1 System Description	
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a BLACK		CAD/RMS/Mobile	**4**	$14	$57	Exhibit 1 System Description	
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a BLUE		CAD/RMS/Mobile	2	$13	$26	Exhibit 1 System Description	
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a AQUA		CAD/RMS/Mobile	2	$11	$23	Exhibit 1 System Description	

Motorola Solutions, Inc.

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PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a BLACK		CAD/RMS/Mobile	2	$14	$29	Exhibit 1 System Description
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a ORANGE		CAD/RMS/Mobile	10	$16	$157	Exhibit 1 System Description
PremierOne Cable RJ-45(M) to RJ45(M) UTP 30.5cm CAT6a BLUE		CAD/RMS/Mobile	2	$9	$17	Exhibit 1 System Description
PremierOne Cable RJ-45(M) to RJ45(M) UTP 15.2cm CAT6 RED		CAD/RMS/Mobile	1	$3	$3	Exhibit 1 System Description
PREMIERONE 10GBASE50CM TWINAXIAL CABLE		CAD/RMS/Mobile	6	$23	$137	Exhibit 1 System Description
Lantronix UDS1100	(one required for each 911 interface)	CAD	1	$174	$174	Exhibit 1 System Description
Additional Third Party Discount					($39,954)	
Sub-Total Hardware					**$159,993**	

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2 - Software

Vendor will specify the following information (within the description field below) for all proposed software including (but not limited to); Name, Version and Type (O/S, application, interface).   If the Vendor is proposing a "site license", the relevant terms and conditions must be referenced, including; maximum number of licenses (concurrent or consecutive), location and agency restrictions.

Vendor will use the sections "Proposal Reference Page Number" and " Proposal Reference Section Number" to identify where in their proposal the relevant information can be located.

Item	Description	System (CAD/RMS/Mobile)	Quantity	Unit Price	Extended Price	Notes
VMWare vSphere 6 Ent+ CPU	Virtual System Software	CAD/RMS/Mobile	7	$3,496	$24,473	Exhibit 1 System Description
VMWare vSphere 6 Ent+ CPU 1 Yr 24x7 Maintenance	Virtual System Software	CAD/RMS/Mobile	7	$668	$4,675	Exhibit 1 System Description
VMWare vCenter 6 Std	Virtual System Software	CAD/RMS/Mobile	1	$4,308	$4,308	Exhibit 1 System Description
VMWare vCenter 6 Std 1 Yr 24x7 Maintenance	Virtual System Software	CAD/RMS/Mobile	1	$596	$596	Exhibit 1 System Description
VM, Monitoring and ADC SW SolarWinds Network Performance	Network Performance	CAD/RMS/Mobile	1	$8,363	$8,363	Exhibit 1 System Description
VM, Monitoring and ADC SW SolarWinds NetFlow Traffic	Network Performance	CAD/RMS/Mobile	1	$5,349	$5,349	Exhibit 1 System Description
VM, Monitoring and ADC SW F5 BIG-IP LTM VE200 Load Balancer	Network Performance	CAD/RMS/Mobile	2	$6,973	$13,945	Exhibit 1 System Description
F5 BIG-IP LTM VE200 Load Balancer 1 Yr 24x7 Maintenance	Network Performance	CAD/RMS/Mobile	2	$1,655	$3,310	Exhibit 1 System Description
PremierOne Handheld Integrated Suite License (Per Concurrent User)	Motorola Product Licenses	Mobile	30	$1,145	$34,336	Exhibit 1 System Description
PremierOne Query Service Server License	Motorola Product Licenses	CAD/RMS/Mobile	1	$6,008	$6,008	Exhibit 1 System Description
PremierOne GIS Editing Client Plug-In License	Motorola Product Licenses	CAD/RMS/Mobile	1	$6,759	$6,759	Exhibit 1 System Description
PremierOne CAD&Mobile Reporting Service Server License	Motorola Product Licenses	CAD/Mobile	1	$9,012	$9,012	Exhibit 1 System Description
PremierOne Records Reporting Service Server License	Motorola Product Licenses	RMS	1	$9,012	$9,012	Exhibit 1 System Description
PremierOne Mapping Server License	Motorola Product Licenses	CAD/RMS/Mobile	2	$9,012	$18,024	Exhibit 1 System Description
PremierOne CAD Server License (Primary)	Motorola Product Licenses	CAD/Mobile	1	$67,590	$67,590	Exhibit 1 System Description
CAD to CAD Interface	Motorola Product Licenses	CAD	1	$45,060	$45,060	Exhibit 1 System Description
PremierOne CAD Dispatch (CAD Client and Mapping)	Motorola Product Licenses	CAD	8	$13,067	$104,539	Exhibit 1 System Description
PremierOne CAD Low Use Client License mapping (Per Concurrent	Motorola Product Licenses	CAD	16	$1,081	$17,303	Exhibit 1 System Description
PremierOne AVL Vehicle Tracking Module License	Motorola Product Licenses	CAD	1	$31,542	$31,542	Exhibit 1 System Description
PremierOne Mobile Server License (Primary)	Motorola Product Licenses	Mobile	1	$45,060	$45,060	Exhibit 1 System Description
PremierOne Mobile w/Mapping & Records - Concurrent User	Motorola Product Licenses	RMS	30	$2,659	$79,756	Exhibit 1 System Description
PremierOne Records Tier 2 Server License (51 to 500 users)	Motorola Product Licenses	RMS	1	$54,072	$54,072	Exhibit 1 System Description
PremierOne Enterprise Site License for Records Client Usage	Motorola Product Licenses	RMS	1	$12,504	$12,504	Exhibit 1 System Description
PremierOne Records Client Concurrent User License	Motorola Product Licenses	RMS	75	$1,667	$125,042	Exhibit 1 System Description

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Advanced Configuration Tool	Motorola Product Licenses	RMS	1	$0	$0	Exhibit 1 System Description
ESRI ArcGIS Desktop 10, Licence Only. Motorola cannot supply maintenace on this item	Embedded Third-Party License	CAD/RMS/Mobile	1	$9,459	$9,459	Exhibit 1 System Description
ESRI ArcGIS Desktop 10 Network Analyst Extension, Licence Only, Motorola cannot supply maintenace on this item	Embedded Third-Party License	CAD/RMS/Mobile	1	$3,378	$3,378	Exhibit 1 System Description
NRPC-40-SRV Distinct ONC RPC/XDR for .NET v4.0 Server Run Time -- CADI Protocol For SmartZone Radio Interface	Motorola Product License	CAD/Mobile	1	$2,020	$2,020	Exhibit 1 System Description
Microsoft Windows Server 2016 Std -(16 Core)	Microsoft License	CAD/RMS/Mobile	2	$976	$1,951	Exhibit 1 System Description
Microsoft Windows Server 2016 DataCenter (16 Core)	Microsoft License	CAD/RMS/Mobile	3	$6,526	$19,577	Exhibit 1 System Description
Microsoft Windows Server 2016 DataCenter (2 Core) Add lic	Microsoft License	CAD/RMS/Mobile	12	$818	$9,811	Exhibit 1 System Description
Microsoft SQL Server Enterprise 2017 4 Core ENT Base Lic	Microsoft License	CAD/RMS/Mobile	5	$10,908	$54,539	Exhibit 1 System Description
Microsoft SQL Server Standard 2017 4 Core STN Base Lic	Microsoft License	CAD/RMS/Mobile	4	$2,934	$11,734	Exhibit 1 System Description
Microsoft®SysCtrDatacenter 2016 2 Core Base and Add Lic	Microsoft License	CAD/RMS/Mobile	36	$276	$9,944	Exhibit 1 System Description
Microsoft®SysCtrDatacenter 2016 2 Core Add Lic Maintenance	Microsoft License	CAD/RMS/Mobile	36	$90	$3,227	Exhibit 1 System Description
Citations Annual Subscription	Motorola Product Licenses	RMS	30	$350	$10,500	Exhibit 1 System Description
ECitations Dplmt SERVICES Mngmt,	Motorola Product Licenses	RMS	1	$13,333	$13,333	Exhibit 1 System Description
Query Services Software Licenses Implementation Services	Embedded Third-Party Services	CAD/RMS/Mobile	1	$51,333	$51,333	Exhibit 1 System Description
Commsys - ASAP Software Licenses Implementation Services	Embedded Third-Party Services	CAD	1	$7,733	$7,733	Exhibit 1 System Description
ASAP Consulting Software Licenses Implementation Services	Embedded Third-Party Services	CAD	1	$10,667	$10,667	Exhibit 1 System Description
MCC7500	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
Outbound Data for Vid tagging	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
Tow Provider	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
Viper 911	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
ASAP	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
Fatpot (OCFD)	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
ALPR/Vigilant	Mobile Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
PTT	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
Legacy CAD Query	CAD Interface	CAD	1	$2,800	$2,800	Exhibit 13 ISDs
Legacy RMS Query	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs

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LiveScan	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs
DA Outbound data	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs
Courts (Citation)	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs
LexisNexis Desk Officer	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs
State Records Submission	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs
State Query	Records Interface	CAD/RMS/Mobile	1	$2,800	$2,800	Exhibit 13 ISDs
DIMS	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs
CopLink	Records Interface	RMS	1	$2,800	$2,800	Exhibit 13 ISDs
Additional License Discount					($197,950)	
Sub-Total Software					**$802,295**	

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3 - Services

Vendor will specify the following information (within the description field below) for all proposed services, including (but not limited to); Project Management, CAD Configuration and Implementation, Interface Configuration and Implementation, Hardware Installation and Setup, Training, Development of Training Materials and Sub-Contractor Oversight.

Item	Description	System (CAD/RMS/Mobile)	Quantity	Unit Price	Extended Price	Notes
Project Management		CAD/Mobile/Records	1	$375,033	$375,033	Exhibit 2 Project Plan
Kickoff and Other Project Start Tasks		CAD/Mobile/Records	1	$144,065	$144,065	Exhibit 3 Statement of Work
CAD Configuration and Implementation		CAD/Mobile	1	146,081	$146,081	Exhibit 3 Statement of Work
Records Configuration and Implementation		Records	1	$161,335	$161,335	Exhibit 3 Statement of Work
CAD Interface Configuration and Implementation		CAD/Mobile	1	$335,202	$335,202	Exhibit 3 Statement of Work
Records Interface Configuration and Implementation		Records	1	$260,878	$260,878	Exhibit 3 Statement of Work
Hardware Installation and Setup		CAD/Mobile/Records	1	$70,174	$70,174	Exhibit 3 Statement of Work
CAD Training		CAD/Mobile	1	$158,525	$158,525	Exhibit 4 Training Plan
Records Training		Records	1	$98,321	$98,321	Exhibit 4 Training Plan
Development of Training Materials		CAD/Mobile/Records	1	$27,845	$27,845	Exhibit 4 Training Plan
Testing		CAD/Mobile/Records	1	$126,567	$126,567	Exhibit 3 Statement of Work
CAD Live Cut		CAD/Mobile	1	$234,481	$234,481	Exhibit 3 Statement of Work
Records Live Cut		Records	1	$109,051	$109,051	Exhibit 3 Statement of Work
Sub-Contractor Oversight		N/A	0		$0	No subcontractors are proposed
Sub-Total Software					**$2,247,558**	

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4 - Optional Services

All "Optional Services" identified in the RFP are to be included in this section.
Vendor will use the sections "Proposal Reference Page Number" and " Proposal Reference Section Number" to identify where in their proposal the relevant information can be located

Item	Description		Quantity	Unit Price	Extended Price	Notes
CAD End User Training	additional training classes	CAD	1	$28,188	$28,188	Exhibit 4 Training Plan
CAD Data Conversion	conversion of 5 years legacy data	CAD	1	$173,913	$173,913	Exhibit 1 System Description
Records Data Conversion	100,00 records per form	Records	1	$197,117	$197,117	Exhibit 1 System Description
Records Convert-on-Demand Tool	tool for customer use	Records	1	$78,931	$78,931	Exhibit 1 System Description
Records Convert-on-Demand Years 2-5 Maintenance	would be included in annual Maintenance		1	$44,478	$44,478	
Sub - Total Options					**$522,627**	

5 - Maintenance

Vendor will specify the following information (within the description field below) for all proposed maintenance charges including (but not limited to); Proposed Maintenance Period.
Vendor will use the sections "Proposal Reference Page Number" and " Proposal Reference Section Number" to identify where in their proposal the relevant information can be located

Item	Description	System (CAD/RMS/Mobile)	Quantity	Unit Price	Extended Price	Notes
Year 1	Warranty	CAD/RMS/Mobile	1	$0	$0	
Year 2		CAD/RMS/Mobile	1	$184,271	$184,271	
Year 3		CAD/RMS/Mobile	1	$193,485	$193,485	
Year 4		CAD/RMS/Mobile	1	$203,159	$203,159	
Year 5		CAD/RMS/Mobile	1	$213,317	$213,317	
Sub - Total Maintenance					**$794,233**	

6 - Miscellaneous

Vendor will specify the following information (within the description field below) for all proposed miscellaneous charges including (but not limited to); Shipping, Travel, Documentation, Printing..etc.
Vendor will use the sections "Proposal Reference Page Number" and " Proposal Reference Section Number" to identify where in their proposal the relevant information can be located.

Item	Description	System (CAD/RMS/Mobile)	Quantity	Unit Price	Extended Price	Notes
Shipping	Ship servers from staging	CAD/RMS/Mobile	1	$500	$500	
					$0	
					$0	
					$0	
					$0	
Sub - Total Miscellaneous					**$500**	

Motorola Solutions, Inc.

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7 - Project Cost Summary		
Item	**Extended Price**	**Notes**
7a - System Costs		
Hardware	$159,993	
Software	$802,295	
Services	$2,247,558	
Maintenance	$794,233	
Miscellaneous	$500	
	($212,000)	**The discount provided to the City of Irvine is for permitting the use of the contract resulting from this procurement, for any public bodies, public agencies or institution within the State of California. Agencies using the contract will be entitled to the 20% License Discount and 20% Hardware Discount, and additional discounts may be negotiated, based on scope, volume, and timing.*
	($35,000)	****Motorola has provided an additional incentive to the City of Irvine for a Multi-Year Maintenance Agreement. This discount is contingent upon customer approval of the proposed Years 2-5 Maintenance & Support Agreement that includes automatic, annual invoicing without need of issuing a purchase order.*
Sub-Total System Costs	**$3,757,579**	
7d - Optional Costs		
Sub-Total Optional Costs	**$522,627**	*Optional Costs are NOT necessary to meet the requirements of the RFP. Motorola has provided multiple options as alternatives to the City's requirements as detailed in the RFP. The City would not need to purchase all of the options proposed. (Example; multiple Data Migration alternatives.)*
8 - Project Total Costs		
Total All Costs	**$4,280,206**	

PROPOSAL TO
CITY OF IRVINE

SECTION 4
PROJECT APPROACH / METHODOLOGY

REQUEST FOR PROPOSAL   **MARCH 22, 2019**

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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Section 4

City of Irvine
Request for Proposal
19-92594 / CAP19P121A

March 22, 2019

Motorola Solutions

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SECTION 4

PROJECT APPROACH / METHODOLOGY

Explain in detail how your firm would perform the services required as set forth herein. Describe how the proposed modules integrate with each other to yield a fully-integrated solution. Demonstrate how the requirements and provisions of the scope of this project will be implemented. Demonstrate knowledge of the project's objectives and existing conditions/assumptions; identify potential issues/challenges; and describe your firm's approach to minimize disruptions to performance. Present a comprehensive plan for completing the specified work in accordance with the Scope of Services. The response should demonstrate an efficient use of work force, material resources, equipment, and technology to complete the project within the constraints outlined in the Scope of Services. Provide any additional information that communicates how your team intends to achieve the required outcomes and fulfill the responsibilities of the anticipated contract. If appropriate, a project schedule should be included that details each task and sub-task, the timeframe for each and showing the total number of calendar days from issuance of the Notice to Proceed through 100% completion of the Scope of Services.

4.1 OVERVIEW

Motorola Solutions is an experienced prime contractor and integrator of statewide, countywide, and citywide projects. Many members of Motorola Solutions' project staff have played key roles in designing and implementing systems similar in size and scope as proposed for the City. Motorola Solutions is proud of our legacy of industry leadership and our history of close working relationships with many state and local government users.

Motorola Solutions provides project managers, solutions architects, application specialists and system technologists focused on the design, deployment, and support of public safety systems. Our personnel have deployed PremierOne applications in hundreds of agencies and have developed the system integration expertise and methodologies to deploy mission critical systems for Public Safety agencies.

Our project team will be the City's partner for the entire life of the system, from planning and designing the system in the proposal stage to deploying and integrating the solution as quickly, efficiently, and cost-effectively as possible without subordinating quality, cost or schedule.

The project management methodology to be used in this project is based on the principles of the Project Management Institute's *Project Management Body of Knowledge (PMBOK)* and Motorola Solutions' extensive experience in project implementation. It includes processes to guide initiating, planning, executing, controlling, and closing projects to ensure on time and on budget completion while meeting the quality expectations of the stakeholders.

The project will be implemented in accordance with this Project Management Plan that will be reviewed and updated during the planning phase of the project. The Project Management Plan defines the project scope, schedule, and quality expectations of the project, and to provide a comprehensive strategy for managing the project. This document, combined with the Statement of Work, Project

Schedule, Training Plan, Acceptance Test Plan and Cut-over Plan comprise the documents that are collectively referred to as the Project Plan.

For more information, please reference the multiple exhibits included with our response that will give you a more detailed look at our approach and methodology.

Exhibit List

- Exhibit 1: System Description
- Exhibit 2: Project Plan
- Exhibit 3: Statement of Work
- Exhibit 4: Training Plan
- Exhibit 5: Preliminary Project Schedule
- Exhibit 6: Motorola Solutions PremierOne R4.4 Functionality Matrix
- Exhibit 7: Sample Cutover and Motorola Responsibility Matrix
- Exhibit 8: Organization Chart
- Exhibit 9: Job Descriptions
- Exhibit 10: PremierOne GIS Requirements
- Exhibit 11: Customer Personnel Resource Requirements
- Exhibit 12: PremierOne CAD and Records Sample Cutover Plan
- Exhibit 13: Interface Specification Documents

4.2 POINT BY POINT RESPONSE TO ATTACHMENT 1: SCOPE OF SERVICES

Motorola Solutions' Point by Point response to Attachment 1: Scope of Services is on the following pages.

4.3 ADDITIONAL DOCUMENTATION

Please reference Section 6: Additional Documentation for all additional Exhibits including the ones listed above.

![Motorola Solutions logo] **MOTOROLA** *SOLUTIONS*

CITY OF IRVINE

ATTACHMENT I: SCOPE OF SERVICES

19-92594 / CAP19P121A

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Section 1

City of Irvine
Request for Proposal for a Public Safety CAD/RMS Mobile System
19-92594 / CAP19P121A

March 22, 2019
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City of Irvine
Request for Proposal for a Public Safety CAD/RMS Mobile System
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City of Irvine
Request for Proposal for a Public Safety CAD/RMS Mobile System
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SECTION 1

SCOPE OF SERVICES

Consultant shall perform the services as set forth below.

1.1 BACKGROUND INFORMATION

1.1.1 The Community

The City of Irvine, located Orange County, CA was formally incorporated in 1971. The City was formed as a master planned community encompassing many residential villages; commercial centers particularly in the technology and semiconductor sectors with many having their national headquarters within the city; religious institutions and educational institutions such as the University of California Irvine, Concordia University, Brandman University, and satellite campuses for numerous colleges, including University of Southern California, California State University Fullerton, University of La Verne and Pepperdine University – just to name a few.

Fire protection in Irvine is provided by the Orange County Fire Authority ("OCFA") with ambulance service by a private Consultant. Law enforcement is provided by the Irvine Police Department ("IPD"), staffed with approximately 232 sworn officers and 241 non-sworn personnel. The City of Irvine is rated as having the lowest violent crime rate in the nation among larger cities (population over 100,000 to 499,999) based on FBI statistics. Irvine has held the safest city designation for thirteen consecutive years. Irvine's 2019 population estimated to be at least 285,000 with continued growth over the next two decades that will likely make Irvine the largest city in Orange County, California.

The agency's Communications Bureau, located at Police Headquarters (1 Civic Center Plaza, Irvine, CA 92606) provides a central service point for responding to both emergency and non- emergency calls for police and animal services with emergency calls taking preference. Staffing consists of 16 full-time dispatchers and 5 supervisors each of whom are committed to providing exceptional service to the public.

The Communications Bureau receives an average of 200,000 phone calls annually. The Communications Bureau operates with state-of-the-art equipment, including a computer aided dispatch system, GPS automatic vehicle location system, intelligent phone workstations and an 800 MHz trunked radio system. The center is also equipped with a video wall that allows dispatchers to view live video from a closed-circuit TV system, as well as from nearly 130 traffic intersection cameras located throughout the City. This innovative feature helps dispatchers to be more proactive in their duties by providing deployed resources with updates they may be obtaining visually.

Request for Proposal for a Public Safety CAD/RMS Mobile System
19-92594 / CAP19P121A

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Scope of Services   1-1

1.1.2 Sizing Information Summary

The following information is being provided with the sole purpose of assisting Consultants in sizing the correct solution within their proposals.

Public Safety Employees	Police
Sworn Employees	232
Auxiliary Officers	2
Civilian Employees	241
Total Employee Count	475
CAD Access Equipment	**Police**
Dispatch and Call Taking	8
Mobile Computers	82
Desktop Computers w CAD Access	16
Desktop Computers w PD RMS Access	300
Public Safety Stats	**Police**
Calls for Service	187,042
Dispatched Responses, Police & Fire	187.042

1.1.3 Current CAD & Police RMS System

IPD currently utilizes disparate systems to include; Hexagon's I/CAD products, Hexagon's Ileads for records management, Tritech's Copperfire for report writing, DIMS for digital evidence management, Crossroads for citation and accidents reporting and Hyland's OnBase for case and records management.

Approximately 90% of Public Safety staff use the following systems: CAD dispatcher, CAD mobile, CAD web, California Law Enforcement Telecommunication System ("CLETS") interface, jail management, property and evidence management, report writing, investigations, case management, records management, records archiving, custom reports, and database management.

Although the City intends to evaluate the Contractor's total solution for CAD / RMS and Mobile, existing Sub-systems may require integration in the event the Consultant's

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solution does not meet the functionality requirements. These subsystems include a citation and accident reporting application called Crossroads.

The Police Department headquarters and substations are interconnected via fiber and traditional T1 circuits, but the network backbone is primarily 1GB to the desktops. The City standardized with Dell for the desktop computers and Dell OptiPlex 7010 workstations for all the dispatch console positions (all desktops and workstations run Windows 7 Pro 32bit and 64bit). Computer systems are refreshed every three years and MDC's every five years. All networking equipment is Brocade, which may be replace by CISCO and all servers are HP.

The existing CAD system consists of 7 servers (one physical and 6 virtual). The City uses VMWare's product and plans to remain with VMWare for virtualization. The existing Dell interface servers maintain interfaces for CLETS and ALI-ANI.

Servers run Win2k8. The City's Directory Services/Domain are planned to be upgraded to either Windows 2008 or Windows 2012. The City's database standard is Microsoft SQL.

MOTOROLA SOLUTIONS RESPONSE

Understood.

1.2   PROJECT GOALS TEAM

With a new CAD and RMS, the City's ability to prevent, respond to, manage, and analyze situations threatening the safety and property of citizens, and provide other critical emergency services resources will be significantly enhanced. An integrated Police and RMS System will lay the foundation for intelligence led policing, enhanced criminal justice, and overall strategic public safety resource deployment.

The system must advance the overall mission, goals, and objectives of the City by making public safety personnel more effective in preventing, combating, and responding to public safety matters through strategic resource deployment.

The City is aware of current industry technologies and is seeking a balance between mainstream and state-of-the-art technology. The City wants to employ solutions that will prolong the life of the new system and postpone the need for replacement. The City envisions that the system will be based upon current, proven technology that is derived from current industry and City standards.

MOTOROLA SOLUTIONS RESPONSE

Understood.

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1.2.1 CAD, RMS and Mobile Systems Objectives

The system must be able to perform so that an operator will not have to wait for critical information and will rarely have to wait for routine information.

The system must utilize an easily understandable user interface that optimizes efficiency and the viewing of critical data in real time. Users must be able to filter information according to their preferences utilizing the mouse, hot keys and/or command line functionality. All critical functions must be accessible via the keyboard, as mousing between entries is discouraged.

The system must be easily configurable and permit the System Administrator to create, update, and manage the key records and tables, dialog boxes, status monitors, and masks, as well as create, modify, and, print reports.

The proposed solution must adhere to City's technology standards. The standards are consistent with those being adopted by public safety entities throughout the country, as well as with the interoperability standards adopted by the US Federal government. The "City Technology Standards" is being provided as Attachment "IV" within this RFP.

MOTOROLA SOLUTIONS RESPONSE

Comply.

The system must be in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §792).

MOTOROLA SOLUTIONS RESPONSE

Exception. Although the system has the capability to meet the needs of individuals with special needs, it is not capable of accommodating an individual who is legally blind.

The City is increasingly adopting the .Net platform for new development and interfaces utilizing XML-based web services. Thin client applications are preferred. This consideration is critical for new and upgraded applications in the public safety arena where appropriate.

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1-4 Scope of Services

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The underlying IT Infrastructure (Network, Computer, Storage) must be built on the WINTEL Platform (current version minus one), the database should be MS SQL Server, and capable of virtualization with VMware's ESX hypervisor platform. The underlying storage must offer three tiers of block level storage; Solid-State Drive ("SSD"), Serial-Attached Storage ("SAS"), Serial AT Attachment ("SATA") and dynamically move data between each tier based on access frequency.

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

1.3   SERVICES

1.3.1   Project Management Services

Major City information technology projects, including the CAD, RMS and Mobile Replacement project, are managed by Consultant specific subject matter experts ("SME") and project managers reporting to the City Project Manager as the primary lead in this project. Project sponsorship is through business units and City resources for the project are staffed and managed through a matrix management project structure. A project steering committee will oversee the CAD, RMS and Mobile project. The City expects significant project management activities to include, but not be limited to, Project Scheduling, Risk Management, Cost Management, Change Control Management, Communications Management and on-site meetings as (and when) required.

Prior to contract signing, the Consultant shall prepare and submit to the City Project Manager for approval a Statement of Work to include;

a. Draft proposed schedule,
b. All features of Consultants base system that are available in the base system price
c. All features request via the functional matrix and the cost of each
d. Annual maintenance costs, and
e.   Final Implementation Plan

MOTOROLA SOLUTIONS RESPONSE

Comply.

A. A proposed project schedule detailing the tasks and timeline required for deployment has been included as Exhibit 5. The final schedule will be determined by the Motorola and City project managers after kickoff.

B. Motorola has included the Motorola Solutions PremierOne R4.4 Functionality Matrix (Functionality Matrix) for PremierOne CAD, Mobile and Records as Exhibit 6. This matrix

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documents the product features. If the City contracts with Motorola, functional system descriptions, provisioning, and user guides will be provided containing further details.

C. Motorola's response does not include any changes to our core code. Therefore, there are no individual features to price.

D. Annual maintenance costs have been included in the Pricing - Section 3.

E. Motorola has included as Exhibit 2 a Preliminary Project Plan discussing our deployment methodology. We have also included a Statement of Work detailing the tasks and responsibilities of both Motorola and the City for the successful deployment of this project.

1.3.2   Project Schedule

Consultant must provide draft project schedule in Microsoft Project format utilizing a Work Breakdown Structure ("WBS") format including resources and milestones. The intent of the City is to develop and maintain a shared project schedule that includes all Consultant and City tasks and activities. Implementation schedule should incorporate the major subproject implementation phases such as CAD, RMS, Mobile, etc.

MOTOROLA SOLUTIONS RESPONSE

Comply. A sample project schedule specific to the City requirements is included as Exhibit 5. The final project schedule would be determined by the Motorola and City project managers after kickoff. The project schedule can be made available in Microsoft Project format. Modifications to the final project schedule would be made using the Change Control process.

1.3.3   Consultant Project Staffing Plan

Given the high-profile nature of this project, the City expects best in class project management services from the Consultant. The City expects the Consultant shall work closely in conjunction with City's Project Manager. The City will only accept Consultant personnel who have significant and relevant experience with the Consultant's CAD, RMS and Mobile system and can show a successful track record at locations of similar size and complexity as the City.
Consultant shall:

a. Identity proposed staffing resources and level of effort for each major task. Consultant must also include an organization chart for proposed project personnel, including proposed sub-Consultants.

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1-6   Scope of Services

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MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola has included as Exhibit 7, a Sample Customer and Motorola Responsibility Matrix, which lists, at a high level, the tasks which must be completed. This spreadsheet includes responsibilities and level of effort for both Motorola and the City.

Motorola has included an organizational chart as Exhibit 8.

b. Describe expectation of City staffing resources and Level of Effort for each major phase, including expected skill set needed to successfully complete each task.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola has included as Exhibit 7, Customer and Motorola Responsibility Matrix, which lists, at a high level, the tasks which must be completed. This matrix includes responsibilities and level of effort for both Motorola and the City.

c. List key personnel that will be assigned to the project.

MOTOROLA SOLUTIONS RESPONSE

Motorola has assigned the following personnel as the planned project team. As assignments can vary, a final project team will be determined during contract negotiations. The following personnel are assigned to this project:

- Project Manager - Stefano Pallocci
- System Technologist - John Rushing
- Solutions Architect - Hui Chong
- Application Specialist (GIS) - Paula Acosta
- Application Specialists (CAD/Mobile) - Diana Wendt
- Application Specialist (Records) - Shannon McNew
- Application Specialist (Reporting) - Geremy Farrell

d. Provide resumes of all key staff that provides enough information to allow the City to evaluate their capability and qualifications to perform proposed tasks.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola has supplied resumes for the proposed team members in Exhibit 9.

e. Describe roles and tasks for all key personnel for each major phase of the project.

MOTOROLA SOLUTIONS RESPONSE

Comply.

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Motorola Team:

The Motorola Solutions Software Enterprise organization is comprised of business groups that support the development and implementation of complex public safety communications systems. Members of several of these groups are involved from the proposed solution conception through system completion.

The Motorola Solutions project team includes the project manager (PM) and subject matter specialists for each discipline (CAD, Mobile, Records, Records Mobile) and the various implementation activities

- SAs own the technical solution and have full responsibility for system design and performance, ensuring the technical integrity of the system design from contract throughout the entire project life-cycle. The SAs design the system and participate in the Contract Design Review (CDR) to confirm the system design meets the contracted requirements.

- ST's are responsible for staging and on-site installation of all system equipment, including establishing connectivity with the City's network(s) and external systems.

- The Application Specialists work with the City to perform business process reviews of dispatch, mobile, records management, case management, property and evidence to enable them to provide support and guidance to City regarding provisioning options and parameters that impact the functional usage of the system and conduct training.

- The GIS Application Specialist works with the City's GIS Administrator to perform data analysis of the current data, review new/additional data and assist the GIS Administrator in creating data requirements based on the CAD and Records operational needs. The GIS AS works with the CAD/Mobile and Records Application Specialists to be sure the GIS data is consistent with the defined provisioning approach.

- Other groups support the efforts of the core team to ensure the successful implementation of the PremierOne solution.

f.   Identify whether this is their major assignment, and a projection of other assignments they may be working on during the implementation period.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola has provided a planned project team in our RFP response. Our deployment teams are regionalized. Personnel have experience in delivering PremierOne systems in the State of California. This enables customer and deployment teams to be in the same time zone and region.

As timing of assignments is critical, a final team will be assembled during the contract negotiation phase. Motorola resources will be dedicated to the City project so that there is resource consistency. But the Motorola resources are not assigned exclusively to this project. Due to the nature of a PremierOne deployment project, resources are needed for varying amounts of time during the duration of the project. Any other assignments would be of a similar nature to the City project.

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g. Describe for all key personnel what percentage of time will be on project.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola has assigned the project manager for 50% of their time for the duration of the project. Motorola would be open to discussion if the City wants a fully dedicated resource. The additional project resources are assigned to specific tasks as needed. Motorola has included Exhibit 7: Customer and Motorola Responsibility Matrix which lists major tasks during the deployment period with an estimate of the time required by each Motorola resource for that task.

h. Provide information regarding who will be on site for each major phase of the project, and who will be remote.

MOTOROLA SOLUTIONS RESPONSE

Comply. Most tasks are performed onsite. Some GIS work, as well as some interface development, is accomplished remotely. The Motorola Project Manager will work with the City Project Manager as the final schedule is determined to make clear which tasks will be accomplished remotely so that the City always has a clear understanding of who is expected onsite at any given time during the deployment.

i. Provide the Consultant's escalation process of issues.

MOTOROLA SOLUTIONS RESPONSE

Comply. The escalation process addresses those situations when an agreement cannot be reached between the project managers and one or more of its stakeholders in a timely manner. The project managers may enlist the assistance of its stakeholders in the resolution of an issue to ensure the resolution represents the best interests of the project and its stakeholders.

The first level in the escalation path would be to the sponsor. If the issue cannot be resolved at that level within the defined time period, the issue is escalated to the executive level.

The project team should always strive to make decisions and address items at the lowest level possible; however, when a resolution cannot be reached, the item should be escalated to ensure a decision is made before it impacts the project.

Motorola Solutions Escalation Process

If there are issues that cannot be resolved with the project team:

1. The first level in the Motorola Solutions escalation path would be to the Project Manager.
2. If the issue cannot be resolved at that level within the defined time period, then the issue can be escalated to the Regional Resource/Program Manager.
3. If the issue cannot be resolved at that level within the defined time period, the issue can be escalated to the Director of Solutions Delivery,
4. If the issue cannot be resolved at that level within the defined time period, the issue may be escalated to the Vice-president of SPSS.

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j. Describe facilities and equipment that the City is required to provide on-site staff.

MOTOROLA SOLUTIONS RESPONSE

1. The City must provide building access to Motorola Solutions personnel to all facilities where the system is to be installed during the project. Temporary identification cards should be issued to Motorola Solutions personnel if required for access to City facilities. Access must be available twenty-four (24) hours a day during the course of this project.
2. As applicable to the PremierOne installation, assume responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.
3. Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
4. Ensure a safe work environment for Motorola Solutions personnel. If problems are encountered with hazardous materials, Motorola Solutions will immediately halt work and the City will be responsible for the abatement of the problem or Motorola Solutions and the City will jointly come to a mutual agreement on an alternative solution. Motorola Solutions will be excused from timely performance of its obligations pending such resolution.

k. Submit all Consultant personnel assigned to work on-site on the CAD, RMS and Mobile project to undergo a criminal history check. Off-site personnel may also be subject to a criminal history check. Please note that arrangements for required criminal history checks should be made in advance with appropriate City personnel. The City reserves the right to reject any personnel proposed by the Consultant for any reason. All key personnel will be required to sign a confidentiality agreement for access to sensitive data.

MOTOROLA SOLUTIONS RESPONSE

Motorola Solutions agrees and complies.

l. Ensure that support personnel proposed have the necessary level of training and experience with the application suite to ensure that the City is receiving expert-level support. The Consultant may be requested to provide the City with a listing of all certificates, training courses and other relevant evidence to document the level of expertise of proposed support personnel.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola is proposing a highly skilled and experienced project team, based in the Western region of the United States. The resumes of the primary team are included as Section 2: Experience / Qualifications Information.

In order to give the City a general understanding of the skill sets needed to deploy a PremierOne system, Motorola has also included actual job descriptions used in our hiring process as Exhibit 9: Job Descriptions.

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m. Understand that the Consultant's Project Manager is expected to coordinate and participate in all activities related to Consultant demonstrations.

MOTOROLA SOLUTIONS RESPONSE

Comply and understand.

1.3.4   Project Reporting

The Consultant shall participate, at a minimum, in a bi-weekly Project Meeting to report progress toward contract deliverables, update status from the previous reporting period, and advise current objectives, problems or delay issues, proposed corrections and other relevant information.

MOTOROLA SOLUTIONS RESPONSE

Comply and understand.

1.3.5   Project Status Reports

The Consultant's Project Manager shall provide, at a minimum, bi-weekly project status reports detailing relevant information to the City's Project Manager.

MOTOROLA SOLUTIONS RESPONSE

Comply and understand.

1.3.6   Implementation Management Plan

The City uses the Project Management Book of Knowledge ("PMBOK") as a guide for implementation of all projects. Please provide how the Consultant's implementation planning activities incorporate all of the major PMBOK phases: Initiation, Planning Execution, Monitoring & Control, and Closing. For each phase, Consultant shall:

a. Provide the Consultant's process to complete each major phase (i.e. CAD, RMS, Mobile, AFR, etc.);

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MOTOROLA SOLUTIONS RESPONSE

Comply and understand. Motorola is proposing concurrent deployment of the CAD/Mobile and Records phases of the project but is willing to discuss consecutive deployment if the City prefers. Exhibit 3: Statement of Work contains details of the various tasks required for each subtask within the phases, including deliverables for each.

b. Provide the Consultant's methodology to prepare servers (i.e., completed on-site or at the Consultant's location);

MOTOROLA SOLUTIONS RESPONSE

Comply and understand. The installation and configuration of the hardware and software are completed at Motorola Solutions location, per our processes and procedures.

c. Provide the Consultant's Deployment plan of all phases and why this methodology is being proposed;

MOTOROLA SOLUTIONS RESPONSE

Comply and understand. Motorola Solutions provides project managers, solutions architects, application specialists and system technologists focused on the design, deployment, and support of public safety systems. Our personnel have deployed PremierOne applications in hundreds of agencies and have developed the system integration expertise and methodologies to deploy mission critical systems for Public Safety agencies.

Our project team will be the City's partner for the entire duration of the implementation, from planning and designing the system in the proposal stage to deploying and integrating the solution as quickly, efficiently, and cost-effectively as possible without subordinating quality, cost or schedule.

The project management methodology to be used in this project is based on the principles of the Project Management Institute's Project Management Body of Knowledge (PMBOK) and Motorola Solutions' extensive experience in project implementation. It includes processes to guide initiating, planning, executing, controlling, and closing projects to ensure on time and on budget completion while meeting the quality expectations of the stakeholders.

The project will be implemented in accordance with this Project Management Plan that will be reviewed and updated during the planning phase of the project. The Project Management Plan defines the project scope, schedule, and quality expectations of the project, and to provide a comprehensive strategy for managing the project. This document, combined with the Statement of Work, Project Schedule, Training Plan, Acceptance Test Plan and Cut-over Plan comprise the documents that are collectively referred to as the Project Plan. Motorola Solutions will also work to create a transition-to-support plan. This will include a review of the contracted maintenance plan and introduce the customer to the Motorola Solutions Support organization.

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d. Provide the Consultant's Risk Management plan that shall be used to ensure successful implementation of all phases;

MOTOROLA SOLUTIONS RESPONSE

Comply and understand. Risk management is the systematic process of identifying, analyzing, and responding to project risks. It includes maximizing the probability and consequences of positive events, and minimizing the probability and consequences of adverse events to project objectives.

Risk Management Plan

A risk is considered to be an uncertain event that has the potential to affect project implementation. The practice of risk management is intended to plan and prepare for those possibilities and identify new potential risks throughout the duration of the project.

The process for flagging and managing risks is as follows:

- **Risk Identification** - This will be done by reviewing project documentation and by conducting brainstorming sessions with the project team. During the planning phase, an initial evaluation of risks will occur by the project team, led by the project manager. A project team member can identify new risks at any point during the project.

- **Risk Response Planning** - The risk index will be used to prioritize risks. The risks will be rated using the probability and impact as estimated and the risk trigger and owner will be identified for further monitoring of the risk.

- **Risk Monitoring & Control** - The risk owner will be responsible for monitoring the risk through the project execution and will report the status during every project management meeting. Any updates to the probability or impact of the risks will be communicated to the project manager of the project. When a risk occurs during the project it will be considered an "issue" and be handled according to the agreed response plan.

- **Risk Reporting** - The risk response plan will be reviewed and updated for change in probability/impact of the existing risks, new risks identified, and any risk that occurred with the status of the response in action. The risks will be reviewed regularly at project management meetings.

- **Change Requests & Lessons Learned** -   Any change to the project activities to mitigate a risk or workaround for an unidentified risk may generate change requests. These change requests will follow the procedures detailed in the Change Control section of this document. Any lessons learned will be documented in the lessons learned repository for the project.

e. Provide the Consultant's Quality Management plan that shall be used to ensure successful implementation of all phases; and

MOTOROLA SOLUTIONS RESPONSE

Comply and understand. At major project intervals prior to key project milestones, a Quality Review will occur that will verify the adherence to plan. Included in such reviews could be readiness for

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major delivery activities, including provisioning, training, installation and pre-cutover, as well as review of major project deliverables for completeness and adherence to the Statement of Work.

f. Provide any Change Management solutions provided by the Consultant that are a component of the proposal.

MOTOROLA SOLUTIONS RESPONSE

Comply and understand. Change Control is concerned with influencing the factors that create changes to ensure that changes are agreed upon, determining that a change has occurred, and managing the actual changes when and as they occur.

1.3.7　Training

The Consultant shall develop a training work plan and curriculum to be approved by the City project manager in conjunction with City personnel. The work plan should also include periodic follow-up and update training when a new release or version of any application is installed. The Consultant must develop a training plan and curriculum that specifies the required training and technical staff supporting the application. The Consultant's City-approved training schedule must be closely coordinated with City staff to coincide with the installation of the software and hardware. Upon acceptance by the City Project Manager, the Consultant shall implement said approved plan.

The City requires a hybrid training approach that utilizes both Consultant-supplied trainers, as well as a train-the-trainer capability. All initial CAD, RMS and Mobile training shall be performed by Consultant training City personnel as trainers. Thereafter, the Consultant shall shadow a training session conducted by the City trainers, who will become responsible for completing the rest of the training sessions. The shadow period is expected to run for one (1) class for each training type (dispatchers, records, field personnel and administrators).

The City requires an optional provision to have each of the dispatchers trained by the Consultant, as opposed to a train-the-trainer approach. This option will be determined at the time training is to commence and will be based on the comfort level of the project team.

The City will work with and assist the Consultant in the scheduling of the initial shadow training programs. The City shall provide space adequate for conducting the training and housing and securing the training equipment.

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Given the shift assignments of public safety personnel, training courses will often need to be scheduled outside of normal working hours, including weekends and evenings. In order to keep the training relevant to the ultimate system look-and-feel, as well as fresh as possible and still accommodate the necessary number of sessions, it is expected that training will not begin until after preliminary system acceptance and before cut-over, but in no case will begin longer than 30 days prior to the scheduled "Go-live" date.

If the system Go-live date is significantly delayed due to the Consultant's actions or faults, any repeat training sessions as determined by the City must be performed at no cost to the City.

With some exceptions (e.g. System Administration training), classes will contain no more than 6 trainees for CAD training and no more than 12 trainees for RMS and Mobile systems and will not last longer than eight hours.

The Consultant shall be responsible for providing training materials and take-away documents such as user manuals and user guides and cheat sheets to adequately perform the initial training and provide follow-up reference material for the trainees. These documents should also be provided in an electronic format.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola considers training to be an extremely important aspect of the system installation and requires working closely with the City.

Motorola has included Exhibit 4: Training Plan, which details all of the training classes included in our proposal. This includes the target audience for each class as well as any prerequisites needed for successful completion. Motorola is using a train-the-trainer approach for the City's CAD, Mobile and Records instructors. Motorola has also included shadowing of the first City-conducted end user classes for CAD, Mobile and Records. Motorola's solution also includes an option to train the City's dispatch personnel.

Motorola and the Customer shall mutually agree to training schedules to accommodate the Customer's shift operations and other site-specific requirements. Evening courses will end by 11:00 p.m.

Motorola is proposing to provide training materials and user guides in electronic format, allowing the City to replicate them as needed for internal purposes. The CAD, Mobile and Records clients also include on-line help, allowing the user to reference specific commands and functions as needed.

In addition to the classes for trainers, Motorola has included a comprehensive list of courses for those who have specific tasks which require training.

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Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not To Exceed (hours) per Class
PremierOne CAD/Mobile Client Installation	4	1	4	Customer	8
PremierOne CAD/Mobile Provisioning Training	6	1	6	Customer	40
Importing GIS Data into PremierOne	4	1	4	Customer	24
PremierOne Computer Aided Dispatch Train-the-Trainer	12	1	12	Customer	40
OPTION: PremierOne Computer Aided Dispatch End User **	12	2	12	Customer	40
PremierOne Mobile Train-the-Trainer for Law Agencies	12	1	12	Customer	8
PremierOne CAD/Mobile/Records System Administrator	4	1	4	Customer	24
SSRS Report Builder Training in PremierOne for CAD/Mobile	6	1	6	Customer	24
Intelligent Data Discovery in PremierOne CAD	6	1	6	Customer	24
PremierOne Records Provisioning Training	6	1	6	Customer	48
PremierOne Records Train-the-Trainer	12	1	12	Customer	40
PremierOne Records Advanced Configuration Tool (ACT) Training	4	1	4	Customer	40
SSRS Report Builder Training in PremierOne for Records	6	1	6	Customer	24
Intelligent Data Discovery in PremierOne Records	4	1	4	Customer	24
**If PremierOne CAD End User Training is purchased, the task of shadowing the City trainers will be repurposed into an End User class, requiring only 2 more End User classes to cover the Dispatch and Supervisory personnel.					

See our response to items a - h below, where we have summarized the classes suitable for each group.

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The Consultant must provide a comprehensive training program minimally covering:

a. PSAP personnel user training;

> ### *MOTOROLA SOLUTIONS RESPONSE*
> - PremierOne Computer Aided Dispatch Train-the-Trainer
> - Option for End User training

b. Police field personnel;

> ### *MOTOROLA SOLUTIONS RESPONSE*
> - PremierOne Mobile Train-the-Trainer for Law Agencies

c. Agency-Based supervisory personnel;

> ### *MOTOROLA SOLUTIONS RESPONSE*
> - PremierOne CAD/Mobile Provisioning Training
> - PremierOne Computer Aided Dispatch Train-the-Trainer
> - PremierOne Records Provisioning Training
> - PremierOne Records Train-the-Trainer

d. Standard and ad hoc reporting;

> ### *MOTOROLA SOLUTIONS RESPONSE*
> - SSRS Report Builder Training in PremierOne for CAD/Mobile
> - SSRS Report Builder Training in PremierOne for Records
> - Intelligent Data Discovery in PremierOne CAD
> - Intelligent Data Discovery in PremierOne Records

e. Records personnel

> ### *MOTOROLA SOLUTIONS RESPONSE*
> - PremierOne Records Train-the-Trainer (City to train end users)

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f. CAD/RMS/Mobile system administration (including Consultant supplied Interfaces); We provide basic Sys Admin training, if provided in the contract, to include P1 Software and infrastructure.

> ### MOTOROLA SOLUTIONS RESPONSE
> * PremierOne CAD/Mobile/Records System Administrator
> * PremierOne CAD/Mobile Provisioning Training
> * PremierOne Records Provisioning Training

g. CAD technical Operations; and

> ### MOTOROLA SOLUTIONS RESPONSE
> * PremierOne CAD/Mobile/Records System Administrator

h. GIS Functions and Operation I know that GIS training is provided, but only as it specifically pertains to P1 requirements (i.e.: we don't provide basic GIS training).

> ### MOTOROLA SOLUTIONS RESPONSE
> * Importing GIS Data into PremierOne

1.3.8   Data Conversion

It is the City's desire to have historical data from CAD and RMS systems accessible, resident or not, within the new CAD, RMS and Mobile solution. It is imperative that all historical data is either archived or maintained in a manner that allows querying of the data from the new proposed system or is converted and added to the new proposed system.

Consultants are encouraged to use their expertise in this area to provide the City applicable options in the form of a Data Conversion. The City understands there may be many methodologies available to manage legacy data in a cost-effective and user-friendly manner. The City is seeking to migrate the following data from the legacy systems.

a. Incidents,

b. Incident Premise History,

c. Case Reports,

d. Case Narratives,

e. Case Persons,

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f.   Case Property,

g.   Case Vehicles,

h.   Arrests and Associated Booking records,

i.   Case Attachments,

j.   Historical Case Report Requests,

k.   Field Interviews,

l.   Citations Data and Attachments,

m.   Accident Reports and Attachments,

n.   Pawns

o.   Equipment Lists,

p.   Personnel Data,

q.   Master Name Index,

r.   Master Property Index, and

s.   Master Locations Index,

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola Solutions portfolio of products has both the ability to query legacy data as well as data conversion.

As part of our response we are including the quote for the query of legacy data and are also including the optional pricing for Convert on Demand as well as Full Data Conversion. Please refer to the Exhibit 1: System Description and Exhibit 3: Statement of Work for more details.

The Consultant shall include a description of all Consultant and City processes and activities required to successfully migrate legacy data from the legacy systems into the Consultant's proposed solution. The study should include the following:

a.   The Consultant's proposed data conversion process;

MOTOROLA SOLUTIONS RESPONSE

Motorola Solutions recommends a legacy query interfaces for access to the City's legacy CAD and RMS data.

b.   Specific functionality and features of the proposed solutions(s). For example, precise information how City personnel would access the historical data;

MOTOROLA SOLUTIONS RESPONSE

Historical data would be available by the means of a query.

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c. Specific roles and responsibilities for proposed City resources, as well as recommended skills of personnel required to perform City tasks;

MOTOROLA SOLUTIONS RESPONSE

This data will be extracted from the existing CAD and RMS system by the Irvine PD and be incorporated into an SQL data warehouse that can be accessed via standard SQL tools. The PremierOne system will query the data warehouse for information regarding this data, during normal operations.

d. Specific roles and responsibilities for proposed Consultant resources, as well as recommended skills of personnel required to perform City tasks;

MOTOROLA SOLUTIONS RESPONSE

Motorola has listed the roles and responsibilities of its own personnel in our response to Item 1.3.3.f above.

The City's core project team should consist of a PM, a transformation lead, an application administrator, system administrator, subject matter experts (SMEs) from each primary discipline (CAD, Mobile, Records, etc.) who will become system "super users" and who are empowered to make provisioning decisions on behalf of the agency, a GIS administrator, IT personnel, and training representatives. Note that in some cases, one person may fill more than one role. The project team must be committed to participate in activities for a successful deployment. Team member roles are generally described below:

- The PM shall be the business representative and primary point of contact and is responsible for coordination of resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings, approve deliverables, provide status information to the Motorola Solutions PM, and generally oversee the execution of this plan.

- The application administrator(s) will participate in overall implementation and training activities to gain an understanding of the software, interfaces and functionality of the system. This/these resources will participate with the SMEs during the business process review, provisioning process and training and should have the authority to making global provisioning choices and decisions, and will be the point(s) of contact for reporting and verifying problems and maintaining provisioning. This includes obtaining inputs from other user agency stakeholders related to business processes and provisioning.

- The system administrator will be engaged in activities related to the installation and maintenance of the system infrastructure and equipment, networking, and software deployment.

- The transformation lead, who may or may not be your project manager, must be able to holistically represent your organization and be able to work cross functionally between Motorola Solutions, your organization and all stakeholders involved in the deployment of your new system. The transformation lead must be empowered to acknowledge the resource and time commitments required of your organization and authorize Motorola Solutions to proceed with scheduling the Project Kickoff event.

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- The SMEs (super users) are the core group of users that will be involved with the business process reviews and analysis, the provisioning process, including making global provisioning choices and decisions, and training. These members should be experienced users in the working area(s) they represent, i.e. dispatch, patrol, records management, investigations, etc. and should be empowered to make decisions related to provisioning elements, workflows, screen layouts, etc.

- The GIS administrator provides GIS data in the correct schema and develops, maintains and updates GIS data elements for use on the PremierOne server, CAD consoles and mobile units. The GIS administrator must have an in-depth knowledge (preferably 3-5 years of working experience) of ArcGIS to include ArcMap, ArcCatalog and ArcToolbox. They should have a working knowledge of MXD creation. It is highly recommended that the GIS Administrator also have a working knowledge of database structure, SQL, SQL Management Studio and the CAD dispatch process.

- IT personnel provide required information related to LAN, WAN, wireless networks, server and client infrastructure and must also be familiar with connectivity to internal, external and third party systems to which PremierOne will interface. These resources will be responsible for assisting with the implementation of the system equipment, maintaining the system infrastructure, performing backups, Windows/firmware updates, and other system administration and maintenance activities.

- Training representatives will be the point of contact for the Motorola Solutions AS when policy and procedural questions arise, act as course facilitators and are the City's educational monitors.

- Additional resources, such as trainers and database administrators may also be required. One or more resource with a background in public safety and with a familiarity with information technology are appropriate for developing modules. For example, a resource with a background in public safety and with a familiarity of information technology is appropriate for developing modules in Records and resources that will be responsible for ad-hoc reporting should have experience with database reporting experience.

- User agency stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the contracting/primary agency. These resources will provide provisioning inputs to the SMEs if operations for these agencies differ from that of the core agency.

Motorola has also included Customer Personnel Resource Requirements as Exhibit 11. This attachment gives more detail on specific tasks.

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e. Qualification, experience and resumes of Consultant staff proposed for the Data Conversion Task;

MOTOROLA SOLUTIONS RESPONSE

Motorola is proposing a query to the City's data rather than a full conversion. The resource who would handle this task is the Solution Architect, Hui Chong, whose resume is included in Section 2: Experience / Qualifications Information.

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f. A description of the Consultant's proposed automated data conversion tools;

MOTOROLA SOLUTIONS RESPONSE

Motorola Solutions welcomes the opportunity to discuss further and analyze the legacy data for a detailed quote for data conversion.

g. Recommended solutions for end-users to access non-migrated legacy data via integrated system or separate queries;

MOTOROLA SOLUTIONS RESPONSE

Motorola is including an additional data warehouse as part of the quote to store legacy data and make it available via queries.

h. Recommended storage location for non-migrated legacy data;

MOTOROLA SOLUTIONS RESPONSE

Motorola is including an additional data warehouse as part of the quote to store legacy data.

i. Any prior data conversion experience with the City's legacy systems. Please list the relevant projects, the versions involved, and provide contact information for the clients. We are particularly interested in projects that involved the proposed Data Conversion personnel; and

MOTOROLA SOLUTIONS RESPONSE

Motorola Solutions is currently working on converting Nassau County, NY.

j. The Consultant shall include a description of its process for implementing data conversion and archiving legacy data.

MOTOROLA SOLUTIONS RESPONSE

This data will be extracted from the existing CAD and RMS system and incorporated in to a SQL data warehouse that can be accessed via standard SQL tools. The PremierOne system will query the data warehouse for information regarding this data, during normal operations.

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Consultants shall provide pricing estimates and recommended methodology for conversion based on converting ten years of data from Hexagon's I/CAD, ILEADS and Hyland's OnBase

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

1.3.9   Operational Migration Plan

The migration from one CAD, RMS and Mobile system to a new one can present significant threats to the health and safety of the public and first responders if problems arise. The City data CAD cutover will take place in its existing Communications Center and will require an extraordinary level of coordination and staging to avoid impacting existing operations.

Cut-over activities shall be approved in advance by the City. A cut-over working group composed of City, CAD, RMS and Mobile Consultant and other relevant personnel will be formed to develop a detailed migration plan and the actual execution of the CAD, RMS and Mobile system cut-over.

MOTOROLA SOLUTIONS RESPONSE

Motorola agrees and complies. Motorola Solutions will assist the Customer in the transition of live operations from the Customer's legacy system to the PremierOne system. Following the conclusion of System Acceptance Testing, we will work with the Customer to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola Solutions and Customer resources and staffing
- Pre-cutover tasks/activities that need to be performed leading up to the cutover
- Readiness review meetings
- Contingency/roll-back plans
- Cutover tasks and responsibilities
- Post cutover support resources and schedules
- Issue reporting process
- Escalation process

Further information about the planning, preparation and cutover process is included in Exhibit 3: Statement of Work. Motorola has also included a PremierOne Sample CAD and Records Cutover Plan as Exhibit 12.

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1.4   GENERAL SOFTWARE REQUIREMENTS

1.4.1   GIS Requirements

The City uses an ESRI GIS database. Consultant must interface with this database to develop the geo-file required for the proposed systems. The interface should be designed to load an initial file from the City's GIS and to also periodically enable updates of CAD, RMS and Mobile system's geo-file from the City's GIS database. The Consultant must provide the tools necessary for City GIS staff to perform the geo-file creation and upload process. Specific details of the City's GIS Services are outlined within this RFP in "Attachment "V", City GIS Services"

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola Solutions PremierOne uses Esri ArcGIS technology, with embedded client and server components and plug-ins to ArcGIS editor tools for GIS editing and processing.

Geo-spatial data is uploaded to the system through tools implemented within ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables.

1.4.2   Browser Based Functionality

The proposed solution must include browser-based functionality. This functionality allows authorized staff to access the system from non-dispatch or call taking terminals utilizing a thin or thick client. The browser-based functionality must include:

MOTOROLA SOLUTIONS RESPONSE

Comply with our alternative Low Use CAD license. Our PremierOne suite of applications currently does not support a browser-based client. As an alternative to a browser-based client, Motorola has included our PremierOne Low Use CAD licenses to provide a cost-effective solution for authorized staff to access the PremierOne CAD system from non-dispatch or non-call taking terminals.

In 4th Quarter 2019, Motorola's first CAD Cloud Client will be released. Motorola will entertain discussions if the City prefers moving to the CAD Cloud Client as opposed to the proposed Low Use PremierOne CAD license.

a.   The ability to see all CAD activity in real time;

MOTOROLA SOLUTIONS RESPONSE

Comply with our alternative Low Use CAD license.

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b. The ability to see the CAD GIS map, including available units, units on calls, calls holding, active calls, etc.;

MOTOROLA SOLUTIONS RESPONSE

Comply with our alternative Low Use CAD license.

c. The ability to send and receive messages within the system, including individuals, units, dispatch positions, call taking positions, etc.; and

MOTOROLA SOLUTIONS RESPONSE

Comply with our alternative Low Use CAD license.

d. The ability to access information within the system, including all call information, all unit information, all timestamps, all AVL/GPS data and routing information to any location.

MOTOROLA SOLUTIONS RESPONSE

Comply with our alternative Low Use CAD license.

1.4.3   Data Purging

The system must have a purge facility that will off-load data from the servers for archival storage, access, and/or destruction. Purging must be administrator-configurable by multiple parameters. All purges must be subject to strict audit tracking and reporting and must occur while the system is fully operational, without degradation of performance.

MOTOROLA SOLUTIONS RESPONSE

Comply. In PremierOne there are two separate and distinct purge operations. One is the purge of CAD data from the production online database, and the other is the purge of data from the CAD Reporting Data Warehouse. PremierOne is architected with a separate and distinct Reporting Data Warehouse to buffer the operational CAD System from the impact of queries, reports, etc.

PremierOne CAD unit and incident data is copied from the production database to a reporting database warehouse (RDW) in "near real time." This information is used to create reports without

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interfering with the production system. The purge of the databases occurs separately, although the process for configuring the purges is a similar process.

PremierOne allows authorized personnel to configure Purge Options. Options can be set by individual agency. Purges can be set for "immediate clean up" or on a recurring schedule. In most operations the record retention period is different for each database, with the data in the RDW being kept for a longer period of time for statistical purposes.

1.4.4   Back-up and Recovery

The Servers Must Have An Appropriate Automated Back-up Capability For System And Application Back-up And Transactional Level Recovery. Back-up Media Shall Be In A Format Suitable For Convenient Off-site Storage. The System Must Provide Differential Back-up Schedules For Various System Components And Be Configurable By The System Administrator. Incremental And Full Back-up Capabilities Must Be Provided. All Back-up And Recovery Processes Must Be Subject To Auditing And Reporting. System Back-ups Must Be Accomplished Without Taking The Application Out Of Service And Without Degradation Of Performance Or Disruption To Operations.

The City Desires To Utilize Its Existing Backup System To Perform All Necessary Backups Providing For Full-restore Should An Event Occur That Requires It. A Full Restore Means That All Primary And Ancillary Systems That Are Being Backed Up Are Restored And Fully Functional. If Specific Backup Parameters Are Required By The Consultant, Please Describe Those Requirements In Detail. If The Proposal Includes Backup Alternatives, It Is Required To Specify The System, Cost, And Methodologies That Will Be Used To Accomplish The Back-up And Recovery Of The System.

The City's Current Back-up And Recovery Software And Process Is More Fully Described In The "city Technology Standards" Being Provided As Attachment "iv" Within This RFP.

MOTOROLA SOLUTIONS RESPONSE

Comply. The backup and restore strategy used by the PremierOne system is based on a combination of database backups and system configuration file backups only; image or file based backups of the entire system are not performed, and image snapshots are not supported.

Database backups are scheduled as jobs in SQL Server with nightly full backups, daily differential backups, and transaction log backups every five minutes. These backups are stored on the SAN, and the full and differential backups are copied off to a separate storage location soon after being written to the SAN.

Additionally, a copy of configuration files stored on an application server are copied to the separate storage location nightly. We would remove our disk-based backup appliance from your PremierOne system design and work with you to automate transfer of the full and differential backups to a storage location on your network which you could further copy or transfer as desired. VM backups are not supported, as they interrupt normal functionality.

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1.4.5   CAD Stand-alone Mode

The CAD workstations must have the ability to operate in a stand-alone, off-line mode in the event the CAD servers become unavailable. at a minimum, the system must provide the ability to track basic unit availability and status information in a standalone mode.

MOTOROLA SOLUTIONS RESPONSE

Comply with modification. PremierOne CAD functionality allows users to work offline in the event of connectivity or server failure and the capability to continue to work offline in the event the failure occurs in the middle of a session, without data loss, and to upload saved offline data when connectivity is re-established. Offline mode allows the entry, saving, and retrieval of data when the primary system is unavailable. The intent is to provide the user with a "data view only" of the information available on their workstation at the point in time when it lost connection to the system. Offline mode is an automatic occurrence, and the user does not have the ability to manually place their client into offline mode.

However, the user does control the return of his or her client to online mode once the system indicates that online mode is available. In order to help prevent confusion about which mode the user is in, the system provides indicators showing that the client is operating in offline mode.

PremierOne CAD will alert the user that the system is available for normal online use. Prior to resuming online operation, PremierOne CAD will prompt the user for re-authentication and will pre-populate the user's last known sign on coverage information. The user has the option to modify the sign on coverage information. Upon returning to online mode, if the user attempts to edit information displayed in offline mode, PremierOne CAD will require the user to re-display the incident. This requirement ensures that the information that is about to be edited is the most recent saved information.

The ability to track unit availability and status during offline mode is not available.

1.4.6   Automatic Update of Workstations/MDCs

All software updates to both desktop CAD and RMS workstations and MDC computer terminals must be accomplished through an automated network facility and not require a technician to perform a manual procedure on each workstation/MDC. This update utility must be configurable by multiple parameters, e.g., workstation type, and able to support the scheduling of update activities in batch and non-batch modes. A summary report is required, documenting the results of the update activity.

MOTOROLA SOLUTIONS RESPONSE

Comply. The PremierOne CAD and Mobile Solution includes an integrated client software deployment service. This service includes an intranet-based web User Interface allowing

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administrators to upload software for deployment to clients, deploy software to client workstations and MDCs immediately or on a schedule, deploy in batch and non-batch modes, and review the status of past and ongoing client deployments. This service requires initial installation of a small application which acts as an agent, communicating regularly with the deployment service and performing software downloads and installations in the background with unobtrusive progress indications to the user. After the initial agent installation, future updates do not require a manual procedure on the workstations or MDCs. Additionally, the PremierOne solution includes a software deployment utility that can be used to fully customize client installations, configurable by many parameters, to meet the needs of various groups of devices and users as well as simplify and streamline remote updating of map files.

The PremierOne RMS client leverages Microsoft "Click Once" technology for deployment. Initial client application installation requires to be done by an administrator. Subsequently users wishing to launch the application only need standard user privileges on the Windows workstations and do not require elevated security privileges such as power-user or administrator. When the user launches the application, PremierOne Records checks for any program updates and automatically updates the client. PremierOne Records provides the reduced maintenance costs of a browser based client with the benefits of a rich client.

1.4.7   Data Integrity

The system must ensure the integrity of the data which it maintains. Interruptions in processing due to incidents such as aborted transactions, hardware failures, or network unavailability must not result in inaccurate or inconsistent data in the system. If data transfers occur, the system must provide a method of audit validation to ensure that all data sent was received in the target application.

MOTOROLA SOLUTIONS RESPONSE

Motorola understands and complies. The PremierOne platform was designed from the ground up to offer a highly available and highly repeatable system which ensures data reliability and integrity. The solution has been designed as a whole, from the business logic layer through the data storage layer to the hardware platform to provide checks to all data read or written, to audit all transactions and actions taken and to provide health checks through the stack for maximum protection of the data.

1.4.8   Coding

The system shall be developed utilizing a current programming language such as .NET Framework, ASP.NET MVC, or other language acceptable to the City. The City requires Consultants to actively advance development technologies as provided by industry standards and not maintain any portion of the proposed solution with technology that is outdated, end of life, end of support, etc. The Consultant must disclose the programming language used in the proposed solution.

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MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne is developed using C# over the Windows .NET Framework, .NET Framework and its associated development tools. Comply.

1.4.9   Scalability

Future requirements for regional cooperation and interoperability will only increase. Since this may result in the system being subjected to a greater than normal amount of traffic, the system must be able to scale up to handle the additional load without any performance impact, specifically on the CAD operations. Increased loads of up to 50 percent may be the result of temporary surges based on a major event. Also, the need may arise to permanently increase the standard capabilities of the system. The former will be handled by building in excess   capacity over historical trends, the latter by seamlessly adding hardware and software components to adapt to the new workload. Adding or upgrading hardware components must   be accomplished without bringing the system down or negatively affecting its performance.

MOTOROLA SOLUTIONS RESPONSE

Understood. Motorola understands that the worst time to experience performance degradation is when major events occur. Our testing and sizing methodology recognizes this. Our standard performance test involves loading a system to four times the expected call volume with only half of the system hardware available. The proposed PremierOne CAD solution is based on this methodology. We assumed a normal call volume of 187,000 and have sized the system to scale to 250,000.

While Motorola Solutions accounts for both temporary and permanent increases in load as part of the PremierOne design, substantial change or increase in usage (additional agencies, additional requirements for data gathering or storage, etc.) might require to permanently increase system capacity. Through the use of virtualization and modular COTS components additional hardware and/or virtual application servers can be added to expand capacity system typically with no downtime. However, there may be unforeseen circumstances over time which may preclude this in every scenario.

1.4.10   Flexibility

The system shall be able to retain its performance levels when adding additional users, functions and data. The solution functionality and associated business rules must be able to be configured with the use of applications or functions that do not require "code" modifications. The screens shall be highly configurable, providing ability to reposition and rename field labels, remove or "turn-off" unused fields, maintain data, and allow the addition of user-defined fields. The system shall provide the ability to create and/or modify business rules.

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MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne CAD is highly configurable and does not require code changes to add personnel or modify what fields are displayed in areas, such as status monitors. The system administrator or person(s) granted security permissions may perform this configuration. PremierOne also supports re-labeling fields in monitors. As an example, if the City refers to an incident type as "code type", the monitors may reflect accordingly. This is just one example of re-labeling a given field in a monitor. Through screen tailoring, Motorola has the ability to hide given fields within forms.

The ability to configure PremierOne Records product using the PremierOne Records Advanced Configuration Tool (ACT) to meet the needs of the agency without custom programming is one of the system's most powerful capabilities. ACT provides agencies with the benefits of a COTS application while still being able to be configured to meet agency specific data collection needs.

PremierOne Records is unique in its ability to allow the creation of agency specific modules. Using ACT in case folders, System Administrators can also add subfolders, configure fields to index, configure the fields that appear in the module data grid and Search view, configure the Display view, and define Output formats. Configuration changes made via ACT are maintained during upgrades.

1.4.11   System Reliability/availability and Access

The public safety mission requires consistent operations, at a minimum 99.999% up time. Routine maintenance or administrative procedures must not require system "down-time" or a re-start to take effect.

MOTOROLA SOLUTIONS RESPONSE

Comply with Clarification. The PremierOne Service Oriented Architecture is architected to a 99.999% target which enables high availability of the PremierOne CAD and Records application software. The PremierOne approach to high availability involves increasing the reliability of the system by using redundant components that will keep the system functioning in case of an individual component failure. The following represent some of the components that enable high availability:

A. Microsoft System Center Operations Manager (SCOM) monitors PremierOne services, database components, disk usage and Windows performance counters. It provides a single interface that shows state, health and performance information of the PremierOne system. SCOM will generate alerts when it sees potential issues based on thresholds configured, and is configured to take proactive action to restore service health if needed.

B. SolarWinds is used to monitor network, F5, storage, firewall and switches.

C. Multiple database servers leveraging SQL Always On to increase the availability of the database. SQL Always On also improves the availability of the production database during upgrades.

D. Use of multiple applications servers in a load-balanced pool, allowing for uninterrupted service even in the case of complete failure of an application server.

E. Redundant Switching, redundant Firewalls (Active/Passive), redundant physical hosts with distributed VMs, and redundant load balancing virtual appliances.

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While the architectural design of PremierOne enables high availability, each individual system is reliant upon environment variables beyond Motorola Solutions control that impact system performance and availability. As such Motorola Solutions cannot assure specific up-time availability.

1.4.12   System Administration

The proposed solution must provide a suite of system administration tools to support the effective ongoing operation of the systems. The full suite of system administration tools shall be available to appropriate City personnel. System administration capabilities, at a minimum, must include the ability to:

a.   Create and maintain user and group accounts;

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

b.   Integrate with Active Directory to allow for single sign on;

MOTOROLA SOLUTIONS RESPONSE

Understood. We integrate with active directory for username and password authentication.

c.   Manage security (as described below);

d.   Manage back-up and recovery processes;

MOTOROLA SOLUTIONS RESPONSE

Comply with clarification. Motorola system supports customer controlled backup but requires Motorola support personnel to be involved with the recovery process.

e.   Monitor and tune system performance;

MOTOROLA SOLUTIONS RESPONSE

Understood and comply. However, we recommend system performance adjustments to be done by Motorola Support personnel.

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f. Install and configure hardware;

MOTOROLA SOLUTIONS RESPONSE

Understood and comply. However, we recommend installation and configuration of server hardware be done with the help of Motorola Solutions Support personnel.

g. Install and configure software/updates;

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

h. Interface with ESRI Web Services and google maps for updating CAD geo data;

MOTOROLA SOLUTIONS RESPONSE

Exception. Due to the need for high availability, we do not currently support the use of external services for map display. Address validation information may come from many sources (Esri compliant), but it is stored on an SQL database server.

i. Monitor and maintain interfaces;

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

Information regarding maintenance of each of the interfaces will be made available when the system goes live.

j. Schedule procedures (staff, assignments);

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne CAD allows for scheduled placement of personnel assigned to a roll call to be placed on duty. Additionally, a variety of reports and notifications can be automated and scheduled.

k. Schedule report distribution;

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

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l.   Manage disaster recovery procedures;

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand. We recommend involvement of Motorola Support Personnel during disaster recovery.

m.   Configure alerts;

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

n.   Organize and maintain system documentation; and

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

o.   Perform remote management.

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

The systems must allow the System Administrator to configure by jurisdiction, agency, or user group the display of all available information, including maps, status screens, event forms, call entry screen, dispatch screens, and pull-down menus. Changes to one agency/jurisdiction/user- group configuration must not affect any other agency/jurisdiction/user-group configurations.

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand. PremierOne supports different configurations per agency including response configurations that are very detailed. Responses may be configured at the agency, area, sector, beat, or location level. This provides agencies the ability to have different look and feels to various forms throughout a PremierOne system. Administrators may also configure status screens down to the agency, role, or user level. The look and feel to forms within the CAD application itself (call entry form/dispatch form) are normally configured by Motorola, through a process known as screen tailoring. When making configurations, changes to one agency/jurisdiction, does not affect changes to another agency/jurisdiction.

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The System Administrator must be able to modify the layout and data elements displayed on all Consultant supplied forms and screen masks, and the ability to create macros or shortcuts for common user functions.

MOTOROLA SOLUTIONS RESPONSE

Comply. Function keys can be mapped to various commands and functions in CAD. Additionally, custom commands can be configured to accommodate more involved command sequences. Certain field labels can be renamed by the administrator to match the agency naming nomenclature. Motorola also offers screen tailoring to adjust the layout to best perform during daily operations.

The System Administrator or other authorized user must also be able to add a report, macro, or function to the application menu and add new data elements to forms or report formats.

MOTOROLA SOLUTIONS RESPONSE

Comply. The ability to configure the PremierOne Records product using the PremierOne Records Advanced Configuration Tool (ACT) to meet the needs of the agency without custom programming is one of the system's most powerful capabilities. ACT provides agencies with the benefits of a COTS application while still being able to be configured to meet agency specific data collection needs.

PremierOne Records is unique in its ability to allow the creation of agency specific modules. Using ACT in case folders, System Administrators can also add subfolders, configure fields to index, configure the fields that appear in the module data grid and Search view, configure the Display view, and define Output formats. Configuration changes made via ACT are maintained during upgrades.

Additionally, custom reports can be generated using the included SSRS tool.

All system administration procedures must be supported by a detailed logging, auditing and reporting capability.

MOTOROLA SOLUTIONS RESPONSE

Comply. The PremierOne suite of products allows for a variety of levels of both permanent and temporary logging and auditing.

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1.4.13   Database Administration

The full suite of database administration tools and capabilities for the system must be available to the City. These include, but are not limited to, the ability to:

    a.   Alter on-screen field attributes, i.e., positioning, labels, drop-down lists;

MOTOROLA SOLUTIONS RESPONSE

Comply. Custom screen tailoring is available.

    b.   Specify edit and validation checks on fields;

MOTOROLA SOLUTIONS RESPONSE

Comply. Edit and validation checks are part of the solution where appropriate.

    c.   Modify content of drop-down lists; radio button lists, etc.;

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne Suite of products through provisioning allows for modification of drop down list items which for example can be configured to control items such as incident types, priorities, sub-types. Radio buttons for example may be associated with a unit's primary capability.

    d.   Perform system diagnostics;

MOTOROLA SOLUTIONS RESPONSE

Comply. Microsoft SQL server includes built in diagnostic tools, additionally, databases are continuously monitored through Microsoft System Center Operations Manager.

    e.   Monitor and tune database performance;

MOTOROLA SOLUTIONS RESPONSE

Comply. Microsoft SQL server includes built in diagnostic tools, additionally, databases are continuously monitored through Microsoft System Center Operations Manager.

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f. Perform database back-up and recovery;

MOTOROLA SOLUTIONS RESPONSE

Comply. Microsoft SQL server includes built in backup and recovery tools.

g. Execute queries;

MOTOROLA SOLUTIONS RESPONSE

Comply. Administrators can run queries against the database either direct or through the use of reporting tools.

h. Download data directly into Microsoft Excel, Microsoft Access, and SQL Server format;

MOTOROLA SOLUTIONS RESPONSE

Comply. Data can be downloaded directly to Microsoft Excel, Microsoft Access, and SQL Server format using standard SQL function within the Microsoft SQL Server.

i. Support integration via web services;

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola's suite of products allows for deployment of interfaces that utilize web services.

j. Configure alerts; and

MOTOROLA SOLUTIONS RESPONSE

Comply. Monitoring and alerting is managed through Microsoft System Center Operations Manager.

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k. Log and archive all database activity.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola will configure SCOM to monitor all appropriate database activity.

Database imports and exports must be accomplished with minimal impact on system performance and must maintain the integrity of all relational linkages. Import/export tools must support both automated and ad hoc operations.

MOTOROLA SOLUTIONS RESPONSE

Comply. These requirements can be accomplished using the included Microsoft SQL tools.

All database administration procedures must be supported by a detailed logging, auditing and reporting capability. Changes to one agency/jurisdiction/user-group configuration must not affect any other agency/jurisdiction/user-group configurations.

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne suite of products allows for a variety of levels of both permanent and temporary logging and auditing.

1.4.14   Security

A mission-critical application affecting the safety of the public, as well as the City's first responders, the system must be supported by robust security controls. Security considerations to be addressed minimally include: hardware and networks; application security; user identification and authentication; and multi-jurisdictional considerations.

Multiple firewalls, encryption, anti-virus software, intrusion detection, advanced authentication for remote users and LDAP authentication are all utilized within the existing City's systems. Software must support the City's virus scanning software.

All hardware implemented within the City networks must go through a security review and be certified by the City Information Services Manager for compliance with the City standards.

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MOTOROLA SOLUTIONS RESPONSE

Comply. The PremierOne Solution is designed with layered security mechanisms throughout. Some of the security controls include:

- All PremierOne server and network infrastructure is protected by redundant firewalls controlling all traffic into and out of a separated network dedicated to the PremierOne system.

- The PremierOne network behind these firewalls is on a separate, dedicated Active Directory Domain, which controls individual administrator access independent of any PremierOne™ application access.

- All network traffic, including client to server traffic, is encrypted to FIPS 140-2 standards compliance.

- Application users are uniquely identified and authenticated through encrypted credentials stored in the PremierOne database or through integration with your Active Directory.

- Specific application permissions can be controlled at many levels such as by user, user role, device, and time of day / day of week access restrictions.

- Each agency in a multi-jurisdictional environment can choose to allow other agency users granular application permissions related to their jurisdiction, to include not allowing any access to that jurisdiction's data.

- We support anti-virus software as long as the anti-virus supports exceptions.

1.4.15   Security Requirements

The system/security administrator must have, at a minimum, the ability to assign different user profiles based on individual and group classifications and sub-classifications and assign differential access privileges. To protect HIPAA, CJIS and other restricted data, the System Administrator must have the ability to define security profiles down to the individual data field level. Profiles must support read-only access and selective read/write privileges. Security profiles must also be able to be assigned to individual devices such as workstations and printers.

MOTOROLA SOLUTIONS RESPONSE

Comply. When combined with the City's policies, PremierOne will assist the City in meeting the CJIS requirements of the State.

As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD, Mobile, and Handheld supports FIPS 140-2 encryption for enhanced data security using Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server 2016 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and

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Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.
- AES 128 or AES 256-bit encryption in mobile over the air transport.
- AES 256-bit encryption in CAD client transport.
- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application Allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.
- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).
- Complex Password Configurations
- Inactivity Time Outs
- Removing all CJIS information from the device at logoff
- Audit Logging
- System Reports such as - Interface Query Summary Report, Login and Logoff Report, Mobile Query Report, Officer Activity Report, and the Purged Records History Report

Additionally, specific application permissions can be controlled at many levels such as by user, user role, device, and time of day / day of week access restrictions.

Secure Platform Application: The Consultant must support deployment of host server and database security patches and service pack updates within one month of patch release (e.g., application running on Windows server Operating System ("OS") should not limit installation security patches on host operating system). Application and Consultant must support new operating system versions within one year of release. Application security vulnerabilities shall be remediated with the development, testing and timely release of security patches by the application Consultant within three calendar months of the vulnerability being identified.

MOTOROLA SOLUTIONS RESPONSE

Comply. The PremierOne solution does not limit installation of security patches and encourages customers to apply OS patches on a schedule consistent with established procedures for other mission critical applications in their environments.

User Authentication/Single Sign-on (SSO): The City standard for a single point of user authentication is Microsoft Active Directory ("AD"), using the Lightweight Directory Access Protocol ("LDAP"). The City standard for authentication is to allow properly authorized users to login just once on their computer and be able to access all approved applications during that active session.

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MOTOROLA SOLUTIONS RESPONSE

Comply. In order to facilitate ease of user account management, PremierOne can use the City of Irvine's AD environment for authentication. Once the user account is built in the PremierOne provisioning, it can then use LDAP to query the City of Irvine environment for the account authentication. By using this configuration, the City of Irvine can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Secure Authentication: All authentication activity occurring over the network should be encrypted using FIPS to ensure that logins and passwords are not transmitted in clear text. This includes using FIPS 140-2 (at a minimum) and administrator authentication activity.

MOTOROLA SOLUTIONS RESPONSE

Comply. As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD, Mobile, and Handheld supports FIPS 140-2 encryption for enhanced data security using Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server 2016 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.
- AES 128 or AES 256-bit encryption in mobile over the air transport.
- AES 256-bit encryption in CAD client transport.
- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.
- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).

Sensitive Data: Applications containing or hosting sensitive data, as defined by State of California or US Federal law or regulation, shall encrypt data at rest, using (at a minimum) FIPS 140-2, data in motion over the network and all authentication activity. Encryption algorithm used to encrypt data and authorization activity shall be industry standard.

MOTOROLA SOLUTIONS RESPONSE

Comply. As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD, Mobile, and Handheld supports FIPS 140-2 encryption

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for enhanced data security using Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server 2016 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.
- AES 128 or AES 256-bit encryption in mobile over the air transport.
- AES 256-bit encryption in CAD client transport.
- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.
- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).

Auditing and Logging: Application must log all security-related events including logon, logoff, data modification, data deletion, change in rights or permission levels, and the addition of data/information to the application. Logs must include user ID generating the transaction, time of the transaction, and details regarding the activity (e.g., logon, logoff or data details). System should support interoperability with centralized logging and Security Information Event Management ("SIEM") technologies.

MOTOROLA SOLUTIONS RESPONSE

Comply with Exception. Motorola does not support interoperability with SIEM.

Compliance with Organization's Security Policy, Standards and Procedures - Application Consultants working directly on City-owned applications or from City facilities are subject to all City policies, standards and guidelines.

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

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Specific security information for the City's Public Safety Network is provided in the "City Technology Standards" being provided as Attachment "IV".

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

1.4.16 Application Security Coding Requirements

a. Parameter Manipulation: Applications shall be designed to ensure that parameter manipulation does not provide access to data or application functionality that the user is not authorized to see or use.

MOTOROLA SOLUTIONS RESPONSE

Comply. Users cannot manipulate parameters within the client that would allow unauthorized access to data or permission changes/elevation.

b. Input Validation: Sanitize all user input fields to ensure that cross-site scripting, SQL injection and other input related vulnerabilities are closed through secure application coding. Input validation should be performed on the server/application and not on the client devices.

MOTOROLA SOLUTIONS RESPONSE

Comply. Clients are also further separated from direct database access by network design.

c. Hidden Fields: System should not use "hidden fields" for Security.

MOTOROLA SOLUTIONS RESPONSE

Comply. The PremierOne suite does not use hidden fields for security

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d. Cookies: System should not rely on cookies to define security settings. Cookies must not contain or be used to obtain sensitive information.

MOTOROLA SOLUTIONS RESPONSE

Comply. The PremierOne suite does not use cookies.

e   Session Identifiers: If system uses session identifiers, they should be generated with unpredictable numbers and should contain enough key space to prevent unauthorized use or guessing of the session ID's.

MOTOROLA SOLUTIONS RESPONSE

Comply.

f. Error Messages: System should handle system errors in an appropriate manner. Failed login attempts to the system should not generate detailed information about the failed login attempt (e.g., incorrect password or unknown user account). Other security related errors (e.g., file not found, or permission denied) should generate generic error responses. Detailed error information should be written to secure logs so that developers and system administrators have access to error details required to address the error. Error messages should be clear.

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.17   National & State Public Safety Data Standards

The US Federal government has taken the lead recently in developing standards for facilitating information sharing among local, state and federal first responders and emergency operations managers. The proposed CAD, RMS and Mobile applications must comply and be maintained to these standards.

Deviations from the architecture and standards may represent a barrier to the implementation of the City's public safety integration and interoperability goals and may be reviewed with prejudice. All Consultants must specifically disclose all aspects of the

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proposed solution which deviate from the documented standards and desired architectures and provide approaches for consideration about the way non-standard components may be integrated.

The US Federal government, California Department of Justice and other parties, such as APCO, occasionally update and improve the referenced standards or develop new ones. In that the City may adopt such future standards, it is mandatory that the CAD Consultant monitor these developments and upgrade their offerings as necessary to comply.

The time between purchase of a CAD system and its implementation may be significant; therefore, it is possible that updated standards may have been released in the interim. The City shall not accept products that will be outdated by the time they are implemented. It shall be the Consultants responsibility to verify and validate all new standards as they are implemented. The City shall not be responsible for determining when new standards are required.

Consultants are encouraged to review the standards and comply at minimum to the standards associated which each of the following:

NIBRS - National Incident Based Reporting System, CIBRS - California Incident Based Reporting System and UCR-Uniform Crime Report
Capture data to report official crime statistics to the Federal Bureau of Investigation under Uniform Crime Report ("UCR"), National Incident-Based Reporting System ("NIBRS") and California Incident-Based Reporting System ("CIBRS"), once approved by California DOJ, implemented to improve the overall quality of crime data collected by law enforcement, captures details on each single crime incident—as well as on separate offenses within the same incident—including information on victims, known offenders, relationships between victims and offenders, arrestees, weapons, and property/evidence involved in the crimes**.** https://ucr.fbi.gov/nibrs-overview

> ### MOTOROLA SOLUTIONS RESPONSE
>
> Comply with Clarification. City of Riverside has been selected by the state of California as a beta site for CIBRS. Motorola is working with the City of Riverside on dual reporting as part of the beta.

1.4.18   NIEM - National Information Exchange Mode

NIEM is a product developed by the Office of Justice Programs in the US Department of Justice and adopted by the US Department of Homeland Security. NIEM describes XML schema for a variety of attributes associated with incidents and events including NCIC and NIBRS. The schemas allow for the easy sharing of data among disparate agencies and are becoming the de- facto incident-based integration and interoperability standard. Having CAD NIEM-compatible XML schemas available in a depository is required to

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improve the City's ability to quickly respond to current and future data-sharing requirements. The Consultant's solution must specifically meet Global Justice Extensible Markup Language Data Model ("GJXDM"). http://www.niem.gov/ http://it.ojp.gov/jxdm/

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.19 LEITSC - Law Enforcement Information Technology Standards Council

The LEITSC was established by the Office of Justice Programs in the US Department of Justice to foster integrated justice systems through the definition and implementation of standards of CAD and RMS systems.
https://it.ojp.gov/documents/leitsc_law_enforcement_rms_systems.pdf
https://it.ojp.gov/documents/leitsc_law_enforcement_cad_systems.pdf

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.20 NENA – National Emergency Number Association

NENA provides 9-1-1 policy, technology, operations and education standards for public safety communication centers. The City has adopted the standards for ALI Data Exchange, ALI Response and GIS Mapping as a minimum standard. As the technology advances, the City requires compliance for NG 9-1-1 standards as adapted by NENA.
https://www.nena.org/

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.21 Next-Gen 9-1-1

Consultant must be prepared to meet all existing and proposed Next-Gen 9-1-1 functionality, including VOIP, Voice to Text, Text to 911, Video Submission and T.D.D. requirements. http://www.its.dot.gov/ng911/

MOTOROLA SOLUTIONS RESPONSE

Comply.

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1.4.22   HIPAA - Health Insurance Portability and Accountability Act of 1996

HIPAA requires, among other things, that the privacy and security of protected health information be assured. This includes such information as may be transmitted and/or stored by electronic systems, including via wireless telecommunications.   The CAD, RMS and Mobile systems must comply with the requirements of the law and the proposal must identify the steps taken to test and certify compliance with the standard prior to implementation. http://www.hhs.gov/ocr/privacy/

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.23   CJIS Security Policy – Criminal Justice Information Services Security Policy

The CJIS Security Policy provides Criminal Justice Agencies ("CJA") and Noncriminal Justice Agencies ("NCJA") with a minimum set of security requirements for access to Federal Bureau of Investigation ("FBI") Criminal Justice Information Services ("CJIS") Division systems and information and to protect and safeguard Criminal Justice Information ("CJI"). The CAD, RMS and Mobile systems must comply with the policy and the proposal must identify the steps taken to certify compliance with the standards prior to implementation.
http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.24   CLETS - California Law Enforcement Telecommunications System

California Law Enforcement Telecommunications System ("CLETS") is an efficient law enforcement communications network available to all public agencies of law enforcement within the state. The CLETS provides all law enforcement and criminal justice user agencies with the capability of obtaining information directly from federal and state computerized information files. The CAD, RMS and Mobile systems must adhere to the statutes established in the CLETS Policies, Practices and Procedures publication.
http://oag.ca.gov/

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MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.25   RIPA – Racial and Identify Profiling Act

The Racial and Identity Profiling Act of 2015 ("RIPA")(AB953) requires each state and local law enforcement agency to annually report to the Attorney General data on all stops, as defined, conducted by the agency's peace officers, and require that data to include specified information, including the time, date, and location of the stop, and the reason for the stop. The RIPA Board has established a requirement of reporting stop data by April 1, 2019. Specific required data elements are defined in Article 3. Data Elements to be Reports of the California Code of Regulations, Title 11. LAW, Division 1. ENFORCEMENT, Chapter 19, Final Text of Regulations.   The proposed systems must comply with the RIPA stop data reporting requirements no later than the earliest of the dates required by the RIPA Board. Consultants must submit specification on how the proposed solution shall collect all required data elements and how the data will be reported via a secure file transfer or web service to the California Department of Justice Stop Data Collection System ("SDCS")?

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.4.26   APCO - The Association of Public-Safety Communications Officials

APCO is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit and Standards Developer ("ASD") that develops standards for public safety communications. The CAD system must comply with these standards and the proposal must identify the steps taken to certify compliance with the standards.

https://www.apcointl.org/

MOTOROLA SOLUTIONS RESPONSE

Comply.

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1.5   CAD SOFTWARE REQUIREMENTS

The City requires the proposed CAD solution to be fully integrated with RMS and Mobile, with neither of these systems provided by a third party. The CAD solution must meet the same general requirements as depicted in "Section 1.4, General Software Requirements".

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola does not require the use of a third party to complete their CAD, Mobile, Records, and Citations/Crash Reports suite. The only non-Motorola embedded components are: Microsoft, CommSys, and Esri.

The proposed CAD system shall facilitate incident response and communication with operations in the field. The system allows operations and communications to be augmented, assisted, or partially controlled by atomization that includes the ability for computer-controlled resource dispatching, resource status management, incident reporting and analytical information. The system must be optimized for rapid response time and system reliability. Because time is of the essence, the system must accurately provide a date and time-stamp for every activity. The system must be capable of interfacing with more than one RMS system and support the exchange of data between other agency CAD systems.

MOTOROLA SOLUTIONS RESPONSE

Comply.

The CAD solution must be designed to conform to the national standard for computer aided dispatch functional specifications, Unified Computer-Aided Dispatch Functional Requirements ("UCADFR"), developed by the LEITSC and the Law Enforcement Information Sharing Program ("LEISP")   technical standards of the U.S.   Department of Justice's ("US DOJ") Global Justice Extensible Markup Language ("XML") Data Model (Global "JXDM").
https://it.ojp.gov/documents/LEITSC_Law_Enforcement_CAD_Systems.pdf
For all exchanges generated by CAD, conformance with US DOJ's Global JXDM is required.

MOTOROLA SOLUTIONS RESPONSE

Comply.

The City desires a hosted or cloud-based system over a traditional server-client based solution requiring in-house expertise to support and maintain the infrastructure and software suite. The solution can be partially hosted or cloud-based or have a vision on the company roadmap to be incorporated in subsequent versions, while the current solution is on premises.

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MOTOROLA SOLUTIONS RESPONSE

Motorola has responded with both a cloud hosted and an on premise solution. CommandCentral Analytics and Citations solutions are both cloud hosted solutions. The CAD, Mobile and Records solutions proposed are premised based. However, if the City is interested we can discuss Records deployed on Azure. Motorola's Technology Roadmap includes taking applications to the Cloud. As a company we are dedicated to taking mission critical applications to the Cloud at the customers pace. As we continue to build new features into our products you will be able to take advantage of the Cloud. The first release of a Motorola Solutions CAD Cloud Client will be available 4th quarter 2019.

The CAD application must support complex, agency-defined resource recommendation algorithms that meets the needs of the public safety users. Resource recommendations must be based on either AVL locations and/or Patrol Beat, depending on the event type. The CAD application must maintain and track public safety resources by status and location provided by real-time AVL.

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne supports the ability to have complex agency defined recommendations. These recommendations may be based on a combination of run card (beat/zone) and/or AVL based. Additionally, PremierOne supports a hybrid approach to recommendations. This allows an agency to specify certain capabilities within a recommendation to be AVL, and other capabilities within the same recommendation to be run card (beat/zone) based.

The CAD application must support complex event distribution based on event location, service agency, service type, and/or jurisdiction. Certain event types must automatically create "linked" events for multiple agencies/services and distribute each to the appropriate dispatch position.

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne supports complex recommendations. It also supports time of day and day of week. Standard unit recommendations can also be altered upon a predefined response for occurrences such as: natural disasters, severe weather, major incidents, civil disturbances, sporting events, etc. Response modes are removed when the situation no longer exists.

Recommendations may be built at an agency, area, sector, beat, or at a specific location response level. Based on call type at any of the mentioned levels, the agency has the ability to alter response recommendations. The agency also decides if they would like event types to automatically create linked events for multiple agencies and distribute those linked events to the appropriate dispatch position.

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The systems must meet the following performance specifications as measured by maximum response time. Response time is measured as the time between a user-initiated command via any mode and the return of the requested data or action from the system. The system must (at a minimum) provide 99.999% uptime performance.

Transaction	Maximum Response Time
Locally attached CAD workstations, no external data access	1 second
Locally attached CAD workstations, geo-file validation required	2 second
Locally attached CAD workstations, non-CAD data access required	3 second
Locally attached Report Server, simple query	2 second
Locally attached Report Server, complex query	3 second
Standalone MDC computer, single record access	1 second

NOTE: For each transaction listed, 95% of the occurrences must complete within the specified Maximum Response Time.

A workstation shall be deemed to be locally attached when it is in the same premise and on the same physical network as the application server. All CAD workstations located in the PSAP will be locally attached on a 1GB network backbone with 100MB to the desktop.

The maximum response time for CAD queries that necessitate access to data sources outside the City's computing environment, such as a mutual aid request or CLETS lookup, shall be measured as the response time provided by the external source plus three (3) seconds.

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Response times for MDC computers shall be measured in standalone mode to discount any wireless network latency.

MOTOROLA SOLUTIONS RESPONSE

Motorola complies with the requirements in the table below.

Transaction	Maximum Response Time
Locally attached CAD workstations, no external data access	1 second
Locally attached CAD workstations, geo-file validation required	2 second

MOTOROLA SOLUTIONS RESPONSE

Transaction	Maximum Response Time
Locally attached CAD workstations, non-CAD data access required	3 second

Motorola complies with the following clarifications to the table above. System response time is dependent upon the performance of the Customer's internal networks and the connection speed and performance between clients and servers. The performance of the system for external database query transactions is highly dependent on the external database, the connectivity to that database and that database's performance. With optimal external database and network performance, the PremierOne System complies with the 3-second response time standard.

MOTOROLA SOLUTIONS RESPONSE

Transaction	Maximum Response Time
Locally attached Report Server, simple query	2 second
Locally attached Report Server, complex query	3 second

Exception. Motorola Solutions does not test for performance on reporting as it is not considered a mission critical system and there is a significant variance in query types and therefore performance.

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MOTOROLA SOLUTIONS RESPONSE

Transaction	Maximum Response Time
Standalone MDC computer, single record access	1 second

Exception. System response time is dependent upon the performance of the Customer's internal and external networks and the connection speed and performance between clients and servers. The PremierOne System's target performance for key transactions is 1 second, 95% of the time and 3 seconds for key transactions that require validation. The performance of the mobile system for access is dependent on carrier network performance and is therefore not a metric which we can sign up to.

1.6   MDC SOFTWARE REQUIREMENTS

The City requires the proposed Mobile solution to be fully integrated with CAD and RMS, with neither of these systems provided by a third party. It is expected that the Mobile application will be an extension of CAD and RMS, providing the necessary functionality of a public safety user to receive and manage an incident and to further initiate and complete the reporting of an incident into the RMS system. The Mobile solution must meet the same general requirements as depicted in "Section 1.4, General Software Requirements".

MOTOROLA SOLUTIONS RESPONSE

Comply.

The proposed Mobile system shall facilitate communication between operations in the field and the communication center, specifically for the atomization of notification of a Call for Service from the CAD to the MDC. The CAD application's Mobile component must provide the public safety user with real-time, incident-specific information. Information must be accessible with minimal effort by the operator. Routine queries and status functions must be form-driven or single function key/screen press, minimizing the need to type commands.

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne Mobile Client (MDC) is integrated with PremierOne CAD & Records. PremierOne Mobile allows the user to receive and manage incidents. From within PremierOne Mobile, the user may access Records and re-utilize data such as the call for service data and query replies that the user deems they may want to use in RMS. The re-use of this data saves time and reduces the amount of data that has to be manually entered. As an example, if an officer queries an individual and wants to re-use the return data when writing a field interview, the officer can import a

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query response into the field interview document. Along with incident dispatches, the mobile client's status monitors provide other incident and unit activity. The agency has the ability to decide how the function keys are mapped. Function keys allow quick access to various forms, less screen pressing, and minimizing the need to type commands.

The Mobile environment must support multiple applications, such as mapping and field-based reporting while maintaining CAD status, messaging, and dispatch functionality as the primary operation. Third party software applications must be able to co-exist on the same mobile hardware without impacting the performance of the Mobile solution.

MOTOROLA SOLUTIONS RESPONSE

Comply with clarification. PremierOne client performance is dependent upon workstation resource availability and Motorola understands and supports the use of additional applications on the mobile environment while running the mobile client. Motorola however cannot guarantee that all applications while running will not cause performance issues as we are unable to test all possible combinations. Motorola recommends that the County review and test cohabitation of applications with PremierOne CAD before deploying to the production environment.

The City's MDC's are configured with software to provide advanced authentication as required by the CLETS and the FBI CJIS Security Policy. Specific details of the City's mobile security standards are depicted in Attachment "IV", City Technology Standards, within this RFP.

The proposed solution must be fully capable of being deployed on the City's existing hardware and operating system. The City utilizes Panasonic CF-33, Getac F110 and Getac T800 ruggedized mobile computers for police and civilian vehicles. Each MDC are equipped with a GPS chipset and accesses the City's secured network by Verizon Wireless as their public wireless carrier.

The proposed mobile solution must be capable of being utilized on a smart devices or similar functionality must be provided within an application to be used on a smart device.

MOTOROLA SOLUTIONS RESPONSE

Comply.

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1.7   RMS SOFTWARE REQUIREMENTS

The City requires the proposed RMS solution to be fully integrated with CAD and Mobile and be developed as a native solution and not provided by a third party. The RMS solution must meet the same general requirements as depicted in "Section 1.4, General Software Requirements".

The proposed Law Enforcement RMS solution shall provide for the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations and cover the entire life span of records development, from the initial generation of the case file to its completion. The RMS solution, at minimum, shall provide for the following business functions: calls for service, incident reporting, booking, investigative case management, property and evidence management, arrests, warrants, traffic accident reporting, citations, field interviews/contacts, registrants, pawns, civil process orders and restraints, permits and licenses, equipment and asset management, fleet management, personnel, and analytical support (crime analysis).

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola Solutions PremierOne Suite of integrated applications include PremierOne Records and Records Mobile. These are applications developed as part of the PremierOne Suite by Motorola Solutions as mission critical public safety applications. PremierOne Records Mobile is not a separate application from PremierOne Records. It is a mobile version of PremierOne Records that is configured for the mobile environment and includes the ability to operate in a disconnected mode. Motorola provides basic functionality in fleet management, asset management, and personnel. Motorola would welcome the opportunity to discuss these needs in more depth.

The RMS solution must be designed to conform to technical standards by the US DOJ Global Justice Extensible Markup Language (XML) Data Model (Global JXDM).

MOTOROLA SOLUTIONS RESPONSE

Comply.

The RMS shall provide, at a minimum, the following general requirements: single entry (i.e., no duplicate data entry); automatic submission of data to external sources; maximization of the utilization of code tables; provide the ability to enter and query narrative(s)/text fields; spell check and formatting capability on narrative(s)/ text fields; provide the ability to access multiple systems from a single RMS workstation; utilization of a single database (virtual or physical); validation on data entry (i.e., logical edits, edit

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checks for all fields); and provide the ability for operators to generate inquiries to internal (i.e., CAD and RMS) and external data sources (i.e., CLETS, NCIC, DMV, LInX) from within each module where such inquiries make sense.

MOTOROLA SOLUTIONS RESPONSE

Comply with clarification. Internal RMS queries are done within the modules, however external queries like CLETS are done within a dedicated module in the Records application.

The proposed RMS solution must provide the operator with, at a minimum, the ability to reuse and/or import data returned from external sources to eliminate redundant data entry. RMS must provide the capability to electronically forward RMS data to external data sources, either automatically or upon the user's request (i.e., based on agency rules embedded within RMS). The above capabilities should be based on existing and emerging criminal justice standards, including DOJ's Global JXDM; the NIEM; and the National Institute of Science and Technology (NIST), including the Electronic Fingerprint Transmission Specification (EFTS) and Facial Recognition Collection standards.

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne Records and Records Mobile includes the Pull Forward Wizard that allows the user to reuse data from the Master Index for data entry. When performing data entry, a search of the master index can be automatically performed to show the user results from the master index before entering a new record. By using the Pull Forward Wizard, the user is reducing the time for data entry and improving the accuracy of data entered into PremierOne Records. In order to share data within PremierOne Records with external systems, Motorola Solutions provides a dedicated Report Data Warehouse with each PremierOne Records implementation. This data warehouse is used to export data to external systems in Microsoft SQL format without affecting the performance of the production database. Agencies can also use the data warehouse for reporting using third party reporting tools like Crystal Reports. PremierOne Records does include Microsoft SQL Server Reporting Services as our reporting engine and is included with the solution.

The proposed RMS solution must have basic master indices that correlate and aggregate information in the following areas: people, locations, property, conveyances (e.g., vehicles), and organizations (including businesses and gangs). Master indices eliminate redundant data entry by allowing the reuse of previously stored information and the automatic update of the master indices upon the entry of report information. Master indices information should be captured in a variety of ways to include, at a minimum during the input of, information from an incident, traffic accident, vehicle reports, citation, booking, arrest, juvenile, fingerprint, and mug shot subsystems. Prior to accepting an entry, RMS should automatically give the user the option of determining

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whether there is a match based on existing data. The system should support the validation and linking of addresses, commonplace names, and street intersections. Linkages among any information contained in the master indices (e.g., people to places or person to person) must be included in RMS.

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne Records includes a true master index that is broken down into the following groups: People, Property, Locations, Vehicles and Entities. Each module within PremierOne Records captures data and associates that data to the associated master index. PremierOne Records also includes a Relationship Mapping feature that can display a visual representation of the master index and the relationship between the records.

The proposed RMS solution must be compatible with third party reporting tools such as Crystal Reports. The City requires the solution to provide standard reports for Federal and State Statistical Reporting, including Uniform Crime Reporting ("UCR") and National Incident Based Reporting System ("NIBRS").

MOTOROLA SOLUTIONS RESPONSE

Comply.

The proposed RMS solution must be capable of being utilized on an MDC and a smart devices or similar functionality must be provided within an application to be used on a smart device.

MOTOROLA SOLUTIONS RESPONSE

Comply. PremierOne Records Mobile can be utilized on any smart device using a Windows operating system currently supported by Microsoft.

Additionally, as part of this proposal we are including Command Central Handheld application which supports both Apple iOS and Android devices.

1.8   INTERFACE SOFTWARE REQUIREMENTS

The CAD/Mobile/RMS must be designed to operate as a component of a tightly integrated, comprehensive, multi-jurisdictional, multi-agency, multi-user, incident based public safety system. Therefore, the proposed solution must interface with several of the

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City's ancillary systems. For each interface, all functionality will be fully described within a Functional Specification Document ("FSD") that will be developed by the Consultant and approved by the City. The FSD shall be developed and approved after the Consultant is selected but before any work begins on the interface. In the event a standard interface exists, the Consultant shall provide, in response to this RFP, the capabilities and functionality of each interface by submitting the FSD. Each interface, if appropriate, must operate from the CAD, Mobile, RMS & Smart Device platforms.

MOTOROLA SOLUTIONS RESPONSE

Understood.

1.8.1 ANI/ALI

An interface with the City's Public Safety Answering Points ("PSAP") software, VIPER® is required. The interface must enable incoming E9-1-1 ANI/ALI data to be automatically mapped to corresponding address and phone data fields based on the Master Street Address Guide ("MSAG") standard in the CFS event entry form and geo-locate the location of the caller on the CAD map display. The interface must support all E9-1-1 ANI/ALI formats including wire-line, Wireless Phase I and Wireless Phase II, Voice over IP, and Multi-Line Telephone Systems. The interface must enable the insertion of additional fields captured in the CFS event, including ESN, call type (landline, wireless), and ANI/ALI tracking ID (if available).

If the Consultant has an integrated PSAP software application as part of the CFS process, the integration shall be included as standard functionality and not be delivered nor implemented as a secondary option.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola Solutions has included Interface Specification Documents (ISD) for the Interfaces included in our solutions. Please reference Exhibit 13: PremierOne- E911 / TDD for the specific ISD for further details.

Next Generation 9-1-1 (NG-9-1-1)
The Consultant shall be responsible for progressive research and development of new technologies as they relate to NG-9-1-1 to be capable of receiving cellular calls, text messages, instant messaging, legacy 9-1-1 calls (wireline), telematics (automatic crash notification) data directly from the vehicle, VoIP calls, and live video feeds. The Consultant shall include this functionality as standard functionality and not be delivered nor implemented as a secondary option.

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The Consultant shall describe their vision, both immediate and long-term, for CAD-integrated Next Generation 9-1-1 services. This should include a description of NG9-1-1-associated data management (receipt, case integration, storage and retention), as well as access for both CAD and mobile users. The Consultant shall describe any NG9-1-1-related capabilities, functionality and features of the proposed CAD system, including any integration of NG9-1-1 data into the CAD call workflow.

To the extent that the functional elements of NG9-1-1 are defined, The Consultant is required to describe the proposed solution's ability to meet NENA i3 (08-002/08-003) and associated standards. The City recognizes that current NENA standards do not specifically address core CAD functionality; however, it is clear that there are points of interaction with standardized i3 functional elements. Consultant shall describe how the proposed CAD solution will be updated as new and revised standards, functionalities and features are developed, as well as how data elements from NG9-1-1 and CAD are managed to ensure data received from NG9-1-1 is usable without extensive reformatting by the CAD solution.

References: *http://www.its.dot.gov/ng911/*
http://www.nena.org/?page=FuncIntrface_NG911

MOTOROLA SOLUTIONS RESPONSE

Comply and understand. Motorola Product Management is engaged and involved in the NENA and APCO standards bodies that create additional technology standards/mandates for Public Safety Agencies, including NG9-1-1. As standards evolve, the product is further developed to incorporate the technology standard changes and becomes part of our COTS products, made available to customers as stated in our standard Maintenance Agreement and its conditions.

Motorola supports NG9-1-1 capability with our PremierOne Integrated NG9-1-1 Call Control Solution that includesText-to-9-1-1 functionality (both are available for purchase, but not included). PremierOne NG9-1-1 Call Control Solution streamlines and simplifies workflows by integrating call taking functionality with PremierOne CAD. Motorola's optional citizen text capability provides a solution for PSAPs to comply with emerging standards and meet the needs of the public by seamlessly integrating text-to-9-1-1 capabilities into their PremierOne NG9-1-1 Call Control and Dispatch solutions.

As your carriers and organization move towards the Next Generation standards Motorola is prepared to support your movement. Motorola's PremierOne NG9-1-1 Call Control Solution streamlines and simplifies workflows by integrating call taking functionality with PremierOne CAD. The call control application can currently handle voice calls, citizen texts as well as solicited multimedia messages (photos and video). The application conforms to the most current i3 standard.

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1.8.2   Alarm Monitoring Company Public Safety Answering Point

The City is anticipating implementing an interface to provide the atomization between an Alarm Monitoring Company and the City's Public Safety Answer Point ("PSAP"). The proposed solution must be capable of establishing a bi-directional interface to receive an initial notification of an alarm event and provide status updates by the PSAP to the initiating alarm company. Bi directional updates may include the request for cancellation by the alarm company, updates by the key-holders information, notifications by the PSAP of the primary response along with associated status changes such as a unit being dispatched, arriving on scene and closing of the incident with disposition.
https://www.apcointl.org/resources/interoperability/asap-to-psap/asap-to-psap-protocol/
https://www.apcointl.org/download/alarm-monitoring-company-to-psap-cad-automated- secure-alarm-protocol-asap/?wpdmdl=5938

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne-The Monitoring Association-ASAP Alarm (CSAA) for the specific ISD for further details.

1.8.3   License Plate Reader – Vigilant Solutions

The City Police Department uses a License Plate Reader ("LPR") system by Vigilant Solutions. Vigilant Solutions provides the capability to interface their technology with CAD to assist in automating alerts within CAD and/or the MDC's for matches against various hotlists. The proposed solution must provide the ability to interface with Vigilant Solutions Mobile LPR solution.

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne- CAD Inbound Incident Creation for the specific ISD for further details.

1.8.4   Radio Console Interface / Push To Talk

The City utilizes Project 25 ("P25") compliant fixed mount and portable radios by Motorola in conjunction with a Motorola MCC 7500 IP Dispatch Console. The proposed solution must provide ability to display on a CAD workstation, the radio Push to Talk ("PTT") IDs and EIDs (Emergency IDs) when received by the dispatcher for Police. The IDs must include the Unit Radio Name (i.e. 100M or E1…etc.) and the location, by address or cross street as determined by GPS data provided by the P25 compliant radio. In addition, the proposed solution must also display "Action Commands" as entered in the field on an MDC or other mobile device, i.e. "Acknowledged", "Enroute", "Staged", "Onscene", "Clear", "Change Location", etc.

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The City utilizes Project 25 ("P25") compliant fixed mount and portable radios by Motorola in conjunction with a Motorola MCC 7500 IP Dispatch Console. The proposed solution must provide ability to display on a CAD workstation, the radio Push to Talk ("PTT") IDs and EIDs (Emergency IDs) when received by the dispatcher for Police.

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne-Motorola-ASTRO Radio PTT for the specific ISD for further details.

The IDs must include the Unit Radio Name (i.e. 100M or E1…etc.) and the location, by address or cross street as determined by GPS data provided by the P25 compliant radio.

MOTOROLA SOLUTIONS RESPONSE

Comply with Clarification. PremierOne CAD supports the described functionality, however, the Orange County Radio System has not yet implemented the Radio Location Functionality. Once the Radio Location feature is available on the radio network, Motorola welcomes the opportunity to discuss with Irvine Police Department pricing and deployment of the radio unit location.

In addition, the proposed solution must also display "Action Commands" as entered in the field on an MDC or other mobile device, i.e. "Acknowledged", "Enroute", "Staged", "Onscene", "Clear", "Change Location", etc.

MOTOROLA SOLUTIONS RESPONSE

Comply. Status updates such as "Acknowledged", "Enroute", "Staged", "Onscene", "Clear", "Change Location", etc. are displayed within the CAD, Mobile and Handheld applications as those updates are received from the field.

1.8.5   Global Positioning System (GPS) / Automatic Vehicle Location (AVL)

The City requires that the CAD/Mobile/Smart Device applications utilize the most current, real- time to near real-time location of each police vehicle and/or personnel. Latitude and Longitude information needs to be converted to address data and appropriately displayed on the integrated CAD and Mobile maps. The CAD and Mobile applications must be able to manually poll any GPS-equipped vehicle or person by assigned radio, MDC and/or Smart Device. The CAD and Mobile applications must be configurable to control the automatic polling update rate based on location, status, time and/or distance, or any combination thereof. GPS data is available from following:

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Mobile Data Computers: The City utilizes a Panasonic and Getac Rugged Tablet equipped with a built in GPS chipset in police vehicles. The system must be capable of being configured to track the location of the MDC as the primary method of receiving GPS data for vehicle location.

MOTOROLA SOLUTIONS RESPONSE

Comply with Clarification.

PremierOne Mobile obtains location information from a co-located GPS receiver. It must support either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem.

Radio System: The City utilizes Motorola P25 compliant radios equipped with an internal GPS receiver and should be used as the primary, or secondary method of receiving GPS data. The system should be capable of being configured to track the location of the portable radio if the portable radio assigned to an officer is not within a defined perimeter of the vehicle they are assigned to.

MOTOROLA SOLUTIONS RESPONSE

Comply with Clarification. PremierOne CAD supports the described functionality, however, the Orange County Radio System has not yet implemented the Radio Location Functionality. Once the Radio Location feature is available on the radio network, Motorola welcomes the opportunity to discuss with Irvine Police Department pricing and deployment of the radio unit location.

Cellular/Smart Devices: The City utilizes a variety of cellular enabled smart devices to include, Apple IOS, Android and Windows based operating systems. Most devices are equipped with Assisted GPS (A-GPS). The system should be capable of being configured to track the location of the smart device assigned to an officer, and if necessary, be a secondary method of tracking the location of the assigned officer if the smart devices is not within a defined perimeter of the vehicle they are assigned to.

MOTOROLA SOLUTIONS RESPONSE

Motorola understands and complies with modification. As part of this proposal we are including Command Central Handheld application. The application design uses status codes that are designated as "out of vehicle" such as "on foot" to trigger adding GPS from PremierOne™ Handheld devices, (status codes are agency defined.) Both Apple iOS and Android devices are supported.

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1.8.6   Records Check System

The City requires an interface be implemented to provide the ability to access and complete either; queries, locating, entering, modifying, clearing, cancelling, and or commenting on records on multiple systems either individually, or a combination thereof.

The Records Check system must be capable of accessing; agency local databases such as CAD and RMS, state databases such as the CLETS and DMV, National Databases such as NLETS/NCIC, Local Databases such as the local Orange County Automated Telecommunications System ("OCATS") system and the regional LInX and CopLink Databases.

In addition, the Consultants must provide their experience in completing each of the following interfaces and where applicable, provide the experience in working with specific applications that are depicted below.

> ### *MOTOROLA SOLUTIONS RESPONSE*
>
> Comply and Understand. Our solution includes both the State Query Interface and the State Query Submission Interface to allow retrieval of information and to allow authorized PremierOne users to submit transactions to State and Federal systems, via the State Message Switch. The State Query Submission interface will only support following submissions. Each submission type supports Entry, Modify, Inquiry/Locate, Clear and Cancel and transactions.
>
> - CA Pawned Property
> - Stolen Property
> - CA Stolen Firearm
> - Stolen Firearms
> - CA Stolen Vehicles
> - Stolen License Plates
> - Stolen Vehicles
> - Stolen Boats
> - Missing\Runaway Persons (Note: Clear is not applicable)
> - Restraining/Protection Orders (Note: Clear and Locate are not applicable)
>
> The State Message Switch provides links to State systems like Department of Motor Vehicles (DMV) and national law enforcement systems like National Crime Information Center (NCIC).

1.8.7   California Dept Of Justice Clets

The City requires an interface to; the CLETS for the purpose of accessing files of the CJIS, the Department of Motor Vehicles ("DMV"), the National Crime Information Center ("NCIC"), and the National Law Enforcement Telecommunications System ("NLETS") over the California Department of Justice ("CA DoJ") secure telecommunication backbone. Connectivity to the CLETS is through the Orange County Sheriff's Department's OCATS message switch. The Orange County Sheriff's Department is the CLETS Direct Interfaces System Host for Orange County.

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The interface shall be designed to handle all CLETS traffic; transmitting and receiving responses to inquiries, entries and updates, and the processing of administrative messages such as All- Point Bulletins on a statewide or nationwide basis.

The CLETS interface must provide for all data forms currently available for the CLETS system to complete queries, locating, entering, modifying, clearing, cancelling, and or commenting on records including LoJack records. The interface must be able to "nest" queries (example, when a registered owner's information is returned from a vehicle tag query, the system automatically runs the registered owner's information, etc.).

The interface shall present the returned CLETS information in a formatted display with capability to add specific returned information as a supplement to the CAD incident or RMS record, or be forwarded to an MDC or smart device application. The proposed solution shall also provide for the display of images (mug shots, driver's license or ID photos, etc.).

The interface shall provide the ability to "spawn" additional queries based on the information returned from a previous query to any other interfaced database. The ability to generate spawned queries shall be configurable by a system administrator (example, when a return from CLETS is received and the info contains the name of an individual, the system shall spawn an additional query to the regional LInX database).

The proposed solution should provide the ability to perform multiple simultaneous searches from a single-entry screen form (i.e. with a single entry of identifying information in a query) and automatically search CLETS, NCIC, DMV, local databases via OCATS, and the resident CAD, RMS and BOLO files, etc.

> #### MOTOROLA SOLUTIONS RESPONSE
>
> Comply and Understand. Our solution includes the State Query Interface which will provide access to the CLETS, NCIC, DMV.

1.8.8 Orange County Automated Telecommunications System ("OCATS")

The Orange County Sheriff's Department maintains a message switch, known as OCATS for local subscribing agencies to inquiry and update records within the local Automated Jail System ("AJS"), Automated Warrant Services System ("AWSS"), and the Local Arrest Records System ("LARS"). The City intends to maintain its direct interface with OCATS for performing queries of the local systems similar to the CLETS system. OCATS has established an established protocol for CAD and RMS providers. The proposed solution must provide for the simultaneous query of both CLETS and the OCATS system.

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MOTOROLA SOLUTIONS RESPONSE

Comply and Understand. Our solution includes the State Query Interface which will provide access to the OCATS system.

1.8.9 Law Enforcement Information Exchange ("LInX")

The City is a participating member of the So Cal LInX Region. LInX is a national cooperative law enforcement data share consisting of participating members of municipal, county, state and federal law enforcement agencies broken down into 12 regions, primarily in jurisdictions with military bases nearby.

The LInX database consists of law enforcement data to include: Incident Reports, Accident Reports, Warrants, Arrest Reports, Booking Records, Field Interviews/Contacts, Pawn Shop Records, Citations, Traffic Stops, Sexual Offender Registry, Mugshots, Photo's Associated with Record Types, Narratives and Supplemental Narratives.

LInX has established a web service interface using NIEM-based LEXS S/R standards, specifically, Global Justice Extensible Markup Language Data Model ("GJXDM").
http://it.ojp.gov/jxdm/

The proposed solution must provide the ability to export data to the LinX system with the ability to control what data and when the data shall be sent with the ability to restrict sensitive data. In addition to providing data to LInX, the City intends to have a direct interface with LInX for performing queries of the LInX database similar to queries of the CLETS system. The proposed solution must provide for the simultaneous query of both CLETS and LInX.

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand. Our solution includes the State Query Interface which will provide access to the LInX system.

1.8.10 California Dept Of Justice - Cal-Photo

The California Department of Justice ("DOJ") Cal-Photo application provides law enforcement users with the ability to search and retrieve DMV images from DMV, and Mugshot images from the various connected Law Enforcement Agency ("LEA") image databases throughout California. These images are instantly available through an XML for a computer to computer interface using a custom interface. The proposed solution must provide for the simultaneous query of Cal- Photo in conjunction with CLETS queries.

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand. Our solution includes the State Query Interface which will allow for access to the Cal-Photo System.

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1.8.11   California Dept of Corrections And Rehabilitation - Parole LEADS

The CDCR has an externally published web service to enable law enforcement agencies the ability to automate inquiries via a Simple Object Access Protocol ("SOAP"). The proposed solution must provide an option to simultaneously query the Parole LEADS system in conjunction with CLETS queries.

MOTOROLA SOLUTIONS RESPONSE

Comply and Understand. Our solution includes the State Query Interface which will allow for access to the LEADS system.

1.8.12   Forensic Logic (formerly CopLink)

Similar to LinX, the City is a participating member of CopLink. CopLink, now owned by Forensic Logic, is a data sharing and crime analytics platform designed to help law enforcement organizations by providing tactical, strategic and command-level access to vast quantities seemingly unrelated data. https://forensiclogic.com/platform/

The CopLink database consists of law enforcement data to include: Incident Reports, Accident Reports, Warrants, Arrest Reports, Booking Records, Field Interviews/Contacts, Pawn Shop Records, Citations, Traffic Stops, Sexual Offender Registry, Mugshots, Photo's Associated with Record Types, Narratives and Supplemental Narratives.

The proposed solution must provide the ability to export data to the CopLink system with the ability to control what data and when the data shall be sent with the ability to restrict sensitive data. In addition to providing data to CopLink, the City intends to have a direct interface with CopLink for performing queries of the CopLink database similar to queries of the CLETS system. The proposed solution must provide for the simultaneous query of both CLETS and CopLink.

MOTOROLA SOLUTIONS RESPONSE

Comply with clarification. Please read the attached PremierOne Records - CopLink Interface ISD included in Exhibit 13.

1.8.13   Crossroads Software – Citation, Analytics and Report Writing

The City utilizes Crossroads Software for citations and collision reports. The software provides for analytics and report writing functions. Crossroads provides a desktop application as well as a mobile application on a handheld device with Microsoft Windows Mobile Operating System. Data from these devices is synchronized with a centralized server which is interfaced with the Orange County Court. The proposed solution must provide the ability to interface with Crossroads for ingesting Citation and

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Accident data elements, and associated attachments to a report to include file formats consistent with pictures and portal document format ("PDF"). LJTEapon4jsf

If the proposed solution includes an Accident and/or Citation module as part of the solution, the Consultant should provide details of the functionality and whether the module can be run on a hand-held device utilized in the field. An interface with Orange County Courts will be required.

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola is including CommandCentral Handheld application that provides for the citation functionality and includes the PremierOne- Records Outbound Data interface to provide the information to Orange County Courts.

1.8.14   License Plate Reader – Vigilant Solutions

The City Police Department utilizes a License Plate Reader ("LPR") system by Vigilant Solutions. Vigilant Solutions provides the capability to interface their technology with CAD to assist in automating alerts within CAD and/or the MDC's for matches against various hotlists. The proposed solution must provide the ability to interface with the LPR solution to alert dispatchers and patrol officers on a hot hit from a stationary trailer or vehicle mounted reader. Upon recognition of a hot hit, the CAD system shall receive the location of reader at the time of the hot hit, and the captured photo and an indication of the status of the plate, whether lost, stolen, or if the vehicle is wanted or of interest. Upon receipt of a hot hit, the CAD system must complete an automated CLETS query. The CAD system must create a call for service/incident, utilizing the location provided by the hot hit, and if from a vehicle mounted reader, assign the unit to the incident. Further requirements will be defined in an interface functional specification.

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne-CAD Inbound Incident Creation Interface for the specific ISD for further details.

1.8.15   California Highway Patrol - Allied Agencies To Switrs Reporting Services

The California Highway Patrol ("CHP") Allied Agencies Reporting Service ("AARS") has developed a system for Allied Agencies ("AA") to transmit collision data electronically to the CHP Statewide Integrated Traffic Records System ("SWITRS") by way of a web service known as AARS Web (Collision) Reporting Service. The proposed solution must provide the ability to interface with the AARS Web Reporting Service for electronic submission of collision data.

MOTOROLA SOLUTIONS RESPONSE

Partially Comply. Submission is currently not available out of PremierOne Records, however Riverside Police Department is a CHP Beta customer for submission. This would be covered under the Maintenance Agreement.

1.8.16 Livescan

The City utilizes live scan hardware to capture and store biometrics that includes fingerprints, data and a mugshot to the regional Cal-ID system. The proposed solution must provide the ability to interface with the live scan hardware to provide data required by the live scan system to eliminate the need to manually re-enter data. In addition, the interface must be capable of ingesting a mugshot provided by the live scan system and associating it with master name record the RMS.

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne- Records Two-Way AFIS LiveScan for the specific ISD for further details.

1.8.17 Lexis Nexis – Desk Officer Reporting System

The City has implemented a citizen self-reporting system called Desk Officer Reporting System ("DORS") by Lexis Nexis. The DORS system is exposed to the citizens by way of the City's website. The City is currently allowing citizens to submit report on: attempted thefts, petty theft, mail theft, lost property, vandalism and vehicle tampering and allowing citizens to file for a bicycle license or request patrol checks for home while vacationing. The proposed solution must be capable of ingesting the information from the DORS system and created associated calls for service and case files within the RMS system.
https://risk.lexisnexis.com/-/media/files/government/dors_brochure-pdf.pdf

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne-LexisNexis-CopLogic DeskOfficer Online Reporting System-DORS (LexisNexis)) for the specific ISD for further details.

1.8.18 Orange County District Attorney – Electronic Direction For Compliant

The City is interested in interfacing directly with the Orange County District Attorney ("DA") to submit arrest and case information electronically to the DA's Case Management System via their Electronic Directions for Complaint ("EDC") interface. The DA's IT Department is currently developing an API for the interface. The proposed solution must be capable of sending arrest and case related information to the CA and provide the ability for a user to determine the data and associated case reports and

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attachments to be sent. Given this interface is new to the DA, the DA may be open working the CAD/RMS provider to comply with a current interface deployed.

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne Records - Outbound Data Interface for the specific ISD for further details

1.8.19   Video Management System

The City utilizes an array of camera systems and has access to private camera systems throughout the City. The proposed solution must be capable of integrating with these systems to provide a display of the physical location of each camera, the camera's field of view, and provide a link to access and display the live feed of the selected camera or cameras.

MOTOROLA SOLUTIONS RESPONSE

Comply. Premier One CAD allows for inclusion of a map layer that shows locations of the cameras, links to the IP cameras and a geometric object that shows the extent of the camera field of view. If the camera is dynamically controlled, the object would show all of the potential viewing coverage as it is unable to ascertain the current view.

1.8.20   Body Worn Camera / Dash Mount Camera Metadata Tagging

The City currently utilizes dash mount camera and will be deploying body-worn cameras in the future. The proposed solution must provide an interface to provide data to be utilized for tagging videos. Data element should include the incident ID, type of incident, location of incident, the unit(s) assigned to the incident, the personnel assigned to the incident, and time stamp to be utilized to associate status changes during the incident. Further requirements will be defined in an interface functional specification.

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne- CAD Outbound Data for the specific ISD for further details.

1.8.21   CAD-to-CAD Interface

The purpose of the CAD-to-CAD interface is to connect disparate CAD systems for the purpose of exchanging data to assist in the transfer or receipt of a call for service of neighboring police agencies and to allow the transfer of each agencies resources location and status information.

The proposed interface functionality, whether a single instance for multiple CAD system or a single instance for each CAD connection, must be capable of, but not limited to, the following: establishing a

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heartbeat to monitor the connectivity of the two systems; sending and receiving incident data; establishing a link between the incidents on either end for updates; acknowledgment of receipt of an incident; assigned resource identification and corresponding status changes of each assigned resource; resource position (GPS) or location sharing; incident cancellation processing; request for shared resources; and messaging between the two CAD systems. The interface shall provide an audit trail of the exchanged information to enable research by way of querying the data.

Ideally, the CAD-to-CAD interface in its basic function is a single data exchange switch facilitating the exchange of data between each of the disparate CAD systems to enable a dispatcher on either end of the interface to visually monitor the current location and status of neighboring agencies resources and to enable the CAD system to make resource response recommendations based on the known real-time location and proximity of the resources, regardless of which agency the resource belongs to. Initiation of the request for resource response shall be automated by sending incident information and the requested resources to the neighboring agency's CAD system. Upon receipt, the receiving dispatcher shall manually accept or deny the request and manage the dispatching functions resident to their CAD system.

The City wants to explore an interface for each of the following agencies:

1.   Orange County Fire Authority ("OCFA"). The interface would be with Tellus (formerly FATPOT) which is interfaced with the OCFA TriTech CAD system.

> ### MOTOROLA SOLUTIONS RESPONSE
>
> Comply. Please reference Exhibit 13: PremierOne-FATPOT CAD-to-CAD FATPOT for the specific ISD for further details.

2.   Orange County Sheriff's Department ("OCSD"). The interface would be direct with the agency's TriTech CAD system.

> ### MOTOROLA SOLUTIONS RESPONSE
>
> Comply with clarification. In lieu of procuring another interface, Motorola suggests that the Orange County Tritech CAD system communicate with the Tellus Unify FATPOT.

1.8.22   Tow Provider Interface

The City currently contracts with several tow providers and utilizes a rotation process to identify which provider is to be utilized when a request for tow is initiated. The City desires an output from the CAD for service requests that could be sent via an email, a page or SMS text, a fax, or an interface to the two provider CAD system. The City may, in the future, integrate with a regional system dispatching and tracking system. The proposed solution must provide the capability of a notification at minimum. Further requirements will be defined in an interface functional specification.

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MOTOROLA SOLUTIONS RESPONSE

Comply. In conjunction with the use of modifying circumstances a request can be passed through the use of a CAD Outbound interface to an external system.

Please reference Exhibit 13: PremierOne- CAD Outbound Data for the specific ISD for further details.

1.8.23 DIMS Digital Information Management System

The City utilizes Linear DIMS Software for digital evidence. The software manages the acquisition of digital images and video. If the proposed solution includes a digital evidence module as part of the solution, the Consultant should provide details of the functionality. If the functionality of DIMS is preferred the proposed solution must provide the ability to interface with DIMS.

MOTOROLA SOLUTIONS RESPONSE

Comply. Please reference Exhibit 13: PremierOne-Linear Systems-Digital Information Management System-DIMS for the specific ISD for further details.

1.9 SYSTEM TESTING, RELIABILITY AND ACCEPTANCE

The City requires a system acceptance process comprised of at least the following components; the System Test Period, the System Reliability Period, and the Final System Acceptance as described further below. During the System Test Period and the System Reliability Period, if the system reveals any major defects or several minor defects impacting the completion of testing and/or production use of the system, the process shall be terminated, and the Consultant shall reasonably resolve outstanding issues. Once the issues have been addressed, the Consultant will recommence. The Consultant shall describe its trouble reporting, priority, and severity plan for this process. The Consultant shall describe responses to failed user acceptance tests, including when the testing must be held in abeyance, and recommenced in its entirety from the beginning as may be required by the City.

1.9.1 System Test Period

The Consultant's software shall be delivered to the City accompanied with written documentation stating the system is ready for testing and a draft acceptance test plan ("ATP") for the City to use in its acceptance testing process. The City will review the written draft of the testing plan and schedule the installation of the software within the City test environment. The acceptance test period shall begin when the City, along with the assistance of the Consultant, first performs all tests in accordance with the ATP and successfully completes the tests. If major defects or numerous minor defects are found during the acceptance testing, the tests shall be terminated, and the Consultant shall resolve outstanding issues.

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Once all issues have been addressed, the Consultant will recommence the ATP process, in its entirety, from the beginning as may be required by the City.

The Consultant shall provide the City with draft test plans that include, but is not necessarily limited to the following:

a.	Drafting a test plan for City staff;
b.	User acceptance testing;
c.	Product performance testing;
d.	Interfaces testing;
e.	Security testing;
c.	Data conversion testing;
d.	Hardware and network capacity testing;
e.	 Integration testing;
f.	Load testing; and - currently requires external rig onsite
g.	Fail-over testing.

The City shall be responsible for conducting a final unit, subsystem, and system acceptance test that shall include, but is not necessarily limited to, the following:

a.	Testing all software components in accordance with published functions and features;
b.	Testing all software components;
c.	Testing all system software based on business scenarios;
d.	Testing all system software based on user friendliness; vague - need a specific agreement (suggest three iterations, then change-order)
e.	Testing of all contracted interfaces based on design and business scenario;
f.	Parallel testing prior to cutover (if parallel processing is appropriate);
g.	Security testing;
h.	Data Conversion testing;
i.	Testing based on business scenarios;
j.	Hardware and network capacity testing;
k.	Integration testing;
l.	Load testing; and
m.	Fail-over testing.

MOTOROLA SOLUTIONS RESPONSE

Comply with Clarification. Motorola agrees to the items in the City's test list with the following clarifications:

A. While Motorola supports all features detailed in the Customer Resources Matrix available as Exhibit 11, the Acceptance Test Plan is developed based upon the City's provisioning. If the City is not using a feature, it is not included in our testing process.

B. Motorola has included testing of our base products, interfaces, and end-to-end system level testing.

C. Motorola can supply sample business scenarios for the Customer's user testing. Motorola can also test based upon the scenarios requested by the City during the demo process or additional scenarios presented by the customer.

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D. Motorola employs a design team specifically focused on maximizing the user experience. Motorola has included customization of the CAD client. Customization of the Records client is done using the Advanced Configuration Tool (ACT). As PremierOne is a COTS product, Motorola has not committed to any core code changes.

E. Interfaces are tested to the specifications included in the customer-approved, Interface Specification Documents (Exhibit 13).

F. If the City desires to test parallel processing (here meant as simultaneous entry into the legacy systems as well as PremierOne) the City can accomplish this during their user testing period.

G. Security testing Motorola will test login security, including Active Directory if appropriate, during the Functional Acceptance Testing. The System Administration class will include detailed information on the design and protections included in the system. Motorola is willing to discuss more formal security testing if the City wants further detail.

H. Motorola has proposed a less-expensive alternative to data conversion, developing a query against legacy data that the City has made available in a relational database. The query itself would be tested during interface testing. Motorola has also included options for CAD data migration, Records data migration, and the use of our proprietary Convert on Demand tool which would allow the City to migrate their own data. If the City selects the options for CAD and/or Records data migration, we include two test iterations in which Motorola works with the City to verify that the data is being transferred as expected.

I. Motorola is limiting testing based on scenarios to our response to item c above.

J. Motorola has included IP network analysis near the beginning of the project in order to ensure that the City's network is adequate to support the products and workload. The City is responsible for remedying any issues uncovered during the assessment.

K. Agreed. Motorola has included system-level testing.

L. Motorola's performance and load testing is designed to stress a customer's infrastructure prior to going into production to validate that the system can provide the performance necessary. This test is run on the customer's production environment using Motorola provided test data. This test is designed to produce an environmental baseline as compared to the reference data taken from the Motorola performance lab system for a given code release.

This series of tests is designed to:

- Produce a reference baseline of system performance as measured by client workstation timing

- Validate that the infrastructure has been properly designed, implemented and configured to support PremierOne at the customers call load

- Perform a stress test to validate that surge conditions can be sustained.

M. Although Motorola supports a full disaster recovery system, we did not include pricing for this effort in our base proposal as our redundant and high availability system offers its own protection. During the System Administration training class, we will test high availability database failover and could also demonstrate availability with multiple systems degraded.

Motorola has included further detail on our testing procedures in Exhibit 3: Statement of Work.

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The Consultant shall review the City's additions to the test plans for accuracy and completeness. The City reserves the right to revise the test plans provided that reasonable notice is given to the Consultant. The City maintains sole authority to certify the successful completion of any and all tests performed by the Consultant on the proposed system.

MOTOROLA SOLUTIONS RESPONSE

Comply.

1.9.2   System Reliability Period

After the successful completion of the cutover period, there shall be a minimum of ninety (90) day reliability testing during which the newly installed system will be in production and its performance monitored. During this period, the system must perform fully without degradation of any kind for the System Reliability Period to be satisfied. If any major defects or numerous minor defects are discovered, the System Reliability Period shall be terminated, and the Consultant shall resolve all issues. Once all issues have been addressed, the Consultant shall recommence the System Reliability Period, in its entirety, from the beginning as may be required by the City.

Severity levels pertaining to the system are defined as:

Severity Level 1 (S1): Critical system errors, which are defined as: Loss of Data, Corruption of Data, or Loss of Productive Use of the System. In the event this type of error occurs, the City shall immediately notify Consultant and the ninety (90) day Reliability period shall be cancelled. Consultant personnel shall promptly resolve the problem at no additional cost and a new ninety (90) day Reliability period shall begin. Once the system operates for (90) consecutive days without a Severity Level 1, the ninety (90) day Reliability test shall be completed.

Severity Level 2 (S2): Critical errors exist when the primary purpose of the Consultant's CAD/Mobile software is compromised, and productive use of the system is significantly impacted. A procedural workaround is either not immediately or readily available or has been proposed and has been found to be unacceptable by the City. In the event this type of error occurs, the City shall immediately notify the Consultant and the ninety (90) day Reliability period shall be suspended. The Consultant's personnel shall promptly resolve the problem at no additional cost to the City, and the ninety (90) day Reliability period shall re-commence at the point where it was suspended.

Severity Level 3 (S3): Non-critical errors which are defined as incomplete operation of system where a procedural workaround is readily and immediately available, and productive use of the system is not significantly impacted on software or operations. In the event this type of error occurs, the City shall immediately notify the Consultant, but the ninety (90) day Reliability period shall continue. If possible,

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the Consultant shall resolve the problem during the ninety (90) day Reliability period, but if necessary, resolve in a future bug fixes release of the product.

Severity Level 4 (S4): Cosmetic errors which are defined as configuration issues that can be corrected by the City, data integrity issues that must be addressed by the City, Help File documentation errors, or enhancements that can be made in the future to the presently installed system. Severity level 4 defects shall be remedied within a future software fixes release.

MOTOROLA SOLUTIONS RESPONSE

Comply with Clarification. Although our language is generally consistent with the City's, Motorola prefers to use its current definition of severity levels (below). These definitions will apply both during the Reliability Period and for the duration of the Maintenance Agreement.

Motorola agrees with the City's proposals for the Reliability Period with the following caveats:

- The definition of "numerous minor defects" would be determined by agreement reached between the City and Motorola project managers.
- Severity 1 issue: Motorola requires that Severity 1 issues occur twice before the reliability period restarts.
- Severity 2 issue: Agreement between the City and Motorola project managers must be reached in order to declare that a procedural workaround is unacceptable.

Severity Level	Description
Severity 1	This severity level is meant to represent a complete failure of the PremierOne Solution. No work-around or immediate solution is available.
Severity 2	This level is a non-critical major failure. This error level occurs when a major but non-critical element in the System is not functioning but that does not prohibit continuance of basic operations. 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.
Severity 3	This level is meant to represent a non-critical minor issue that does not preclude use of PremierOne Solution.
Severity 4	This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests.

1.9.3   Final System Acceptance

At the successful completion of the System Reliability Period and completion of all data conversions, and demonstration they system backup and recovery features function successfully, the City shall issue final acceptance certificate.

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MOTOROLA SOLUTIONS RESPONSE

Comply and Understand.

1.10 HARDWARE REQUIREMENTS

All hardware must be new equipment delivered in the manufacturers' original packaging and carrying the manufacturers' full warranty. The warranty period begins after system acceptance and certification by the City that the equipment is in production use. All equipment must be installed according to manufacturers' requirements.

All hardware components must be sized appropriately to ensure that the performance requirements of the Consultant's application will be met. Equipment specifications provided by the City within this RFP shall be considered as minimal requirements. All servers provided by the Consultant shall, at a minimum, meet the City Technology Standards as outlined in Attachment "IV" within this RFP.

Consultant must provide servers and workstations that meet the following minimum requirements:

1.10.1 CAD Servers:

The Consultant shall furnish and install the necessary Servers to support the CAD and all Interfaces and Report Server(s). All server architecture must comply with the City's IS Technology Standards provided in Attachment "IV" in this RFP, and leverage VMware's virtualization technology and Industry Standard 3rd Party Automated Tools to facilitate high- availability and immediate failover from a network, computer, and storage layer.

The Consultant shall recommend the quantity and provide such servers as to meet or exceed the minimum requirements of their software and the required performance standards delineated within this RFP.

The operating system kernel may not be modified. All support for hardware redundancy must be provided by Consultant-supplied middleware and firmware that can be upgraded as required.

The solution must provide the guaranteed availability of 99.999% uptime (at a minimum), utilizing fully redundant hardware i.e., functionally critical hardware within the single server must be duplexed. Interface and Report Servers are not required to be fault tolerant. For the primary CAD servers, the following components must be fully redundant, at minimum:

Motherboard, including CPU chipsets and Memory DIMMs
The motherboards must be completely encased for safety, and designed to allow insertion and removal, for repair, without shutting down the operating system, or the applications.

Disk Drives
All disk drives in the proposed solution must use RAID 1 mirroring (at a minimum). This data protection must be provided with redundant SAS controllers that perform all Input/Output ("I/O")

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operations across a redundant bus. The mirror technique must be implemented in a fashion that has no performance penalty. All disk drives must be completely encased for safety, and designed to allow insertion and removal, for repair, without shutting down the operating system, or the applications.

Power Cords
Two external, twist-locking power cords are required for the proposed solution. The server must have onboard dual power supplies with dual power cords connected to two separate and distinct Uninterruptible Power Supplies connected to two separate power circuits.

For security reasons, all encased components must be designed so that City personnel and/or operational staff can be trained in the replacement of failed parts. Replacement parts must be shipped to the City utilizing a priority overnight carrier with guaranteed delivery.

The proposed server solution must contain self-diagnosing logic that will determine, based on error thresholds, if a component is failing. Once that determination is made, and without human intervention, the server must be capable of contacting the supplying Consultant and requesting replacement components.

The Consultant shall maintain a support infrastructure that is fully operational 24 hours per day, and seven days per week. This infrastructure must be global in nature, and also accept calls from City personnel as they have questions or issues pertaining to the proposed solution.

MOTOROLA SOLUTIONS RESPONSE

Comply with clarification. Through the use of the high availability design and the use of redundant components, our system will keep functioning in case of an individual component failure allowing for maintenance of each server without taking the overall system down.

For example, removal and replacement of the motherboard will require taking an individual server offline without an impact to the overall system.

The PremierOne Service Oriented Architecture enables high availability of the PremierOne CAD and Records application software. The PremierOne approach to high availability involves increasing the reliability of the system by using redundant components that will keep the system functioning in case of an individual component failure. The following represent some of the components that enable high availability:

1. Microsoft System Center Operations Manager (SCOM) monitors PremierOne services, database components, disk usage and Windows performance counters. It provides a single interface that shows state, health and performance information of the PremierOne system. SCOM will generate alerts when it sees potential issues based on thresholds configured, and is configured to take proactive action to restore service health if needed.
2. SolarWinds is used to monitor network, F5, storage, firewall and switches.
3. Multiple database servers leveraging SQL Always On to increase availability of the database. SQL Always On also improves the availability of the production database during upgrades.
4. Use of multiple applications servers in a load-balanced pool, allowing for uninterrupted service even in the case of complete failure of an application server.
5. Redundant Switching, redundant Firewalls (Active/Passive), redundant physical hosts with distributed VMs, and redundant load balancing virtual appliances.

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While the architectural design of PremierOne enables high availability, each individual system is reliant upon environment variables beyond Motorola Solutions control that impact system performance and availability. As such Motorola Solutions cannot assure specific up-time availability.

1.10.2   Workstations

The Consultant shall furnish and install six (6) workstations to support the Operations, Training, and Testing environments. The Consultant shall provide such workstations as to meet or exceed the minimum requirements of their software and the required performance standards delineated within this RFP. All workstation architecture must comply with the City's IS Technology Standards as outlined in Attachment "IV" within this RFP.

MOTOROLA SOLUTIONS RESPONSE

Motorola complies with clarification. Motorola's proposal includes six (6) workstations. Specifications are included in Exhibit 1: System Description. The City shall perform localization of the workstations such as creating and applying an image, joining the domain, applying OS patches, installing anti-virus, connecting to the City network, and any other standard workstation configuration required to meet the City's standards for workstations on the City network. Motorola will install its software on the six workstations. Motorola has also included training in installation of the software (as detailed in Exhibit 4: Training Plan).

Motorola has proposed two environments: Production (Operations) and Test/Training. During the deployment period, testing will be conducted in the Production environment. Once the subsystems are live, the Test/Training environment will be used for both functions.

1.10.3   Position Requirements

a.   Eight (8) – Combination Dispatch and Call Taking Positions
b.   Site License – Mobile Computers

MOTOROLA SOLUTIONS RESPONSE

Comply.

c.   Site License – Browser Based Functionality

MOTOROLA SOLUTIONS RESPONSE

Comply with our alternative Low Use CAD license.

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d.   Site License – Police Records Management System
e.   Site License – Records Check System

> ### MOTOROLA SOLUTIONS RESPONSE
>
> Comply.

1.10.4   CAD Printers

The Consultant shall provide two (2) laser printers to support the printing of reports. The printer must have a network interface controller ("NIC") installed. All printers, at a minimum, must comply with the City's IS Technology Standards as outlined in Attachment "IV" within this RFP.

> ### MOTOROLA SOLUTIONS RESPONSE
>
> Comply. Two HP Color LaserJet Pro M254dw are included as part of Motorola Solutions Proposal.

1.11   LICENSES

Consultants shall provide a copy of all end user software license agreements ("EULA") that they will be requesting the City to execute.

> ### MOTOROLA SOLUTIONS RESPONSE
>
> Comply. See Exhibit 15: Sample System Agreement. The Microsoft End User License Agreements are included as a sub-exhibit A-2 of the Agreement.

1.12   MAINTENANCE, SUPPORT AND UPDATES

The Consultant shall make available to the City all updates to the software, as they are released, at no additional charge, so long as the City is currently under the Consultant's software maintenance agreement. To ensure that documentation is consistent with the operating environment, updated documentation must be delivered concurrently with the software update.

> ### MOTOROLA SOLUTIONS RESPONSE
>
> Comply with clarification, as stated in this excerpt from the Sample Maintenance and Support Agreement (included as a sub-exhibit of the System Agreement - Exhibit 15).

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 "Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, Motorola will provide to Customer without additional license fees an available Cumulative Update, Supplemental, or Standard Release for Motorola's PremierOne Applications after receipt of a request from the Customer. The Customer must pay for any installation or other services and any necessary Equipment or third party software or training provided by Motorola in connection with Supplemental or Standard Releases. On Demands and Cumulative Updates are designed to be delivered remotely. Services for onsite delivery related to On Demands and Cumulative Updates as requested by Customer will be quoted at the time of the request. Any services will be performed in accordance with a mutually agreed schedule."

Motorola issues Release Notes for all new releases. For Standard Releases, Motorola generates a full new set of documentation which will be provided to the Customer.

1.13   WARRANTY

The Consultant shall include in its proposal a list and description of warranties provided, including, but not limited to:

a. Warrant of Performance – one-year performance warranty covering the specifications for and performance of all software and services, commencing upon system acceptance;
b. Warrant of representations made by Consultant in response to RFP;
c. Warrant Against Viruses – Consultant warrants against deliberate time bombs – encrypted key technology to disable the system or otherwise hinder system functionality;

MOTOROLA SOLUTIONS RESPONSE

Comply. Motorola Solutions (Respondent) represents, warrants and covenants that its personnel, agents, and subcontractors will not introduce a Virus or allow a Virus to be introduced into the System or otherwise into the City's operational environment. If a Virus is found to have been introduced by Respondent as a result of a breach of the foregoing, Respondent will use Commercially Reasonable Efforts, at no additional charge, to assist City in eradicating the virus and reversing its effects and, if the virus causes a loss of data or operational efficiency, to assist City in mitigating and reversing such losses.

d. Warrant of Consultant Capability – Consultant is financially viable and there are no legal proceedings against the Consultant that could jeopardize this agreement;

MOTOROLA SOLUTIONS RESPONSE

Comply. With over thirty years in the public safety software business for CAD, Mobile and Records products, Motorola is a proven and reliable vendor with installations worldwide. Motorola Solutions, Inc. Annual 10K reports are available at: http://investors.motorolasolutions.com/QuarterlyResults

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e. Warrant of Past Success – System is installed and running at other similar locations, and there is no pending litigation against the Consultant based upon problems with the system and Consultant performance;

MOTOROLA SOLUTIONS RESPONSE

Comply. The list below is a representative sample of the Motorola customers who are live or in deployment on PremierOne. All sites on the list are running the full PremierOne CAD, Mobile and Records suite of products.

Bernalillo County, NM
Calumet County, WI
Douglas County, NE
Horry County, SC
Las Vegas Metro, NV
Loudoun County, VA
Miami, FL
Montgomery County, OH
North Las Vegas, NV
Prince George's County, MD
Prince William County, VA
REDA/Eddy Co, NM
Riverside PD, CA
Will County, IL
Winnebago County, WI
WMATA

Motorola Solutions, Inc. ("Motorola") is a Fortune 500 company with billions of dollars in annual global sales. As is normal for such companies, Motorola and its subsidiaries have been a party to many civil lawsuits. These suits have made many different legal and factual claims and have put forward many alleged legal theories seeking damages or other legal relief against Motorola. Motorola does not maintain a detailed history of such cases or their outcomes, nor does it maintain a listing of all allegations made therein, and therefore cannot provide the same. As a publicly traded company, however, Motorola files an annual report Form 10-K with the SEC and describes therein certain litigation that is material for disclosure under SEC rules. Please see Item 3, Legal Proceedings of the SEC filings:
http://investors.motorolasolutions.com/AnnualReports/Index?KeyGenPage=1073749802

f. Configuration Warrant – Consultant warrants that the system provided and installed includes all components necessary to perform the processing presented; and

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MOTOROLA SOLUTIONS RESPONSE

Agreed.

g. Release Warrant – Consultant warrants the combination of hardware, software, and operating system requirements.

MOTOROLA SOLUTIONS RESPONSE

Agreed. Motorola tests compatibility for each release and include details in the Release Notes for each version.

h. Product Continuance Warrant- Consultant warrants the continuance of their product including incorporating state and federal mandates, and/or the ability to transition without cost to their refreshed product line.

MOTOROLA SOLUTIONS RESPONSE

Clarification. Compliance to local, county, state and/or federally mandated changes, including but not limited to NCIC and state interfaces are not part of the covered Services. However, Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.

Motorola will provide upgrades without additional license fees. The Customer must pay for any installation or other services and any necessary equipment, third party software, or training provided by Motorola in connection with major releases with new features. Please reference the Maintenance and Support Agreement included as a sub-exhibit of Exhibit 15 for more details.

1.14   QUALITY CONTROL

This RFP requires the establishment of a quality control system by the Consultant to ensure that hardware and software supplies and/or services meet the quality standards explicitly and implicitly specified in this RFP. The quality control system, including procedures, is subject to surveillance by the City.

The quality control system and procedures shall be designed by the Consultant. The Consultant's procedures used to implement the requirements of this sub-specification shall be subject to the approval of the City. In the event of disapproval, the Consultant is solely responsible for devising new procedures that meet with the explicit approval of the City.

The quality control system shall ensure that adequate control of quality is maintained throughout all areas of contract performance, including, as applicable, the receipt, identification, stocking, and issuance of material; the entire physical process of manufacture, packaging, shipping, storage, installation, and maintenance; and processes of software development including design structure, coding, testing, integration, and implementation.

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All equipment, supplies, and services under the contract, whether manufactured or performed at the Consultant's facility or at any other source, shall be subject to control at such points as necessary to ensure conformity with the specifications and contractual requirements. The proposed solution shall provide for the prevention and ready detection of discrepancies and for timely and positive corrective action. The Consultant must make objective evidence of quality performance readily available to the City.

MOTOROLA SOLUTIONS RESPONSE

Comply. At major project intervals prior to key project milestones, a Quality Review will occur that will verify the adherence to plan. Included in such reviews could be readiness for major delivery activities, including provisioning, training, installation and pre-cutover, as well as review of major project deliverables for completeness and adherence to the Statement of Work.

Quality Oriented Processes

To ensure the quality of the delivered software system a set of mandatory cross functional processes are followed by all teams and vendors involved in PremierOne software development.

- Project Planning
  - To insure that quality goals get proper attention, rigorous planning of work is done.
- Standards
  - Work products are done in a consistent manner. To create this consistency documented style guides are used. These guides specify common terminology, common structure, and common levels of detail.
- Common tools are used for tracking purposes
  - Requirements storage and interrelationship management accessible by all team participants.
  - Storage and version control of all work products.
  - Manage defects and change requests.
  - Manage test cases, results of tests, and traceability to requirements.
- Change Control
  - Versioning and common Change Control Board processes are used to insure versions of work products are tagged as being a member of a certain version of the system.
- Peer Review
  - Every definitive work product is peer reviewed. Faults discovered in peer reviews are tracked and measured.
- Oversight
  - Significant aspects of the system such as requirements, software designs, source code, unit tests, and integration tests are subject to cross team reviews. For instance, the architecture team reviews the software designs and implementations to verify adherence to the architecture.
  - Weekly status reports are prepared for each team. The reports are archived, published centrally, and accessible to all project teams.
  - Quality metrics are reviewed regularly as part of the oversight process as objective measures of system quality and completeness.
  - Process audits are performed.

Quality Metrics

Metrics will be used to measure the quality of the software as it is produced as an indicator of the health and success of the overall program and as an input into the objective release criteria of the

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software. Metrics are produced weekly by the various development teams and will include the following:

1. Total Number of Defects by Priority for the week / Total for Product Cycle

2. Total Number of Defects by Severity for the week / Total for Product Cycle

3. Total Number of Regressed Defects for the week / Total for Product Cycle

4. Outstanding / Blocking Issues

5. Unit test code overage metrics

6. System test coverage metrics

7. Additional metrics (actual and predictive) to be defined as needed.

Release Criteria

Software quality release criteria in terms of levels of defects of a specific severity will be used to evaluate the software's fitness for release outside the development environment. In addition, release criteria is more than just absence of defects it will include items such as 100% of all System Tests executed, requirements traced to tests or marked verified through analysis, etc.

Quality Audits

Quality Assurance audits are a necessary part of objectively verifying that the software products and activities adhere to applicable standards, processes and requirements. In the same manner that the software test team verifies that the software implementation adheres to the requirements, Quality audits verify that the software project adheres to the software processes. Should the software project not adhere to the software processes, it is very likely that an inferior product will be produced. The inferior product will result in downstream project slips and/or defect escapes to the end-user customer.

A Motorola software quality assurance team will conduct audits to measure the effectiveness of the software development team against the software development plan and procedures.

Portions of the software design/development/test are conducted by sub-contractors who have their own quality assurance teams. The overarching quality assurance team will receive inputs from the quality assurance teams of the sub-contractors and monitor the progress and success of their quality programs.

Continuous Improvement

Software development is conducted in multi-week iterations during which the in-scope software to be developed is designed, coded, unit and integration tested. At the conclusion of each iteration, project management conducts a post-mortem meeting to evaluate the successes and failures of the iteration and to develop corrective actions to be followed in successive iterations. In this way the software development process will improve itself with each iteration.

As an example of Motorola's commitment to quality, Motorola has included as Exhibit 14: Sample Quality Assurance Test Plan. This sample contains an excerpt showing the test sequence of one of the CAD commands. It is a representative sample of thousands of test cases. These tests are performed for every Standard Release, as well as any On Demand or Cumulative Update release where code changes may have affected the behavior of the command.

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Note: Motorola Solutions PremierOne Suite of integrated applications include PremierOne Mobile, Records Mobile and Handheld. These are applications developed as part of the PremierOne Suite by Motorola Solutions as mission critical public safety applications. PremierOne Mobile, Records Mobile and Handheld are all extensions of PremierOne CAD and RMS and provide similar functionality, but designed for the mobile environment.

PremierOne Mobile is fully integrated with the PremierOne Suite and provides the essential communication between operations in the field and the communications center. PremierOne Mobile provide real time information via a simple end user interface that can be configured at the individual agency level to meet their needs. The agency level configuration includes the various function keys that allow for quick navigation without having to type commands. PremierOne CAD includes mapping, messaging and status changes among its basic CAD functionality without having to utilize any third party application.

PremierOne Records Mobile is fully integrated with PremierOne Suite and provides the complete incident reporting and field based reporting features required in the field. PremierOne Records Mobile is designed for field operations and includes the ability to operate in a disconnected mode allowing an officer to complete his required duties even if wireless connectivity is not available.

PremierOne Handheld is fully integrated with PremierOne Suite and provide essential communications to users operating on a handheld device. PremierOne Handheld provides vital messaging, status updates and query responses integrated with PremierOne CAD.

Motorola Solutions has included our recommended hardware for our PremierOne Suite of application. Motorola Solutions recommendation for Mobile and Records Mobile hardware is greater than 16GB RAM, Intel i3, i5 or i7 processors with at least 2.6GHz dual core processors running Microsoft Windows 10.

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MOTOROLA SOLUTIONS

PROPOSAL TO
CITY OF IRVINE

SECTION 5
REFERENCES

MARCH 22, 2019

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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SECTION 5

REFERENCES

Provide a minimum of three (3) references for work similar to this scope of services that your firm has provided within the last five (5) years. Include a detailed description of the services, the agency or firm names, contact names, phone numbers, email addresses, and dates of services performed.

5.1   REFERENCES

Client Name	Client Contact Person	Contact Details	Product*	Comments
Riverside Police Department	Lt. Chris Wagner	Riverside Police Department 10540 Magnolia Ave Riverside, CA Phone: 951-660-1752 Email: cwagner@riversideca.gov	C/M/R	PremierOne CAD customer for years. Motorola won the competitive RFP for Records in 2016. Customer is finishing an upgrade to for CAD/Mobile and went live on Records December 2018.
Las Vegas Metro	Jared Grant, IT Manager	Las Vegas Metropolitan Police 400 S. Martin L King Blvd. Las Vegas, Nevada 89106 Phone: 702-828-8318 Email: J7831G@lvmpd.com	C/M/R	Customer has been live on PremierOne Records for several years with Premier CAD. Customer went live on PremierOne CAD in 2018.
Miami Police Department	Joseph Pontillo, Information Systems Manager	Miami Police Department 400 NW 2nd Ave Miami, FL 33128 Phone: 305-603-6155 Email: 26744@miami-police.org	C/M/R	Customer went live on June 2017 with PremierOne CAD, Mobile and Records.
Santa Maria Police Dept.	Teri Maa, Information Technology Manager	1111 W Betteravia Rd Santa Maria, CA 93458 Phone: 805-266-8066 Email: tmaa@cityofsantamaria.org	C/M/R/ARL/ICC/CC	Customer is schedule for go live June 2019
Oakland Police Department	Kirke Curtis, Project Manager	455 7th Street Oakland, CA 94607 Phone: 510-238-3010 Email: kcurtis@oaklandnet.com	C/M/R	Contracted December 2017 and currently in deployment
Los Angeles World Airport - Airport Police Department	John Wallace, Assistant Chief	1 World Way Los Angeles, CA 90045 Phone: 424-646-5582	C/M/R	Contracted in January 2019 and currently in deployment

SECTION 6
ADDITIONAL DOCUMENTATION

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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PROPOSAL TO
CITY OF IRVINE

EXHIBIT 1
SYSTEM DESCRIPTION

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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EXHIBIT 1

SYSTEM DESCRIPTION

1.1 SOLUTION OVERVIEW

Motorola Solutions is pleased to present the following solution for the Irvine PD (hereinafter referred to as the "City"). Our solution is based on our interpretation of the requirements presented in your Request for Proposal and responses to questions you provided on 02/22/2019.

Motorola Solution's offering is comprised of PremierOne server hardware, PremierOne server networking hardware, system software, PremierOne application software, PremierOne client software, interfaces and services (as stated in the Statement of Work.)

The following presents a logical illustration of the solution components.
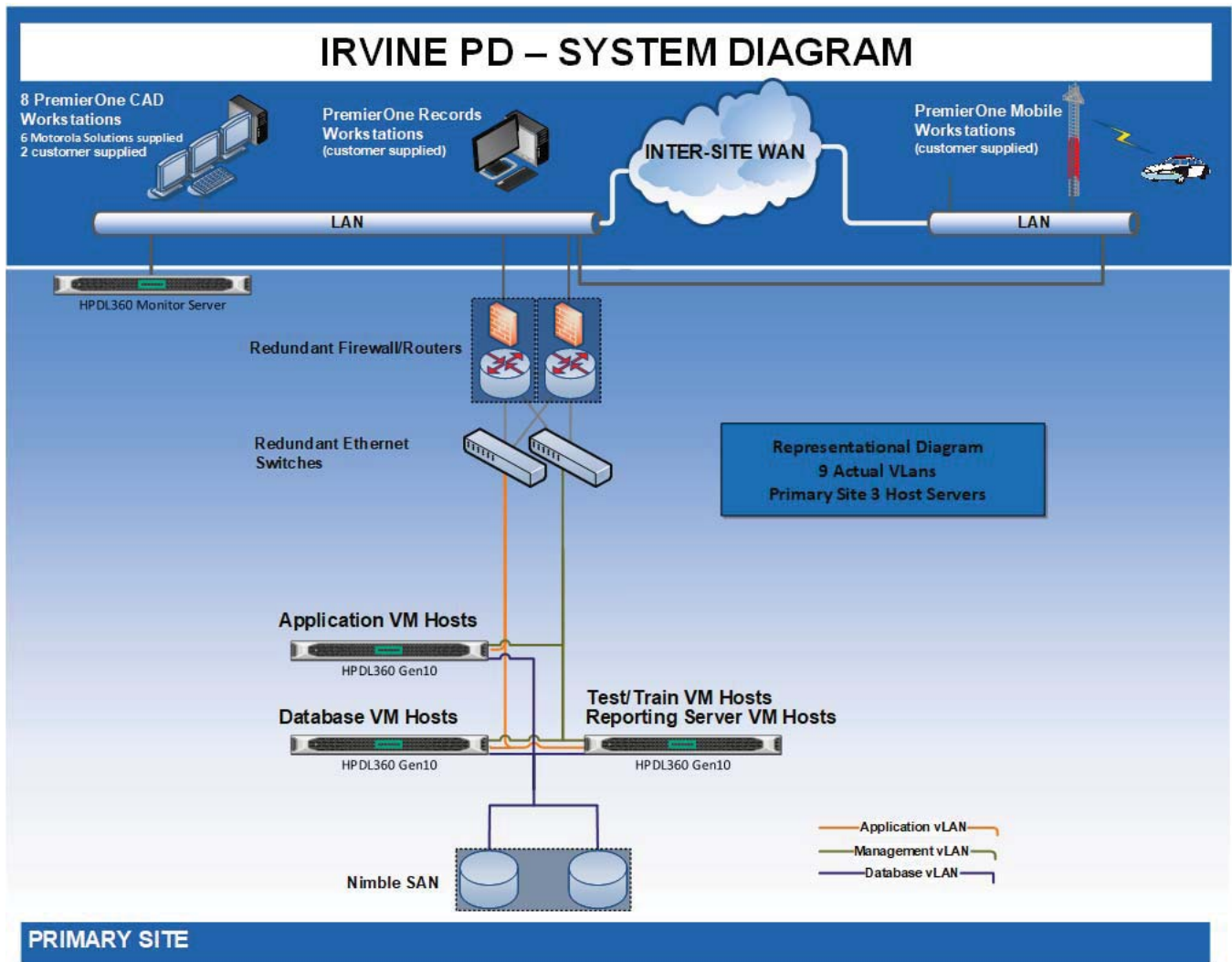
Figure 1-1. Representative System Diagram

1.1.1 Participating Agencies

The designated agencies participating in the PremierOne system are:

- Irvine Police Department

The following represents the sizing considerations for the City's needs. Should additional agencies be interested in joining the system, Motorola Solutions reserves the right to review the installed system and validate sufficient sizing capacity to support additional agencies. Any modifications to system components can be addressed through the change provisions of the contract.

1.1.2 Basis for System Sizing

Motorola's solution is sized by tiers. Motorola uses Call for Service (CFS) counts to establish the tiers of infrastructure sizing. Based on the CFS counts provided by you, this solution has been sized as follows:

- Up to 250,000 CAD Calls for Service per year
- Up to 25 PremierOne CAD clients
- Up to 100 PremierOne Mobile clients
- 3.5% annual growth for 5 years
- 5 years of PremierOne CAD data retention (2 years online, 3 years reporting)

The following applications, system components and services are included in this solution:

1.1.3 Application Software and System Components

This solution is based on Motorola Solutions PremierOne Application Software release version 4.4.

- PremierOne CAD with Automatic Resource Location (ARL):
  – PremierOne Mobile via cellular
  – PremierOne Handheld via cellular
- PremierOne Mobile with Mobile Mapping
- PremierOne Handheld
- PremierOne Records and Records Mobile
- PremierOne Property and Evidence
- Electronic submission of California specific UCR and IBR Dual-reporting of California State UCR and IBR
- PremierOne Hardware Components
  (PremierOne solution components will supply as listed below)
- Interfaces

1.1.4 PremierOne Application Client Software Enterprise Site Licensing

The following table summarizes the total number of positions used as the basis for the PremierOne client application software **site licenses** included in our enterprise solution for all participating agencies:

Table 1-1. PremierOne Licensing

PremierOne Licenses	Per Seat	Concurrent
PremierOne CAD Dispatch with Mapping	8	n/a

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1-2   *System Description*

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PremierOne Licenses	Per Seat	Concurrent
PremierOne Low Use CAD Client	n/a	16
PremierOne Mobile with Mapping and Records	n/a	30
PremierOne Records	n/a	75
Command Central Apps – with handheld features	n/a	30

Enterprise Site License Terms

The enterprise site license is based on the current usage of application software identified in the PremierOne Licensing table above. If an agency is not currently using an application or has not rolled out the usage of an application to the full agency, the site license pricing will be based on expected usage at full roll-out.

1.1.5   Microsoft, VMware, other Software Licensing Ancillary components

The following table lists type and number of Microsoft and VMware licenses and the party responsible for providing them.

Table 1-2. Microsoft and VMware Licensing

Microsoft & VMware Licenses	Total	Customer Provided	Motorola Provided
Microsoft DataCenter 2016 OS	3		X
Microsoft Windows 2016 OS	2		X
Microsoft SQL 2017 Enterprise 4 core license	5		X
Microsoft SQL 2017 Standard 4 core license	4		X
Microsoft System Center Operation Manager 2016 (SCOM)	36		X
VMware vCenter Standard	1		X
VMware vSphere Ent+ CPU	7		X

We recommend the purchase of software assurance or maintenance from the vendor for all the software listed above.

The following table lists the type, number and who is providing these ancillary items:

Table 1-3. Ancillary Components

Description	Details	Customer Provided	Motorola Provided	Quantity
F5 Load Balancers	Virtual/Physical Network Load Balancing software integrated with solution		X	2
SolarWinds	Network performance monitoring		X	1
SolarWinds	NetFlow Traffic Analyzer		X	1
GIS Editing Software	10.3 of Esri ArcGIS Desktop and Network Analyst extension software	X		

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System Description   1-3

Description	Details	Customer Provided	Motorola Provided	Quantity
Client Access Licenses	Microsoft Windows Server 2016	X		1 Per Client Refer to Microsoft Website for Guidance
CommSys ConnectCIC	Enables State Queries		X	1
FortiGate Network Devices	Provides server component isolation from other systems within the City's data center by means of a firewall router.		X	2
Extreme Networks X620	16 port 10Gb Layer 2 switching, Layer 3 IPv4/IPv6 routing		X	2
Extreme Networks X420	48 port GbE Management vLAN Switch		X	1
HPe DL360c Gen10 w/dual Xeon Gold 6146, 384 GB RAM, 2 NIC, 2 x 8 GB microSD	Host Server		X	3
HPe DL360 Gen10 w/ single XeonS 4114, 128 GB RAM, 5x1.2 TB HDD	Monitor Server		X	1

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1-4   System Description

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Description	Details	Customer Provided	Motorola Provided	Quantity
Nimble Storage CS1000H 12TB	SAN		X	1
Equipment Rack HPe Rack Model P9K38A 42 U	Rack mount keyboard and monitor **Cabinet Dimensions** 78.9 in. x 39.7 in. x 24 in. **Shipping Dimensions** (with packaging materials) 86.2 in. x 48 in. x 35.6 in. **Shipping Weight** 1868 lb. – Total **Installed Weight** 385 lb. – Rack – Equipment 673 lb. Total **Maximum Load of Rack** 3000 lb. **Rack Clearance** Front: 48 inch Back: 30 inch **Power Distribution Units** HPE 4.9kVA 208V		X	1

1.1.6 PremierOne Interfaces

The table below list the specific interfaces included in our solution. An Interface Specification Document (ISD) is included for each interface in Attachment A. The ISD details the specific features and functionality of the interface and describes the implementation process and responsibilities of the involved parties. Any requests for change to the ISD following contract is subject review and consideration through the change control mechanism of the contract.

Table 1-4. Solution Interfaces

Interface Name	Functionality	ISD
PremierOne- E911 / TDD	Viper e911 ANI/ALI	PremierOne CAD - E911-TDD Interface
PremierOne-The Monitoring Association-ASAP Alarm (CSAA)	ASAP Alarm interface	PremierOne CAD - ASAP Alarm Interface
PremierOne-Motorola-ASTRO Radio PTT (Motorola)	Motorola PTT interface	PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface

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System Description   1-5

Interface Name	Functionality	ISD
PremierOne- Records Two-Way AFIS LiveScan	Records LiveScan interface	PremierOne Records – Two-Way AFIS LiveScan Web Service Interface
PremierOne- Records Outbound Data	DA Outbound Data interface	PremierOne Records - Outbound Data Interface
PremierOne- CAD Outbound Data	Outbound Data for tagging of videos	PremierOne CAD - Outbound Data Interface
PremierOne-FATPOT-CAD-to-CAD FATPOT	Interface to FATPOT (OCFD)	PremierOne CAD - CADfusion FATPOT Interface
PremierOne- CAD Outbound Data	Tow Provider interface	PremierOne CAD - Outbound Data Interface
PremierOne- CAD Inbound Incident Creation	Interface to the Vigilant License Plate Reader	Standard PremierOne CAD - Inbound Incident Creation Interface
PremierOne-Motorola-ASTRO Radio Console (Motorola)	MCC 7500 interface	PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface
PremierOne- Records Outbound Data	Records outbound interface to Courts for Citations	PremierOne Records - Outbound Data Interface
PremierOne-LexisNexis-CopLogic DeskOfficer Online Reporting System-DORS (LexisNexis)	Interface to the Lexis Nexis Desk Officer	PremierOne Records –CopLogic DORS Interface (LexisNexis)
PremierOne- Suite External Query	Legacy CAD Query	PremierOne Suite - External Query Interface
PremierOne- Suite External Query	Legacy RMS Query	PremierOne Suite - External Query Interface
PremierOne- Records State Submission	CLETS Entries Submission	PremierOne Records - State Query Submission Interface
PremierOne-CommSys-Suite State Query	State Query	PremierOne Suite - State Query Interface
Digital Information Management System-DIMS (Linear Systems)	DIMS	PremierOne Records - DIMS Interface
PremierOne-IBM-CopLink (IBM)	Forensic Logic (formerly CopLink)	PremierOne Records - IBM CopLink Interface

1.2 PREMIERONE SYSTEM ARCHITECTURE

PremierOne is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The solution is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture.

The PremierOne system is deployed with a single production environment incorporating the high availability components and interfaces presented in this solution. The production environment serves to capture the events and data required to support live operation use. The system also includes a single limited use environment (without the solution interfaces configured for use on the production environment) that can be used as a test or training environment.

Environment Summary:

- 1 Production Environment
- 1 Limited Use for Test and/or Training

PremierOne is architected around a virtualized server configuration and supports VMware vSphere 6.5 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

1.2.1 PremierOne High Availability Architecture

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to fail over.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of a possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

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The following depicts the fault tolerant components of the system.

Table 1-5. Fault Tolerant Software Components

Component
F5 to provide load balanced network traffic to the application services. ▪ PremierOne monitors active services and restarts them as necessary. ▪ In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set. ▪ SQL Server AlwaysOn provides redundancy and automatic failover. ▪ In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.
PremierOne System Manager monitoring: ▪ CAD application ▪ Records application ▪ Application Delivery Controller cluster ▪ Database status ▪ Disk space ▪ Windows Performance Counters

The backup service (backup library and backup software), the Report Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. Reporting services and test/training environment(s) are not considered critical and therefore are not redundant in the configuration.

High availability is independent of a geographically redundant disaster recovery solution.

1.2.2   Microsoft Active Directory Service

PremierOne provides directory services to support the secure management and operations of PremierOne through an isolated Microsoft Active Directory (AD) environment. The servers provided with the solution contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be setup in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, PremierOne can use the City's AD environment for authentication. Once the user account is built in PremierOne provisioning, it can then use LDAP to query the City's environment for the account authentication. By using this configuration, the City can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the PremierOne local domain to the City's Active Directory environment. The trust provides users with Domain Administrator privileges

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on the City's AD instance to access and administer the PremierOne environment while preserving authentication and logon information. Motorola recommends that this trust be non-transitive in nature. Motorola does not recommend a two-way trust, as none of the PremierOne service accounts need authentication or resources on the City's network.

PremierOne's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the City's Active Directory schema.

1.2.3   Name Resolution

PremierOne provides host name resolution through an Active Directory Integrated Domain Name Service (DNS). In order for systems residing outside of the PremierOne network to communicate with the PremierOne system, the City must configure their DNS servers to forward PremierOne name resolution requests to PremierOne DNS servers. This will allow devices on the City network to find systems within the PremierOne environment.

For tighter integration, the City, working with Motorola, must configure their DNS servers to allow name resolution requests from within the PremierOne systems to be processed.

1.2.4   PremierOne Common Services

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

1.2.5   Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- PremierOne uses GIS for display, location validation, and unit recommendation. PremierOne tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.

- The PremierOne Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a key component of a PremierOne deployment and one that is required. GIS provides the mechanism for location validation and recommendation for response.

- A PremierOne conformant and geographically accurate GIS data is required for the proper operation of PremierOne. It is the City's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements as noted in Exhibit 10 for use in PremierOne. Each agency being added to PremierOne must have their geographic coverage included in the geodatabase imported into PremierOne.

- The use of remote and/or Esri Online services is not supported. Motorola is not responsible for map availability or any degradation of client performance caused by the use of third party hosted internet map services; as these services are outside the domain of the PremierOne infrastructure

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and are not managed by Motorola. PremierOne is a mission critical application that must control the import/access of the GIS data.

1.2.6   PremierOne System Security

The PremierOne Suite is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Directory Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The PremierOne user provisioning environment can be setup to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.

The PremierOne network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. PremierOne architecture resides behind dual redundant firewalls to protect the PremierOne network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.2.7   Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2017 Reporting Services (SSRS) for reporting purposes. SQL Server 2017 Reporting Services is a server-based reporting platform that is used to create and manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

1.3   CJIS AND COMPLIANCE

PremierOne, when combined with the City's policies assist the City in meeting the CJIS requirements of the State.

As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD and Mobile supports FIPS 140-2 encryption for enhanced data security using Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server 2016 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.

- AES 128 or AES 256-bit encryption in mobile over the air transport.

- AES 256-bit encryption in CAD client transport.

- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.

- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).

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- Complex Password Configurations

- Inactivity Time Outs

- Removing all CJIS information from the device at logoff

- Audit Logging

- System Reports such as - Interface Query Summary Report, Login and Logoff Report, Mobile Query Report, Officer Activity Report, and the Purged Records History Report

1.3.1 CommandCentral App (with handheld features) Specific CJIS Security Requirement Compliance

The CommandCentral App supports the CJIS Security Requirements (CJIS 5.7, CJISD-ITS-DOC-08140-5.7, Section 5.13.2) for FIPS 140-2 encryption, audit logs, device swipes, and inactivity locks.

1.4 SYSTEM PLATFORM AND COMPONENTS

This section discusses the hardware, operating system, and system software of the PremierOne solution.

PremierOne Servers

The PremierOne hardware solution utilizes HPe servers as physical hosts.

Host servers are HPe DL360c Gen10 servers configured with:

- Dual 12-Core Intel® Xeon® Gold 6146 processor, running at 3.2 GHz, with a 25 MB L3 Cache
- Each server also contains direct attached storage in the form of two 8GB micro SD hard drives with Smart Array controllers in a RAID configuration
- Four (4) - 10 Gigabit network ports
- Each server is configured with 384 GB RAM.

The Monitor server is HPe DL360c Gen10 server configured with:

- Single 10-Core Intel® XeonS® 4114 processor, running at 2.2 GHz, with a 13.75 MB L3 Cache
- Each server also contains direct attached storage in the form of five 1.2 TB 10,000 RPM SAS hard drives with Smart Array controllers in a RAID configuration
- Four (4) – 1 Gigabit network ports
- Each server is configured with 128 GB RAM.
- SolarWinds Network Performance Monitor and Traffic Analyzer Module.

The Workstation is HP Z4 G4 Workstation configured with:

- 2 x 4 core CPU Intel Xeon W-2104 running at 3.2 GHz, with 8.25 MB cache
- Win10 Pro 64
- 16 GB DDR4-2133 (2x8GB) RegRAM
- 2x NVIDIA Quadro K400 2GB 1st GFX
- 512 GB SSD Hard Drive
- One (1) - 1 Gigabit network port
- HP USB Keyboard US
- HP USB Optical 3-Button Mouse

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- 9.5mm Slim SuperMulti DVDRW 1st ODD

1.4.1   Ancillary Components

FortiGate Network Devices

Component isolation provides reliability, availability and performance. The solution is based on FortiGate devices to provide the perimeter network router, firewall and Virtual LAN (VLAN) configurations for the PremierOne solution.

Extreme Networks ExtremeSwitching

The ExtremeXOS modular operating system supports intelligent Layer 2 switching, Layer 3 IPv4/IPv6 routing, as well as role-based policy capabilities.

The ExtremeSwitching X620 is a compact 10 GB Ethernet switch designed for 10GB edge applications. The family includes 10-port and 16-port 10 Gbe versions – all in a small 1RU form factor – ideal for high-performance workgroups requiring 10GB connectivity to servers, storage and clients.

The ExtremeSwitching X460 is a compact 10/100/1000 MB Ethernet switch. This switch is included to provide network connectivity to non 10GB activities.

F5 BigIP Application Delivery Controllers

The solution consists of a virtual Application Delivery Controllers (ADC) for the PremierOne system. These are purpose built appliances that reside outside of the application servers that present a "virtual server" address to the outside world. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

SolarWinds System/Network Management Tools

The solution consists of a dedicated virtual server to host an instance of the SolarWinds management tools. SolarWinds is setup to monitor and log traffic flow data through the FortiGate firewalls and load balancers through the server side network interface cards. Additionally, it monitors and logs CPU and memory utilization on the switches and firewalls as well as the hardware layer for the server hosts in the solution. As part of the firewall, monitoring it also indirectly monitors the WAN link for replication. This data provides the Motorola support teams with the information necessary to support the system and provide historical measurements of system performance.

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Irvine PD
PremierOne Rack Diagram

Fortigate FG FW

Cable management over top of switches centerd between rows. Cable management for Firewall immediately below second FW

Extreme Networks
Summit X620 and
Summit X420

TFT7600 KVM Console

Nimble CS1000 SAN
with 11TB of Storage
and 480TB Flash

HP DL360 G10 Servers
2 x 12 CPU with 386GB
of RAM

HP StoreOnce Disk Backup

Host03
Host02
Host01
MGMTHST01

Rack Front   Rack Rear

Figure 1-2. Hardware Rack Layout for Primary

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

The City must provide access to the loading dock at the installation location for the delivery of equipment and that a City resource is able to receive and secure the storage of equipment. Additionally, a temporary staging area for the unpacking and assembly of equipment must be provided.

The City is responsible for any accommodation necessary to provide clearance and access through hallways, doorways, and elevators meeting or exceeding the specifications of the shipping container/rack at all sites housing solution components.

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1.5 TCP/IP NETWORK AND DATA CENTER REQUIREMENTS

1.5.1 Network Requirements

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

The City will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

PremierOne CAD Network Requirements

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

Network latency plays a key role in the responsiveness of CAD client operations. PremierOne is designed for optimal use on a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the PremierOne CAD servers and each PremierOne CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

PremierOne Mobile and PremierOne Records Mobile Network Requirements

Both PremierOne Mobile and PremierOne Records Mobile's functionality is designed for 3G and 4G networks. 3G network connectivity is required but, 4G connectivity is highly recommended.

The City will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and as applicable, disaster recovery data centers.

PremierOne Records Network Requirements

PremierOne Records is dependent on the City's LAN for client workstation performance. The estimated bandwidth requirements between server and PremierOne Records client can vary based on the activity of the user. It is when documents are being requested or submitted and searches are being performed, is when network bandwidth is required. During data entry, network requirements are minimal. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and higher frequency data intensive operations including image display.

Motorola encourages the City to test and evaluate the level of service being provided by their carriers on a regular basis to validate mobile applications be not affected by provider changes.

1.5.2   Network Bandwidth Calculations

The following bandwidth specifications are required for system performance and have been calculated based on the solution being provided for the City. Included are anticipated bandwidth specifications after 5 years of annually compounded growth of 3.5% resulting in up to 10 client workstations. As this is a recommendation, the values represented have been rounded up. If City usage exceeds the figures Motorola used in its considerations, the City will need to provide additional hardware and or software to meet the increased need.

Table 1-6. Network Bandwidth Calculations

Bandwidth Specifications for Year 1 Based on 8 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	16	Mbps
Bandwidth Specifications for Year 5 Based on 10 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	20	Mbps

1.5.3   Data Center Requirements

The environmental data center requirements stated in the following sections must be satisfied in order to support the PremierOne installation. The requirements specify what the City must perform, provide, or ensure in order to prepare for and aid with the solution deployment.

Included in the requirements are various considerations for the servers and supplemental equipment, power and network connectivity, access to various information and resources, and compliance with laws and specifications.

Power Requirements and Heat Output

The following tables provide representative examples of the power utilization, heat output, and the temperature ranges for the various components of the PremierOne system and the electrical circuits needed by the overall system. It is important to note that these numbers represent an estimate only. This table will be updated once the hardware list has been finalized.

Table 1-7. Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr.)
PremierOne Rack	3270	8701

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, the City must ensure that an accurate assessment of airflow into and out of the server equipment has been performed. This is essential for reliable server operation. Airflow assessment is not within the scope of Motorola Solutions responsibility.

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Table 1-8. Temperature and Humidity Ranges

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

Circuit Requirements

The PremierOne racks require a specific type of connector due to the type of equipment housed in each rack. The power circuit requirements for each PremierOne server rack are contained in the table below.

Table 1-9. PremierOne Server Rack Circuit Requirements (per rack)

Voltage (VAC)	Dedicated Branch Circuit rating (A)	Quantity	Line Cord
208	30	3	NEMA L6-30P

1.5.4   PremierOne Workstation Specifications

The following specifications are provided for #DEFINED's reference.

Workstation specifications are representative of workstations used in the testing of the latest release of PremierOne software and do not take into account any other applications. The following .net Framework versions are both required in the workstations of any PremierOne client application: Microsoft .Net Framework V4.7.1.

Future releases of PremierOne may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.5.4.1   PremierOne CAD Recommended Specifications

- 3.2 GHz quad-core processor (E5-1620v4 CPU 3.2 GHz)
- 16 GB memory
- 20 GB available on a SSD disk.
- 1 Gigabit or faster Ethernet network adapter
- Three (3) – 1024 x 768+ pixel, 16+ bit color displays
- QWERTY Keyboard with 12 function keys
- Windows 10 Professional 64-bit (Windows 7 SP1 and Windows 8.1 Pro supported)
- Graphics adapter with at least 512 MB RAM per monitor, 24-bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended
- Adobe PDF reader (for help files)
- 2 Mbps network bandwidth (to server) with 1ms or less round-trip latency
- Microsoft .Net Framework v4.7.1 and above
- SQL Server Express 2017

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1.5.4.2 PremierOne Mobile CAD and Records Mobile Workstation Recommended Specifications

- Intel i3, i5, or i7 2.6 GHz dual core processor
- 16 GB memory
- 20 GB available disk space
- One (1) – 1024 x 768+ pixel, 16+ bit color display, 11.6" or larger display.
  - Usage on devices with alternative resolutions and smaller screens should be tested and screen settings optimized. Example: On a 10.1" WUXGA screen, use a resolution of 1280x800 and a font size of 125%.
- Radio / Wireless communications device, 3G or 4G network
- Standard QWERTY keyboard and Touchpad / Point Stick (or equivalent mouse device)
- Touchscreen Optional
- Windows 10 Professional 64-bit (Windows 7 SP1 and Windows 8.1 Pro supported)
- Video processor with at least 256 MB RAM, 24bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended. Adobe PDF reader (for help files)
- Microsoft .Net Framework V4.7.1 and above
- Adobe PDF reader (for help files)
- SQL Server Express 2017

1.5.4.3 Motorola PremierOne Records Workstation Recommended Specifications

- Intel® Dual Core (2.8 GHz)
- 16 GB memory
- 1024 X 768 or higher pixel, 16+ bit color display
- QWERTY Keyboard

1.6 TECHNICAL CONSIDERATIONS AND DESIGN REQUIREMENTS

Network and Environment Requirements referred to in this section are those requirements found in TCP/IP Network and Data Center Requirements sections of this document. Motorola Solutions is not responsible for the level of service, bandwidth and coverage a wireless network carrier provides.

The server hardware will be setup and staged at a Motorola Solutions staging facility where the system will be configured using PremierOne's IP schema using the firewalls for address translation to the City's network.

The hardware and licensing identified in this solution may be subject to change. As technology continues to advance, Motorola Solutions may take advantage of new and different offerings for the betterment of the City. Any changes will be reviewed with the City.

1.6.1 City Responsibilities:

1. Supply hardware, operating system software, third party components and other elements of the solution not specifically identified as being provided by Motorola Solutions.

2. Supply Windows Server Client Access Licenses (CALs) for all PremierOne client devices accessing PremierOne CAD, PremierOne Mobile, and PremierOne Records.

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3. Supply Mobile Device Management (MDM) software for Handheld and Mobile devices.

4. Provide Microsoft Visual Studio for the creation of In-Module reports.

5. For PremierOne Records, unless and/or except as explicitly stated in this document, this solution does not include the generation of any customer-specific Advanced Configuration Tool (ACT) modules, forms, printouts, reports or queries.

6. Provide a single geodatabase data including any preparation and/or editing, if necessary, to meets PremierOne GIS Build Requirements for the purpose of address validation.

7. Supply the Esri ArcGIS Desktop and Network Analyst extension software required for editing of GIS data as described in Table 5.

8. Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the PremierOne network. Optimal PremierOne application performance on mobile workstations requires 4G connectivity.

9. Provide, advanced authentication, for Mobile/Handheld device connectivity if required.

10. Provide a site adhering to the Site Requirements for the installation, housing, operation, and maintenance of all equipment. The space provided must be able to contain the entire rack dimensions as specified in Site Requirements.

11. Provide power connectivity (power receptacles, and any other receptacles required within manufacturer recommended cable run lengths of the equipment and all supplemental components), power distribution units, and power to the system in the designated installation location. The anticipated quantity and type of connectivity as well as the power draw of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.

12. Provide active cooling and humidity control for the designated installation location. The cooling requirements and the operating temperature range of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.

13. Provide network connectivity to clients as specified in the Network Requirements. Motorola has included network hardware for the PremierOne server architecture. Networking hardware for the connectivity outside the PremierOne LAN must be provided by the City.

14. Provide a network diagram depicting all the devices, device types, and interfaces that the PremierOne system will connect to and through, including, but not limited to all blocked ports, hubs, switches, routers, firewalls, and any other network equipment.

15. Provide IP addresses on the City's network for the PremierOne Servers and third-party application servers. All server names and IP addresses behind Motorola Solutions Firewalls cannot be changed

16. Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.

17. Provide access, administrative or otherwise, to appropriate systems, locations, information, tools, and equipment to ensure proper connectivity, installation, operations, and maintenance of the system.

18. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring.

19. Provide for outbound Internet connectivity initialized by PremierOne Servers.

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

21. Provide enterprise backup destination and available to the PremierOne Servers.

22. Provide, install maintain and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity including ports and access needs to be provided.

23. Provide clean printed copies of blank forms. The creation of printed forms and reports has been quoted assuming clean, printed copies of blank forms and reports are available. If forms and reports are not provided in a format that can be scanned to produce an acceptable printed copy, additional services may be required resulting in additional charges that are the responsibility of the City.

24. It is the responsibility of the City to provide any specialized hardware and installation to ensure compliance with any local, State or Federal natural disaster safety regulations.

1.7   APPLICATION DESCRIPTIONS

The following sections provide brief descriptions of PremierOne CAD, Mobile and Records applications and other solution applications. For more in depth information regarding the features and functions of PremierOne CAD, Mobile and Records, reference the product Functional System Descriptions (FSDs), available as separate documents (available upon request.) PremierOne is a Commercially Off the Shelf (COTS) product. As such, no software development to the application framework is provided.

1.7.1   PremierOne CAD with Automatic Resource Location (ARL)

Motorola has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management.

The user interface offers quick access to information via a location-based, Esri standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right click menus. The GPS-aided resource management tool displays the location and identity of GPS equipped vehicles.

Users can create incidents from public telephone calls, from information received from an officer or from another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident.

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Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents and field unit statistics.

PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola's PremierOne Mobile and Records application. PremierOne CAD may also be integrated with other Motorola and third-party systems.

In PremierOne CAD, ARL is used in recommendations to track the location of emergency vehicles to determine their present location when requiring units to respond to an incident. By adding ARL recommendations to PremierOne CAD, PremierOne CAD can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

1.7.2   PremierOne CAD Concepts

User Input

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

Work and Status Monitors

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

Security and Roles

PremierOne CAD recognizes authorized users and provide access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the default of #DEFINED-created roles.

Units, Incidents and Dispatching

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

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

Incident Management

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

- Updating existing incident information

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- Associating incidents
- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

Unit Management

Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- PremierOne CAD can alter a unit's capabilities based on the personnel assigned to that unit.

Federal, State and Local Queries

PremierOne CAD allows users to submit requests for information to external databases. These external queries can involve local agencies and also state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

Maps

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

Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs

1.7.3   PremierOne Mobile with Mobile Mapping

PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while en route to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

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The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

PremierOne Mobile obtains location information from a collocated GPS receiver. It supports either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

1.7.4 PremierOne Records

PremierOne Records provides data integrity with security, auditing and logging functions that provide a "chain of custody" for all records.

PremierOne Records design enables agencies to tailor data entry screens to match specific business processes resulting in searchable, presentable and shareable data across multiple agencies and jurisdictions. PremierOne Records provides the ability for trained users with applicable security permissions to add and hide fields, change field labels, make fields required, alter output format, create new modules and determine the information that is made available to users and roles through the use of the Advanced Configuration Tool (ACT). The ACT is a data entry editor that presents standardized data in a document for PremierOne Records. It provides a graphical interface for tailoring Motorola Documents within PremierOne Records.

1.7.5 PremierOne Records Mobile

PremierOne Records Mobile provides the same records functionality to the officer in the field using a mobile client as the records bureau user accessing the system through a LAN-connected desktop computer.

The PremierOne Records Mobile client provides the officer the ability to continue to use PremierOne Records Mobile either in a connected or disconnected mode. PremierOne Records Mobile is used in situations where network connectivity is not assured or non-existent. All services and data required to operate as a standalone client are configured and deployed. Over the wire update and caching services assure that all clients are kept up to date with application updates, changes to forms, code tables.

1.7.6 CommandCentral App with Handheld Features

CommandCentral App is a cloud based, next-generation handheld solution. The solution is iOS or Android platform that extends the CommandCentral CAD and Records Management System experience out to mobile (smartphones) and or handheld (tablet) devices.

Each Customer may have multiple citation forms. Citation forms vary between states and may vary between agencies. Agency level configuration data is downloaded by client applications from the Command Central App configuration service.

The CommandCentral App client is an iOS or Android application that supports following:

- Searching CommandCentral Records system for person - either by scanned driver license barcode or by entering person details. Data in CommandCentral Apps comes from PremierOne Records system.

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- Searching CommandCentral Records system for vehicle by entering vehicle details. Data in CommandCentral Records comes from PremierOne Records system.

- Creating & issuing a Citation
  - Create a citation - either with data from search result or by creating citation from home screen
  - Populate citation data (e.g. text fields, select values from code tables, enter dates/times, etc.)
  - Perform a person search from an existing citation and use results in citation
  - Perform a vehicle search from an existing citation and use results in citation
  - Issue citation
  - Submit citation

Command Central App's Handheld is an Android and iOS Field Based Reporting solution that can be used in a standalone environment or integrated with PremierOne.

1.8   PREMIERONE SERVICE SOLUTIONS

The following sections provide brief descriptions of service solutions delivered as part of the PremierOne offering.

1.8.1   Data Migration

It is a very common desire for agencies when migrating to new systems to preserve and utilize the data contained in the legacy systems There are two types of data will be accessed or migrated and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing CAD or RMS system. This would include data such as unit identifiers, incident types, personnel information, etc. These data types may either be imported into PremierOne system or manually entered during the provisioning process. For those tables to which data can be imported, the common process is for the Motorola Solutions team to provide spreadsheets to the #DEFINED personnel. City personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets and import it into the PremierOne system using the built-in import functionality. Data that will be manually entered during the provisioning process is gathered by the City and recorded on provisioning worksheets.

The second type of data is historical data. This consists of the transactional data that is a record of events / incidences that were recorded in the existing CAD or RMS system. This would include data such as incident information, unit history information, messaging information, etc.

Below are the strategies being offered to accommodate access to this historical data.

1.8.1.1   Legacy Data Access - Data Warehouse

This data will be extracted from the existing CAD and RMS system by the City and be incorporated in to a SQL data warehouse supplied by the City that can be accessed via standard SQL tools. The PremierOne system will query the data warehouse for information regarding this data, during normal operations.

The legacy databases must be stored in City-supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

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Please refer to the Legacy CAD and Legacy RMS ISD's in Interfaces section.

1.8.1.2   Legacy CAD Data to PremierOne CAD Incident Import (Option 2)

Motorola Solutions will convert and extract specific data that exists in the #DEFINED legacy CAD system and then import to the PremierOne CAD system. While Motorola Solutions is responsible for converting the specified data, it is critical that the #DEFINED assign a knowledgeable resource to this activity that will remain engaged throughout the migration process.

The legacy databases must be in a #DEFINED supplied relational databases (hardware and software) external to the PremierOne System and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

The legacy databases must be stored in #DEFINED supplied relational databases external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

Motorola Solutions will migrate 5 years of CAD incident records

Motorola Solutions does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data. The #DEFINED should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted.

The following are types of data being imported:

- Location
- Call Type
- Disposition
- Comments
- Units Involved
- Agencies Involved
- People Involved
- Vehicles Involved

Imported incidents will have the following characteristics:

- Imported incidents will be created and then "closed".
- Imported incidents cannot be re-opened or cloned.
- Imported incidents older than aging threshold set in PremierOne will be moved to PremierOne CAD's RDW and then purged from production.

1.8.1.3   Legacy RMS Data to PremierOne Records Import (Option 3)

Motorola Solutions will convert and extract the data specified in the table below that exists in the City legacy RMS system and then import to the PremierOne Records system. While Motorola Solutions is responsible for converting the specified data, it is critical that the City assign a knowledgeable resource to this activity that will remain engaged throughout the migration process.

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The legacy databases must be stored in City-supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

Motorola Solutions does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data. The #DEFINED should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted.

Records Documents to be Migrated	# of Records
Incident Report	100,000
Incident Report	100,000
Case Reports	100,000
Case Reports	100,000
Arrest and Associated Booking Records	100,000
Arrest and Associated Booking Records	100,000
Historical Case Report Requests	100,000
Historical Case Report Requests	100,000
Field Interviews	100,000
Field Interviews	100,000
Citations Data and Attachments	100,000
Citations Data and Attachments	100,000
Accident Reports and Attachments	100,000
Accident Reports and Attachments	100,000
Pawns	100,000
Pawns	100,000
Master Property Index	100,000
Master Property Index	100,000
Incident Report	100,000

1.8.1.4   Legacy RMS Data Convert on Demand to PremierOne Records (Option 1)

When the need arises to import legacy RMS data into PremierOne Records; Motorola Solutions can offer the alternative approach of Convert on Demand (CoD). CoD is a PremierOne Records tool that can connect to a relational database and would be configured to read the legacy database records.

The City could inspect the records to determine if they need to imported into PremierOne Records. If needed, that record or multiple records could be imported into PremierOne Records on an as-needed basis.

The legacy databases must be stored in City-supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

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1.8.2 Intelligent Data Discovery Services (IDD) for PremierOne CAD

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne CAD in the tailored standard IDD and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services include the following dashboards:

- 3 Tailored Standard Dashboards
    - Roll Call Briefing Dashboard
    - Intelligent Resource Deployment Dashboard
    - COMPSTAT Dashboard
- View Only CAD IDD bundle
    - Unit Status
    - Unit History
    - Map
    - Incident Search
    - Drill-through to Incident Details and Officer Activity Reports
- 2 Customized Dashboards (built during IDD Training)
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 2 days of PremierOne Intelligent Data Discovery (IDD) Training, after completion of training requirements.

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the PremierOne CAD system, and delivered to the site. IDD is limited to data existing in the PremierOne dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output, but, with no interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.9 INTELLIGENT DATA DISCOVERY SERVICES (IDD) FOR PREMIERONE RECORDS

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne Records in tailored and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services for PremierOne Records include the following dashboards:

- 3 Tailored Standard Dashboards
    - Master Index Search Dashboard

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– Records CompStat Dashboard
– Records major Crimes Dashboard
- 2 Customized Dashboards
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 3 days of PremierOne Records Intelligent Data Discovery (IDD) Training (*Additional dashboards are built during the training class)

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the PremierOne Records system, and delivered to the site. Records IDD is limited to data existing in the PremierOne dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output, but, with no interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the Records reporting data warehouse server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.9.1 Motorola Radio Integration

1.9.1.1 MCC 7500 Console Integration

The MCC 7500 console integration enables the Channel Grouping feature from CAD.

The Channel Grouping feature is available when PremierOne CAD is interfaced to the Motorola MCC 7500 Radio Console. From a window within the CAD client, the user can use predefined groups or create and maintain their own groups. Groups can be activated as multi-selects on the radio console at the discretion of the user. When the group is utilized, the CAD client will show the status and will allow the user to transmit on all the selected talkgroups. The user can make a priority transmission or may request the use of the talkgroups by alerting the other users with an audible notification. PremierOne CAD can also be provisioned to automatically load a particular channel group based on the geographical location of an incident.

1.9.1.2 Push-to-Talk (PTT) and Emergency Button Activation Monitor

An emergency situation can be triggered either by the Radio Emergency button or the Emergency icon on the PremierOne Mobile client.

A radio PTT status monitor window displays an identification of the source of a configurable number of the most recent radio transmission. The information shown to identify the radio varies depending on how the radio has been identified within the system. If the radio has been associated with a unit, a vehicle, or a person, the system identifies that unit, vehicle, or person as the source of the transmission. If an association has not been made, the system displays the id of the radio.

Any radio that is in emergency status will be displayed in a distinctly different manner in PremierOne CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show the unit is in emergency status.

Radio Channels that are to be monitored by CAD and have their status displayed on the PTT Status monitor must be selected by the CAD User using the CT command. This allows for a dispatcher to select only those channels that need to be monitored and may be associated with a dispatcher's coverage area.

Once the channels are selected, enabling the PTT Status Monitor will ensure that all radio traffic on that channel is monitored and displayed.

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Figure 1-3. Radio Integration Diagram

CADICAD: Radio Proxy server

The PremierOne element providing the main radio infrastructure interface is the CADICAD server. This stand-alone Server provides proxy functions from the Radio Infrastructure to the CAD system. CADICAD can support ASTRO 25 Integrated Voice and Data (IV&D) Conventional as well as Trunking systems. There are three supported interface protocols from the ASTRO systems: CADI, ATIA, and AIS. ATIA and CADI interfaces are also supported on ASTRO 25 Trunking systems.

The CADICAD Server provides four types of data from the Radio system to the CAD system. These include specific radio initiated events as follows:

- Non-PTT Events
- PTT Events
- Emergency status
- Unit Status Change

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MOTOROLA *SOLUTIONS*

PROPOSAL TO
CITY OF IRVINE

EXHIBIT 2
PROJECT PLAN

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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EXHIBIT 2

PROJECT PLAN

2.1 PROJECT APPROACH

Motorola Solutions is an experienced prime contractor and integrator of statewide, countywide, and citywide projects. Many members of Motorola Solutions' project staff have played key roles in designing and implementing systems similar in size and scope as proposed for the City. Motorola Solutions is proud of our legacy of industry leadership and our history of close working relationships with many state and local government users.

Motorola Solutions provides project managers, solutions architects, application specialists and system technologists focused on the design, deployment, and support of public safety systems. Our personnel have deployed PremierOne applications in hundreds of agencies and have developed the system integration expertise and methodologies to deploy mission critical systems for Public Safety agencies.

Our project team will be the City's partner for the entire life of the system, from planning and designing the system in the proposal stage to deploying and integrating the solution as quickly, efficiently, and cost-effectively as possible without subordinating quality, cost or schedule.

The project management methodology to be used in this project is based on the principles of the Project Management Institute's *Project Management Body of Knowledge (PMBOK)* and Motorola Solutions' extensive experience in project implementation. It includes processes to guide initiating, planning, executing, controlling, and closing projects to ensure on time and on budget completion while meeting the quality expectations of the stakeholders.

The project will be implemented in accordance with this Project Management Plan that will be reviewed and updated during the planning phase of the project. The Project Management Plan defines the project scope, schedule, and quality expectations of the project, and to provide a comprehensive strategy for managing the project. This document, combined with the Statement of Work, Project Schedule, Training Plan, Acceptance Test Plan and Cut-over Plan comprise the documents that are collectively referred to as the Project Plan.

2.1.1 Project Management

Motorola Solutions' project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that ensure appropriate design, production, and testing is optimized to deliver a high quality, feature-rich system.

Motorola Solutions employs intelligent project management processes and tools such as Microsoft Project for schedule development and control and managing schedule and budget, and systematic Risk Management to assist the project team in accurately forecasting and effectively controlling project activities. The use of these tools results in higher quality system design and operation, quicker implementation, reduced project risk and total cost of ownership, and greater end user satisfaction.

The assigned PM for each organization shall be the business representative and point of contact for the organization, responsible for coordination of the organization's resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings,

provide status information to their counterpart, and generally oversee the execution of the project plan. Project management is an ongoing activity for the duration of the project and should be assumed to be part of every project task.

2.1.1.1   Motorola Solutions PM

1. We will designate a PM who will direct the efforts of our project team and serve as the primary point of contact for the City. The responsibilities of the Motorola Solutions PM include:

2. Maintaining the Project Management Plan.

3. Maintaining project communications with the City's PM.

4. Managing the efforts of Motorola Solutions staff and coordinate activities with the City's project team members.

5. Managing Motorola Solutions' subcontractors and third party vendors and integrating the delivery of third party content into the project.

6. Measuring, evaluating and reporting the progress against the project schedule.

7. Resolving deviations from the project schedule.

8. Monitoring the project to ensure that support resources are available as scheduled and as identified in the contract.

9. Coordinating and overseeing the installation of all licensed Motorola Solutions application software.

10. Reviewing and administering change control procedures with the City's PM and in accordance with the change management provisions of the Agreement.

11. Conducting status meetings in person on a bi-weekly basis and/or via teleconference or as may be reasonably required to discuss project status.

12. Preparing and submitting a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated project schedule and action item log.

13. Providing timely responses to issues related to project progress raised by the City's PM.

2.1.1.2   City PM

The City will designate a PM who will direct the City's efforts and serve as the primary point of contact for Motorola. Responsibilities of the City PM include:

1. Maintaining project communications with the Motorola Solutions PM.

2. Identifying the efforts required of City staff to meet the task requirements and milestones in the Statement of Work and project schedule.

3. Consolidate all project-related questions and queries from City staff to present to the Motorola Solutions PM.

4. Reviewing the project schedule with the Motorola Solutions PM and assisting in finalizing the detailed tasks, task dates and responsibilities.

5. Measuring and evaluating progress against the project schedule.

6. Monitoring the project to ensure that resources are available as scheduled.

7. Attending status meetings.

8. Providing timely responses to issues related to project progress raised by the Motorola Solutions PM.

9. Liaising and coordinating with other agencies, City vendors, contractors and common carriers.

10. Reviewing and administering change control procedures, hardware and software certification, and all related project tasks required to maintain the implementation schedule.

11. Ensuring City vendors' adherence to overall project schedule and plan. Identifying signatory personnel authorized to approve and release payment and approving and releasing payments in a timely manner.

12. Assigning one or more personnel who will work with Motorola Solutions staff as needed for the duration of the project, including at least one application administrator for CAD and for Records and one or more representative(s) from the IT department.

13. Identify the resource that has the authority to formally acknowledge and approve change orders, approval letter(s) and milestone recognition certificates and to approve and release payments in a timely manner.

14. Providing building access to Motorola Solutions personnel to all facilities where the system is to be installed during the project. Temporary identification cards should be issued to Motorola Solutions personnel if required for access to City facilities. Access must be available twenty-four (24) hours a day during the course of this project.

15. As applicable to the PremierOne installation, assuming responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.

16. Providing reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.

17. Ensure a safe work environment for Motorola Solutions personnel. If problems are encountered with hazardous materials, Motorola Solutions will immediately halt work and the City will be responsible for the abatement of the problem or Motorola Solutions and the City will jointly come to a mutual agreement on an alternative solution. Motorola Solutions will be excused from timely performance of its obligations pending such resolution.

2.1.2   Team Organization

The Motorola Solutions Software Enterprise organization is comprised of business groups that support the development and implementation of complex public safety communications systems. Members of several of these groups are involved from the proposed solution conception through system completion.

The Motorola Solutions project team includes the project manager (PM) and subject matter specialists for each discipline (CAD, Mobile, Records, Records Mobile) and the various implementation activities

- SAs own the technical solution and have full responsibility for system design and performance, ensuring the technical integrity of the system design from contract throughout the entire project life-cycle. The SAs design the system and participate in the Contract Design Review (CDR) to confirm the system design meets the contracted requirements.

- ST's are responsible for staging and on-site installation of all system equipment, including establishing connectivity with the City's network(s) and external systems.

- The Application Specialists work the City to perform business process reviews of dispatch, mobile, records management, case management, property and evidence to enable them to provide support and guidance to City regarding provisioning options and parameters that impact the functional usage of the system and conduct training.

- The GIS Application Specialist works with the City's GIS Administrator to perform data analysis of the current data, review new/additional data and assist the GIS Administrator in creating data requirements based on the CAD and Records operational needs. The GIS AS works with the CAD/Mobile and Records Application Specialists to be sure the GIS data is consistent with the defined provisioning approach.

- Other groups support the efforts of the core team to ensure the successful implementation of the PremierOne solution.

The City's core project team should consist of a PM, a transformation lead, an application administrator, system administrator, subject matter experts (SMEs) from each primary discipline (CAD, Mobile, Records, etc.) who will become system "super users" and who are empowered to make provisioning decisions on behalf of the agency, a GIS administrator, IT personnel, and training representatives. Note that in some cases, one person may fill more than one role. The project team must be committed to participate in activities for a successful deployment. Team member roles are generally described below:

- The PM shall be the business representative and primary point of contact and is responsible for coordination of resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings, approve deliverables, provide status information to the Motorola Solutions PM, and generally oversee the execution of this plan.

- The application administrator(s) will participate in overall implementation and training activities to gain an understanding of the software, interfaces and functionality of the system. This/these resources will participate with the SMEs during the business process review, provisioning process and training and should have the authority to making global provisioning choices and decisions, and will be the point(s) of contact for reporting and verifying problems and maintaining provisioning. This includes obtaining inputs from other user agency stakeholders related to business processes and provisioning.

- The system administrator will be engaged in activities related to the installation and maintenance of the system infrastructure and equipment, networking, and software deployment.

- The transformation lead, who may or may not be your project manager, must be able to holistically represent your organization and be able to work cross functionally between Motorola Solutions, your organization and all stakeholders involved in the deployment of your new system. The transformation lead must be empowered to acknowledge the resource and time commitments required of your organization and authorize Motorola Solutions to proceed with scheduling the Project Kickoff event.

- The SMEs (super users) are the core group of users that will be involved with the business process reviews and analysis, the provisioning process, including making global provisioning choices and decisions, and training. These members should be experienced users in the working area(s) they represent, i.e. dispatch, patrol, records management, investigations, etc. and should be empowered to make decisions related to provisioning elements, workflows, screen layouts, etc.

- The GIS administrator provides GIS data in the correct schema and develops, maintains and updates GIS data elements for use on the PremierOne server, CAD consoles and mobile units. The GIS administrator must have an in-depth knowledge (preferably 3-5 years of working experience) of ArcGIS to include ArcMap, ArcCatalog and ArcToolbox. They should have a

working knowledge of MXD creation. It is highly recommended that the GIS Administrator also have a working knowledge of database structure, SQL, SQL Management Studio and the CAD dispatch process.

- IT personnel provide required information related to LAN, WAN, wireless networks, server and client infrastructure and must also be familiar with connectivity to internal, external and third party systems to which PremierOne will interface. These resources will be responsible for assisting with the implementation of the system equipment, maintaining the system infrastructure, performing backups, Windows/firmware updates, and other system administration and maintenance activities.

- Training representatives will be the point of contact for the Motorola Solutions AS when policy and procedural questions arise, act as course facilitators and are the City's educational monitors.

- Additional resources, such as trainers and database administrators may also be required. One or more resource with a background in public safety and with a familiarity with information technology are appropriate for developing modules. For example, a resource with a background in public safety and with a familiarity of information technology is appropriate for developing modules in Records and resources that will be responsible for ad-hoc reporting should have experience with database reporting experience.

- User agency stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the contracting/primary agency. These resources will provide provisioning inputs to the SMEs if operations for these agencies differ from that of the core agency.

2.1.2.1 Organization Chart

An organizational chart is a graphic display of the project organization which shows relationships. It also communicates the project structure.

Figure 2-1: High Level Org Chart
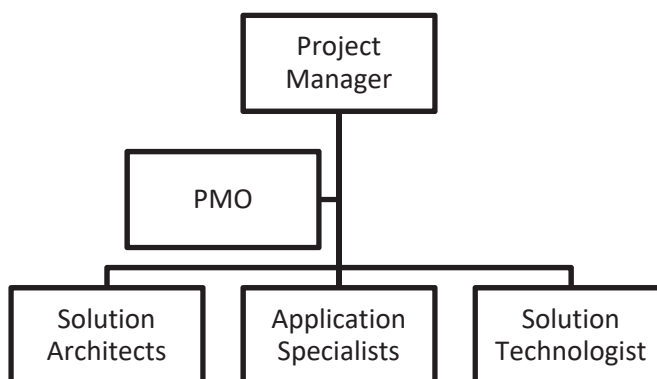
2.2 PROJECT REPOSITORY AND PROJECT CONTROL REGISTER

The official project repository is the location where all project documentation will be stored. This repository will be the primary repository of record in accordance with the records retention requirements of the performing organization's policies.

The project repository will be located at a Motorola provided Google site.

The repository is the primary tool the project manager will use to manage and control the project, and contains areas for the following:

- Customer meeting minutes
- Project schedule
- Action Item Register
- Risk Management Plan
- Approved Change Orders
- Approved Business Process Review Report
- Records Detailed Design Document
- Approved ACT work
- Provisioning Checkpoint progress report
- Signed Milestone certificates
- Final Bill of Materials
- Technical Project Documentation
  - Interface Specification Documents
  - Approved Site Survey
  - Network diagram, showing interfaces
- Acceptance Test Plan results (ATP)
- Shipping Documents
- Standard User Documentation
- Kickoff Presentation with Customer Design Review Presentations

2.3 SCHEDULE MANAGEMENT

Schedule management includes the processes required to manage timely completion of the project. The objective of the schedule management plan is to establish a structured, repeatable schedule management process to ensure the following:

- Creation of a master, detailed schedule.
- Creation of a baseline for the originally planned work start and finish dates.
- Regular updates to the schedule.
- Routine monitoring of the progress of all activities against the baseline.
- Regular reporting of variance against the baseline.
- Corrective action taken if the project deviates significantly from the plan.
- Any new commitments or changes to planned work follow the change control procedure.
- Utilization of a scheduling tool to maintain a consistent schedule structure.

The schedule for this project will be maintained using Microsoft Project. The project schedule will be baselined before work on activities begins. The schedule will be stored in the project repository. Over the course of the project, the Motorola Project Manager will request the customer to sign off on progress and billing different types of milestones.

2.3.1 Milestones

Progress Milestones memorialize completion of work during the project and could include events such as training completion, Interface Requirements Documents and other major deliverables. In

addition, all contractual billing events will be memorialized with completion of a Milestone Certificate.

At such time a milestone event takes place, Motorola Solutions will submit a completed Deliverable Milestone Notification either via an informal email for minor milestones or in the form of a milestone certificate for major milestones. The Customer will identify the resource that has the authority to formally acknowledge and approve the Deliverable Milestone Notifications to whom Motorola Solutions will deliver the Notifications. Upon receiving a
Deliverable Milestone Notification, the Customer will have fifteen (15) business days to approve or reject the Notification, including reasons for the rejection, in written form or electronically via email.

If the Deliverable Milestone Notification is rejected within the fifteen days, Motorola Solutions will address the reasons for rejection and resubmit the Deliverable Milestone Notification. The fifteen business day cycle will then be repeated until approval is achieved. Failure to acknowledge Milestone Notifications within the fifteen-day period may adversely impact the project schedule.

During project initiation, the respective PMs will develop the delivery/milestone schedule.

2.3.2   Schedule Control

The schedule will be monitored and controlled by the project manager(s) in the following manner:

- Monitor the project schedule on a mutually agreed upon timeframe to determine if the project will be completed within the original effort, cost and duration.
  - Identify activities that have been completed during the previous time period and update the schedule to show they are finished and determine whether there are any other activities that should be completed but have not been.
  - If not, determine the critical path and look for ways to accelerate these activities to get the project back on its original schedule.
- Integrate any fully executed change requests into the project schedule baseline and provide project teams with an assessment of the impact on the timeline.
- Utilize performance reports to identify which dates in the schedule have or have not been met, as well as for alerting the project team to any issues that may cause schedule performance problems in the future.
- Obtain progress reports from the various project teams to monitor the status of tasks by collecting information such as start and finish dates, remaining durations for unfinished activities, and any known risks or issues.
- Changes to the schedule will be managed through the change control procedure.
- The action item register will be used as a tool to manage and report schedule variance by all project teams.

2.3.3   Cutover and Transition Plan

The Cutover Plan is a deliverable of the Motorola Solutions contract. It will be developed in conjunction with the Customer's project team and will consist of the tasks, resources, schedules and contingency plans put in place to support a successful cutover and transition to the customer support organization. This plan will be jointly created prior to the cutover of the PremierOne solution. Motorola Solutions will also work create a transition to support plan. This will be reviewing the contracted maintenance plan and introducing the customer to the Motorola Solutions Support organization.

2.4   COMMUNICATION MANAGEMENT

Communications management includes the processes required to ensure timely and appropriate generation, collection, dissemination, storage, and ultimately disposition of project information.

2.4.1   Communications Management Plan

The communication tools and documents addressed in the project plan are used for communication between project team members and between the project team members and stakeholders. All of these documents will be stored in the project repository. All project team members will have access to this database.

2.4.2   Meetings

Meetings are one of the major communication tools used in this project and will be documented in the format of minutes stored in the project repository. Meeting minutes will be taken during the meeting. The project team has the opportunity to comment or change information during the meeting.

The minutes should be released within 3 days of the meeting and if applicable, approved within 3 days of receipt. Some meetings (e.g., the Executive Steering Committee meeting) may have different timelines for approval of minutes. Please see the Meetings table below for differing timelines. Minutes for a meeting will be approved by the sponsor or designee.

2.4.3   Project Communication Tools and Documentation

Following are the types of tools that may be used for communication during this project:

Table 2-1: Example of Communication tools and documents

Communication Tool	Description	Frequency	Author(s)	Recipient(s)	Location
Status Reports	Summarize progress of the project and upcoming activities, including reporting budget and schedule variance	Monthly	Project manager	Project Sponsor	Google Drive
Meeting Minutes	Written record of a meeting	As Needed	Facilitator or designee	Meeting attendees and other interested parties	Google Drive
Project Schedule	Tracks cost and schedule variance and budget	Monthly	Project manager	Team	Google Drive

2.4.3.1   Project Escalation Process

The escalation process addresses those situations when an agreement cannot be reached between the project managers and one or more of its stakeholders in a timely manner. The project managers may enlist the assistance of its stakeholders in the resolution of an issue to ensure the resolution represents the best interests of the project and its stakeholders.

The first level in the escalation path would be to the sponsor. If the issue cannot be resolved at that level within the defined time period, the issue is escalated to the executive level.

The project team should always strive to make decisions and address items at the lowest level possible; however, when a resolution cannot be reached, the item should be escalated to ensure a decision is made before it impacts the project.

Motorola Solutions Escalation Process

If there are issues that cannot be resolved with the project team:

1. The first level in the Motorola Solutions escalation path would be to the Project Manager.
2. If the issue cannot be resolved at that level within the defined time period, then the issue can be escalated to the Regional Resource/Program Manager.
3. If the issue cannot be resolved at that level within the defined time period, the issue can be escalated to the Director of Solutions Delivery.
4. If the issue cannot be resolved at that level within the defined time period, the issue may be escalated to the Vice-president of SPSS.

2.5   QUALITY ASSURANCE

Service Quality: At major project intervals prior to key project milestones, a Quality Review will occur that will verify the adherence to plan. Included in such reviews could be readiness for major delivery activities, including provisioning, training, installation and pre-cutover, as well as review of major project deliverables for completeness and adherence to the Statement of Work.

2.6   RISK MANAGEMENT

Risk management is the systematic process of identifying, analyzing, and responding to project risks. It includes maximizing the probability and consequences of positive events, and minimizing the probability and consequences of adverse events to project objectives.

2.6.1   Risk Management Plan

A risk is considered to be an uncertain event that has the potential to affect project implementation. The practice of risk management is intended to plan and prepare for those possibilities and identify new potential risks throughout the duration of the project.

The process for flagging and managing risks is as follows:

- **Risk Identification** - This will be done by reviewing project documentation and by conducting brainstorming sessions with the project team. During the planning phase, an initial evaluation of

risks will occur by the project team, led by the project manager. A project team member can identify new risks at any point during the project.

- **Risk Response Planning** - The risk index will be used to prioritize risks. The risks will be rated using the probability and impact as estimated and the risk trigger and owner will be identified for further monitoring of the risk.

- **Risk Monitoring & Control** - The risk owner will be responsible for monitoring the risk through the project execution and will report the status during every project management meeting. Any updates to the probability or impact of the risks will be communicated to the project manager of the project. When a risk occurs during the project it will be considered an "issue" and be handled according to the agreed response plan.

- **Risk Reporting** - The risk response plan will be reviewed and updated for change in probability/impact of the existing risks, new risks identified, and any risk that occurred with the status of the response in action. The risks will be reviewed regularly at project management meetings.

- **Change Requests & Lessons Learned** -   Any change to the project activities to mitigate a risk or workaround for an unidentified risk may generate change requests. These change requests will follow the procedures detailed in the Change Control section of this document. Any lessons learned will be documented in the lessons learned repository for the project.

2.7   ACTION ITEMS

An action item is defined as a question, problem, or condition that requires a follow up activity for resolution. If unsettled, an action item can become an issue, or depending upon the severity of the impact, a risk.

2.7.1   Action Items Management Plan

All action items will be documented in the project Action Item Register with the updated document being stored in the project repository. The procedures for handling an action item are as follows:

Raising the Action Item:
- All project members are responsible for identifying action items.
- The project manager designates the team member who will act as the "action item owner."
- The owner is primarily responsible for entering the action item.
- The owner will be responsible for determining the person(s) who is/are assigned to resolve the action item and for notifying the responsible person of the action item.
- The owner is the primary point of contact responsible for action item tracking, resolution and closure.

Evaluate/Prioritize Action Items:
- The project manager, with key stakeholders, objectively assesses the priority each action item will receive with respect to its impact on the project.
- Consideration in determining priority (high, medium, or low) includes:
  – Assessing the consequences of a delayed response to an action item on quality, project cost, scope, technical success, and schedule.
  – Assessing the impact of an outstanding action item on the overall project – not just the discrete action item.

- – Identifying potential risks associated with the action item.
- – Determining possible response to resolve an outstanding action item.

Monitor and Control:

- The project team is responsible for monitoring and controlling action items weekly as follows:
  - – Review action item log and assess existing action items that are not in a "Closed" status to determine if:
    - ♦ The priority has changed.
    - ♦ The due date needs to be changed; If the due date is past due it either needs to be extended out further, or an explanation needs to be added to the notes section providing a current update on the action item and when it is expected to be completed).
    - ♦ Ownership needs to be changed.
    - ♦ The action item status is "Completed" and can be "Closed".
  - – Identify and assess new action items.

Communication:

- Communicate status of action items to team members and stakeholders.

Escalation:

- Once the project manager identifies that an action item due date has passed without resolution, the action item may become an issue, based on the priority and potential impact to the project.

Closing the Action Item:

- After it has been completed and communicated, it is the responsibility of the owner to close the action item.
- The project manager will audit to ensure action items are resolved and closed.

2.8 CHANGE CONTROL

Change Control is concerned with influencing the factors that create changes to ensure that changes are agreed upon, determining that a change has occurred, and managing the actual changes when and as they occur.

Changes to the project can impact a variety of areas including cost, scope, schedule, and quality. Changes to the project that impact one or more of these areas must be approved via the change control process outlined in the Contract.

A change request is used to identify a change in cost, schedule, scope, and/or quality relating to the project. The change request will specify what the change is and how it will affect cost, scope, schedule, and/or quality. There are times when the change may affect one without the others.

All change requests must be approved or rejected by the sponsor or designee and will be documented in the project repository.

2.8.1 Change Request Procedure

Motorola Solutions and the Customer will utilize the following change control process to manage changes during the life of the project.

1. A change request must be submitted via email to document the potential change - the email for the proposed change must be submitted to Motorola Solutions and the Customer's project managers who will in turn provide it to relevant parties for assessment.

2. All change orders will be logged and tracked - the Customer project manager will record the request in the change management log section of the project control register and will update the log throughout the process.

3. The change will be reviewed and, if acceptable to the Customer, Motorola Solutions will submit to Customer an estimate of the impact to cost, schedule, scope, and quality.

4. Motorola Solutions will continue performing the services in accordance with the original agreement unless otherwise agreed upon by the Customer's project manager (work cannot commence on any new activities related to the change request until all parties agree in writing).

5. Motorola Solutions project manager and Customer project manager will adapt project plans to incorporate approved changes.

2.8.2 Change Control Process

Steps for the change control process are as follows:

1. Complete a write-up for the proposed change and submit copies to Motorola Solutions and Customer project manager(s) who will in turn provide to relevant parties for assessment.

2. Record the request in the change management log section of the project control register.

3. Investigate the impact of the proposed change (cost, schedule, scope) and evaluate the impact of not performing the change.

4. Prepare a response to the proposed change.

5. Retain the original in the project repository.

6. Motorola Solutions and Customer agree whether the change should be performed and obtain authorization sign-off of the change request.

7. The appropriate document is created.

If Change is not Accepted:
- Motorola Solutions project manager will discuss and document the issue with the Customer project manager.
- The proposed change can be modified and re-submitted, or withdrawn, if it is agreed to be non-essential (in this case, the reasons will be documented).

If Change is Accepted:
- Once the change request has been approved and signed by the authorized parties, work may begin.
- Motorola Solutions project manager and the Customer project manager will adapt project plans to incorporate the approved change.
- Both Motorola Solutions and the Customer must sign-off that a change has been complete.
- The change control log will be updated.
- The change control log will be supplied at the progress meetings and/or in status reports.

2.9   PROJECT CONTACT LIST

The respective project managers will complete the table below during kick-off.

Table 2-2. Project Team Directory

Name	Department	Role	Phone Number	E-mail Address

Proposal to

CITY OF IRVINE

EXHIBIT 3
STATEMENT OF WORK

REQUEST FOR PROPOSAL   MARCH 22, 2019

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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Exhibit 3

City of Irvine
Request for Proposal
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March 22, 2019

Motorola Solutions

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March 22, 2019
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to the restrictions on the cover page.

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EXHIBIT 3

STATEMENT OF WORK

3.1 CAD/MOBILE AND RECORDS STATEMENT OF WORK

This Statement of Work ("SOW") defines the principal activities and responsibilities of all parties for the implementation of the PremierOne Suite to support public safety dispatching and records management operations. When assigning responsibilities, the phrase "Motorola Solutions" includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola Solutions and the Customer and will be addressed in accordance with the change provisions of the Contract.

3.1.1 Contract Award

Motorola Solutions and the City execute the contract and both parties receive all the necessary documentation.

3.1.2 Contract Administration and Project Initiation

After the contract is executed, the project is set up in the Motorola Solutions information and management systems. Motorola Solutions and the City assign project resources. The kick-off meeting is scheduled.

3.1.3 Project Planning and Pre-Implementation Review

A clear understanding of the needs and expectations of both Motorola Solutions and the City are critical to the successful implementation and on-going operation of your PremierOne System. In order to establish initial expectations for system deployment and to raise immediate visibility to ongoing operation and maintenance requirements, we will work with you to help you understand the impact of introducing a new system and your preparedness for the implementation and support of the PremierOne system.

Shortly after contract signing, Motorola Solutions will work one-on-one with your designated Transformation Lead to review the task requirements of each phase of the project and help to identify areas of potential risk due to lack of resource availability, experience or skill.

This single day on-site review focuses on the scope of implementation requirements, resource commitment requirements, cross-functional team involvement, a review of the required technical resource aptitudes and a validation of existing skills, and resource readiness in preparation for the Project Kickoff meeting.

Topics of discussion may include:

1. A review of the overall project deployment methodologies, inter-agency/inter-department decision considerations (as applicable), and third party engagement/considerations (as applicable).

2. Requirements for background investigations and/or fingerprint requirements. If fingerprints are required from Motorola Solutions employees and/or contractors, the fingerprints will be submitted on Motorola Solutions-provided FBI FD-258 Fingerprint cards.

3. The City involvement in system provisioning and data gathering to understand scope and time commitment required.

4. A review of the training requirements and the training time commitment.

5. System maintenance and support following live cut.

6. PremierOne Geographic Information Systems (GIS) (GIS Resource will participate remotely).

Motorola Solutions Responsibilities

1. Make initial contact with the City Project Manager and schedule the Pre-Implementation Review meeting

2. Document the mutually agreed upon Project Kickoff Meeting Agenda.

City Responsibilities

1. Schedule the availability of the Transformation Lead to meet with Motorola.

2. Ensure City GIS Administrator review of the PremierOne GIS build requirements.

3. Provide sample GIS data.

4. Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.

5. Provide approval to proceed with the Project Kickoff meeting.

Motorola Solutions Deliverable

Title
Project Kickoff Meeting Agenda

3.1.4   Project Kickoff

The purpose is to introduce project participants and review the scope of the project.

Motorola Solutions Responsibilities

1. Schedule and facilitate the kick-off meeting to clarify roles and responsibilities and establish team working relationships.

2. Present a high level overview of project scope.

City Responsibilities

1. Identify and ensure participation of key team members in kickoff and project initiation activities.

Motorola Solutions Deliverables

Title
Project Kickoff Meeting Minutes

3.1.5   Contract Design Review

The objective is to review the scope of the project, project schedule, equipment list, training plan and test plans.

Motorola Solutions Responsibilities

1. Review the query interface(s) described in the System Description (SD).

2. Review project schedule dates.

3. Review the system equipment bill of materials and note any necessary modifications.

4. Review handheld device hardware specifications, IOS or Android version requirements, and reference to applicable CJIS security requirements.

5. Review the Training Plan and note any necessary modifications.

6. Plan installation activities with the City.

7. Review and memorialize project completion criteria and definition of completion of project.

8. Discuss the test plan that will include test procedures that define steps to be taken to validate functionality, pass/fail criteria, and the resolution for deficiencies. The Test Plan will be reviewed and finalized after System Provisioning and Interface Requirements Documents are completed.

City Responsibilities

1. Provide input to the Project schedule dates.

2. Review the final hardware and operating system software configuration with the Motorola Solutions project team.

3. Participate in reviewing the Training Plan.

4. Provide written acknowledgement of project completion criteria.

Motorola Solutions Deliverables

Title
Initial Project Schedule
Bill of Materials

3.1.6   Product Overview and Discovery

The purpose is to provide an introduction of PremierOne CAD, Mobile and Records, conduct product demonstrations, review the GIS information the Customer has gathered and discuss the relationship and dependencies between CAD, Records and GIS.

Motorola Solutions Responsibilities

1. Schedule a 3-day on-site visit to meet with Customer's CAD/Mobile and Records SMEs and GIS administrator.

2. Conduct product demonstrations of base features and functions.

3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries, agencies and beats. The PremierOne GIS Requirements document will be the basis of the GIS review.

4. Determine customer specific requirements for the GIS data to support the PremierOne data development and provisioning – Agency type(s), Agency name(s), Beat names, Response boundaries, street names (prefix/suffix/county road, interstates, etc.), and common place names.

Customer Responsibilities

1. Determine agency types and agency names and beat names to support the PremierOne geodatabase development.

Motorola Solutions Deliverables

Title
Conducted working session

3.1.6.1 Functional Specification Review

The purpose is to review the contracted functional capabilities of the PremierOne solution. Motorola will explain how the Customer's requirements will be met by the PremierOne CAD/Mobile system and Motorola Solutions implementation methodology.

Motorola Solutions Responsibilities

1. Facilitate a review of the contract deliverables including a review and demonstration of responses to the Customer's requirements/ functional matrix.

Customer Responsibilities

1. Make appropriate individuals available to review the Customer requirements.

Motorola Solutions Deliverables

Title
Functional specification review summary

3.1.6.2 Site Survey and Infrastructure Planning

The purpose is to review the infrastructure requirements for the PremierOne system and to ensure the computer room(s) and other locations are appropriate for the installation of the system hardware. Motorola Solutions will facilitate a meeting following the Project Kickoff to review the Site Requirements section of the System Description (SD) and to conduct a survey of the City's facilities. The objective of this review is to ensure the existing infrastructure(s), network and facilities will support an optimal installation environment for the PremierOne system.

Motorola Solutions makes no provision for cabling or capital improvements to the installation environment and power consumption considerations that may be required to support the PremierOne system.

Motorola Solutions Responsibilities

1. Review the Site Requirements section of the SD with the City.

2. Facilitate meetings as required to review the current infrastructure.

3. Conduct a site survey/audit of the facilities in which system hardware will be installed to assess site readiness.

4. Prepare a report that includes recommendations for any site preparation required to provide a suitable environment for installation of the system equipment and that identifies any deficiencies related to power, power supplies, cabling, network connectivity, communications equipment.

City Responsibilities

1. Provide documentation on the current infrastructure, i.e. existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.

2. Ensure site environment meets minimum requirements, as stated in the Site Requirements.

3. Make appropriate staff available to explain the current architecture.

4. Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripheral in accordance with Motorola Solutions' requirements and all network infrastructures described in the SD.

5. Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform with the specifications in the SD.

6. Provide a programmer work area for Motorola Solutions on-site staff in the primary facility, located near but outside of the computer machine room. The room will be equipped with a workstation, AC power to support workspace for a minimum of two (2) people and internet access, Wireless access is recommended. This work area will be available during the course of the project.

7. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring

8. Review and approve the final hardware and operating system software configuration with the Motorola Solutions project team.

9. Provide any cabling or capital improvements required for the installation environment and or power consumption considerations.

Motorola Solutions Deliverables

Title	
Site Survey Results	A document that outlines the infrastructure improvements necessary to support the contracted solution.

3.1.6.3 IP Network Analysis

The objective of this activity is to ensure the local and wide area networks will support the contracted solution. A Network Systems analyst will conduct an on-site assessment of the existing network.

Motorola Solutions Responsibilities

1. Perform on-site network assessment.

2. Analyze data.

3. Prepare recommendations.

4. Present and discuss recommendations with the City.

City Responsibilities

1. Provide access to all required facilities and locations necessary to perform assessment.

2. Provide information on current network architecture and configuration.

3. Review and discuss recommendations with Motorola.

4. Complete any physical and/or network improvements necessary to support the PremierOne solution in order to avert potential performance issues or project delays.

Motorola Solutions Deliverables

Title
Network Recommendations

3.1.7 CAD/Mobile Business Process Review (BPR) and System Provisioning

System provisioning includes user configurable parameters (i.e. specific values for unit names, timing of events, officer or user identification, street names, to name a few) that are defined within the system. Motorola Solutions will conduct a meeting following the kickoff meeting to begin the BPR process. During this meeting the information required to provision the system to best meet the agency's functional requirements, business processes and workflows will be identified, reviewed and collected. The Customer's SMEs and GIS Administrator will participate in these activities.

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary communications center. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted for law enforcement and fire dispatch unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

The resulting BPR workbook will reflect the features that will be provisioned during the provisioning activities.

3.1.7.1 Business Process Review (BPR) and Requirements Gathering

Motorola Solutions Responsibilities

1. Deliver the BPR workbook prior to the workshop.

2. Review the BPR workbook and information needed to complete it.

3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries.

4. Conduct operational reviews during sit-alongs and ride-alongs.

5. Review the documented business processes and provide configuration options.

6. Review completed BPR workbook.

City Responsibilities

1. Schedule dispatch, police and fire/EMS sit-alongs and ride-alongs

2. Provide resources knowledgeable in the Customer's business processes to review workflows and provide relevant documentation on workflow and operating procedures.

3. Prepare call and unit statistics.

4. Gather and document required data in the BPR workbook.

5. Review the documented business processes and select available configuration options.

6. Finalize agency and beat names for the CAD geodatabase. All of the data will be required but the streets, address points and common places can be works in progress that can be updated as the project moves along. The agency and beat names should be final by provisioning

7. Review the completed BPR workbook with Motorola.

Motorola Solutions Deliverables

Title
Pre-BPR Checklist
Completed BPR Workbook

3.1.7.2 Data Gathering

Following the completion of the BPR Workbook, Motorola Solutions will work with the City to identify the specific data elements (i.e. incident types, status codes, offenses, etc.) required to provision the system and provide worksheets onto which the Customer will capture required information.

Motorola Solutions Responsibilities

1. Provide Provisioning worksheets.

2. Review the Provisioning worksheets and identify the information required for provisioning data tables.

City Responsibilities

1. Capture required data elements in the Provisioning worksheets.

2. Complete the provisioning worksheets at least 10 business days prior to the scheduled start of the Provisioning activity.

NOTE: The project schedule is highly reliant upon receipt of the completed Provisioning worksheets.

Motorola Solutions Deliverables

Title
Provisioning Worksheets

3.1.7.3 PremierOne CAD and Mobile Provisioning

Motorola Solutions will guide the CAD and Mobile system provisioning based on the data gathered during the BPR and completion of the provisioning workbooks.

Motorola Solutions Responsibilities

1. Review tables (configurable items) and associated data

2. Perform provisioning training in accordance with the training plan

3. Complete foundational CAD and Mobile data entry for the primary provisioning profile.

4. Remotely conduct checkpoints to verify accuracy of the Customer-provisioned data.

5. Review and finalize provisioning decisions for the mobile client.

City Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.

2. Ensure availability of the SMEs to participate in the training.

3. Verify foundational data entry completed by Motorola.

4. Complete all provisioning data entry.

5. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Provisioning Training
Checkpoint Reports

3.1.7.4   CAD User Interface Modifications

The objective is to modify the user interface (UI) for the CAD client software.

Motorola Solutions will discuss the options for modifying the UI based on the CAD UI Screen Tailoring document. We will configure an initial CAD User Interface (UI) and review it with the City. One UI will be tailored for all dispatch users/agencies. The City will have one opportunity to identify additional modifications to the UI, which Motorola Solutions will deliver as the final version. Subsequent requests for changes will be evaluated per the change control process.

Motorola Solutions Responsibilities

1. Present available options for modifying the CAD UI.

2. Modify the CAD UI.

3. Review UI with the City.

4. Make final modifications after City. review.

City Responsibilities

1. Participate in initial meetings to define requested UI modifications.

2. Evaluate the UI after the initial delivery and identify any final modification requests.

Motorola Solutions Deliverable

Title	Description
CAD UI	UI that conforms to the CAD UI Screen tailoring document.

3.1.7.5   Provisioning Verification

Motorola Solutions and the City's application administrator and SMEs will exercise the PremierOne system to verify the system has been provisioned in accordance with the BPR Workbook and provisioning worksheets and that the system functions in accordance with the system documentation.

Motorola Solutions Responsibilities

1. Provide CAD system orientation in a working session that will allow Customer to verify provisioning.

2. Document any system defects identified during the verification process.

City Responsibilities

1. Ensure the availability of the SME's that participated in the BPR and provisioning training for this activity.

2. Update provisioning tables, if required.

3. Work with Motorola Solutions to document any system defects.

Motorola Solutions Deliverables

Title
Meeting minutes from working session

3.1.7.6   GIS Boundary Workshop

The GIS AS and City's GIS Administrator will participate in a meeting with the CAD SMEs to review the CAD requirements pertaining to GIS data. During the meeting the focus is on the response boundary requirements and reviewing data which includes but is not limited to agency names, beat names, city names, contractor boundaries, premise hazard areas and reporting districts.

The PremierOne GIS Requirements document will be the basis of the GIS review.

Motorola Solutions Responsibilities

1. Review the PremierOne GIS Requirements document.

2. Discuss results of data analysis report.

City Responsibilities

1. Provide existing GIS data.

2. Update GIS data as necessary to develop response boundaries in conformance with the GIS Requirements document.

Motorola Solutions Deliverables

Title
GIS Boundary Requirements

3.1.7.7   GIS Scope Review

Following the GIS Boundary workshop, the GIS AS meets with the City's GIS Administrator to discuss the approach to developing the GIS data for use with the PremierOne CAD system.

Topics that will be discussed include routing requirements and specifics for using common places, address points, and premise hazard areas.

Following this meeting, the GIS AS will develop a GIS Project Plan that documents the processes and the tasks to be completed and the timeline and provisioning dependencies.

Motorola Solutions Responsibilities

1. Review City GIS data

2. Discuss current GIS business practices

3. Discuss frequency of GIS updates to current system and desired frequency with PremierOne.

4. Develop and deliver GIS Project Plan.

City Responsibilities

1. Ensure availability of GIS administrator for this meeting.

Motorola Solutions Deliverables

Title
GIS Project Plan

3.1.7.8   Draft Geodatabase

The draft geodatabase will be created and uploaded to the PremierOne server to support provisioning efforts and draft maps will be created for CAD workstations.

Error reports that are produced as a result of developing the draft geodatabase will be delivered to the customer.

The final geodatabase will be delivered during the GIS training, which is described in the Training Plan.

Motorola Solutions Responsibilities

1. Create the draft geodatabase and draft maps.

2. Provide a report of any issues found during the geodatabase build.

3. Provide up to forty (40) hours of remote assistance to the City GIS Administrator.

City Responsibilities

1. Correct any GIS errors identified in report from geodatabase build.

Motorola Solutions Deliverables

Title
Draft geodatabase
Draft Maps

3.1.8   Records Detailed Design Review

The Detailed Design Review is a multifaceted approach for observing and documenting your current business processes, standard operating procedures, workflows, reports and print out usage and current operational challenges; Business Process Review. Additionally, a Detailed Design Document is provided memorializing mutual understanding of the customer's business requirements and how the delivered system will fulfill the requirements. Motorola will also recommend the best approach to provisioning the PremierOne system, based on the workflow analysis.

3.1.8.1 Business Process Review

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary Records department. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted for contracting/primary agency unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

Customer personnel that participate in this activity should include resources very familiar with Records operations.

Motorola Solutions Responsibilities

1. Meet with the City personnel to gather information regarding current business processes, operating goals, standard operating procedures, and current operational pain points.

2. Conduct a one-day, on-site, end-to-end process review of current Citation process.

3. Analyze current legacy system(s), business workflows and operating procedures with PremierOne functionality and the provisioning constructs described above.

4. Review existing Citation form(s) and review and document current citation workflow with officers and process stakeholders (e.g. creation, submission, printing, sync with records system, supervisor or records clerk approval, submission to State system).

5. Document changes in workflow process the agencies will use once equipped with CommandCentral App. Some existing processes may be simplified using the CommandCentral App. The process review meeting is an opportunity to understand the capabilities of the application and consider workflow changes. The application's data validation and enforced work flow may reduce the need for records clerk review and manual data entry.

6. Conduct Records sit-alongs and patrol ride-alongs.

7. Provide the draft Detailed Design Document

Customer Responsibilities

1. Prepare call and unit statistics

2. Provide resources knowledgeable in the City's business processes to review workflows and provide relevant documentation on workflow and operating procedures

3. Schedule police ride-alongs

4. Review draft Detailed Design Document

Motorola Solutions Deliverables

Title
Initial/Draft Detailed Design Document

3.1.8.2 Functional Specification Review

The purpose of this activity is to review the contracted functional capabilities of the PremierOne Records and identify any gaps between Motorola Solutions response to a stated functional requirement and Customer's expectation of the delivered feature/function.

Motorola Responsibilities

1. Facilitate a review of the responses to the RFP and document any clarifications to be included in the Detailed Design Document.

2. Document any newly discovered requirements not accounted for in our response. As mutually agreed, any changes in scope to features/functions will be addressed via the change provision of the contract.

City Responsibilities

1. Make, subject matter experts familiar with the City's requirements/ functional matrix available.

Motorola Solutions Deliverables

Title
Functional Specification Review Meeting Minutes

3.1.8.3 Detailed Design Documentation (Specification)

Motorola will review the draft Detailed Design Document with the City and solicit feedback. Motorola will then make modifications based on the Customer feedback and present the updated package to the Customer for approval. We expect the potential for iterative updates to occur over a ten (10) business day period in order to reach mutual agreement. The approved Detailed Design Document constitutes the features and functional specifications of the system and becomes the basis for functional acceptance testing.

Motorola will provide a level of effort (LOE) analysis for each of the work products identified in the Detailed Design Documentation that require development.

Motorola Responsibilities

1. Review the Detailed Design Document with the Customer for the purpose of obtaining mutual understanding of the scope of work, levels of effort, work duration and resources needed to complete the work.

2. Conduct a remote review of the draft CommandCentral App Configuration document with agency SMEs and process stakeholders

3. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.

4. Finalize the CommandCentral App Configuration document with City feedback and provide the completed CommandCentral App Configuration document to Customer

5. Motorola will perform 200 hours of ACT/reports development. If the LOE for development exceeds 200 hours, a change order will be required to either incorporate that effort or to remove affected modifications from the project scope.

City Responsibilities

1. Provide Motorola with forms, reports and templates to be created in PremierOne Records to aid Motorola in developing the Detailed Design Document.

2. Provide examples of forms currently being used in the Citation workflow.

3. Review the Detailed Design Document with Motorola

4. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.

5. Conduct a final review of the completed CommandCentral App Configuration document and provide acknowledgement of accuracy.

6. Request additional Motorola assistance via the change provision of the contract if Motorola efforts exceed 200 hours.

Motorola Deliverables

Title
Detailed Design Document to include:
Business Process Flows
Module-Based Requirements Documents including:
▪ Field Definition (Pane Name, Group Name, Grid Name, Caption, DB Name, Field Type, Per View: Read Only, Required, Visible, Display Length, Max Length, Code Table, Dependencies / Actions, Mask / Conversions, Validations, Indexing, Data Grid configurations, RDW Configurations, Expungement Types, CI Master Mappings, Smart Copy settings)
▪ Custom Code Tables
▪ Document Views
▪ Security Groups
▪ Interface Mappings
▪ Data Conversion Mappings
▪ Document Workflows
▪ Printouts
▪ RDLC Reports
▪ Data Views
▪ Estimated level of effort to develop
List of Identified SSRS Reports
▪ Short Description
▪ Priority
▪ Due By [Training, Go-Live, Post Go-Live <time frame>]
▪ Responsible Party
▪ Estimated level of effort to develop
Motorola-developed modules and reports
Field Test scenario recommendations
Provide recommendations to the role based training approach
CommandCentral App Configuration Document to include:
▪ Definition of Citation fields including Field Names (e.g. Name, Age), Field validation (e.g. Optional, Mandatory), Dynamic behavior (e.g. Alias Y/N fields display controls of Alias field), Field calculations (e.g. Age calculated from date of birth).
▪ Citation input forms
▪ Mobile print format
▪ Printed Citation format

3.1.8.4   Advanced Configuration Tool

The Advanced Configuration Tool (ACT) is an application development tool designed to provide skilled PremierOne Records resources the ability to modify and develop Records functionality. Using ACT, trained resources can design the navigation flow for modules, develop application components such as search fields, data grids, default views, and in-module reports. ACT is also used to modify and develop modules in order to provide functionality to support City-specific business processes. Unlike configuration or provisioning, development done in ACT creates additional database structures and application code.

The skilled resource will be familiar with relational database logic, data types, and understand data theory. The skilled resource must understand the agency's end-to-end business operation, anticipate specific reporting needs and envision the required inputs to support the desired reporting outputs.

The City representative(s) will attend ACT training.

If modifications to the City system are desired after Records go-live, a Module Based Requirements Document must be created by the Customer and reviewed and approved by Motorola Solutions before the modifications will be supported by Motorola during warranty/maintenance.

Motorola Responsibilities

1. Make ACT training available to the City

2. Review, advise and or approve of Customer submitted Module Based Requirements document

City Responsibilities

1. Attend the ACT training.

2. Draft Module Based Requirements document as needed

3. Submit to the Motorola Solutions Solutions-Support representative for review and approval to making any ACT changes.

> NOTE: Failure to submit Module Based Requirements documents for review and approval prior to making changes using ACT could negatively impact the system and impair Motorola Solutions ability to support the system.

Motorola Deliverable

Title
Advanced Configuration Tool
Advanced Configuration Training

3.1.8.5   Records Provisioning

After the City/County Customer approves the Detailed Design, Motorola Solutions will conduct Provisioning training. Provisioning includes entering personnel into PremierOne Suite Services building/populating the code tables, building out security groups and workflows. The City will complete application provisioning following training.

Motorola Solutions Responsibilities

1. Review Detailed Design document, configurable items and associated data.

2. Perform provisioning training in accordance with the training plan.

3. Remotely conduct checkpoints to verify accuracy of the Customer-provisioned data.

City Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.

2. Ensure availability of the SMEs to participate in the training.

3. Complete all provisioning data entry.

4. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Advanced Configuration Tool
Advanced Configuration Training

3.1.9 CommandCentral App with Handheld features Agency-User Setup

The provisioning process allows agencies to define the specific capabilities and permissions of each user. Agency setup must be completed prior to establishing a connection between CommandCentral cloud platform and on-prem records system.

Motorola Solutions Responsibilities

1. Provide a remote CommandCentral Admin training session for the Customer System Administrator(s).

2. Provide up to two hours of remote telephone support over a 10-day period following the CommandCentral Admin training for the System Administrator during the Agency and User Setup process.

3. Use the CommandCentral Admin tools to establish the Customer within the CommandCentral cloud platform. This activity will be initiated during the order process.

City Responsibilities

1. Assure the System Administrator completes the CommandCentral Admin training.

2. Complete provisioning and setup

Motorola Solutions Deliverables

Title
CommandCentral App with Handheld features System Administrator training

3.1.9.1 CommandCentral App Provisioning

Provisioning is the process of configuring the CommandCentral App and CommandCentral Cloud to function in accordance with the CommandCentral App Configuration Document. (Note, the CommandCentral Apps with Handheld features Records Synchronization must occur prior to this activity.)

Motorola Solutions Responsibilities

1. Configure the CommandCentral App in accordance with the CommandCentral Configuration document.

2. Upload forms and print format to CommandCentral App configuration service.

3. Provide a remote demonstration of the provisioned CommandCentral App capabilities including standard Search forms, Citation form, and printed Citation format.

4. Update the application's field parameters and workflow based on feedback from the Customer. Motorola will provide up to 10 hours to accommodate field parameter and workflow refinement changes. Motorola will update the CommandCentral Configuration document to assure it matches the approved configuration.

Customer Responsibilities

1. Assign the SME's that approved the CommandCentral Configuration document to participate in the application demonstrations and acceptance test process.

2. Participate in configured application demonstrations.

3. Provide feedback on specific data field or work flow changes that differ from the originally agreed configuration.

4. Create and provide any agency specific user training required to assure users understand the new Citation process and workflow.

5. Train end users.

Motorola Solutions Deliverables

Title
Demonstration of provisioned CommandCentral App with Handheld features

3.1.10   Hardware and Software

Motorola Solutions will procure the system equipment in accordance with the approved Bill of Materials, including handheld devices and citation printers.

3.1.10.1   System Staging

The objective of this activity is to install the hardware and software components procured by Motorola Solutions at our staging facility. The system will then be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the City's location for installation.

Motorola Solutions Responsibilities

1. Order all hardware, software and related components and deliver them to the staging facility.

2. Rack and install all hardware components.

3. Install and configure system software.

4. Ship staged system to the City's site.

City Responsibilities

1. Provide appropriate receiving facility for the system equipment.

2. Acknowledge receipt of delivered equipment.

Motorola Solutions Deliverables

Title
Equipment Inventory
Staged System Delivery

3.1.10.2 On-Site Installation

The objective of this activity is to install the system at the City's site. The output of the activity will be an installed PremierOne system. This activity addresses physical installation activities and system connectivity verification.

Motorola Solutions Responsibilities

1. Install the staged system in the City's environment.

2. Conduct a Power On test to validate that the installed hardware and software are ready for configuration.

3. Load preliminary provisioning data.

4. Verify PremierOne functionality in accordance with release criteria.

City Responsibilities

1. Certify that the server room is available and meets agreed upon specifications.

Motorola Deliverable

Title
Power On/Installation Verification

3.1.10.3 CommandCentral Apps with Handheld Features Device Setup

Motorola Solutions Responsibilities

1. Provide App IDs to agency to get via MDM.

City Responsibilities

1. Provide handheld devices suitable for operating CommandCentral App.

2. Provide, install and configure mobile Citation printers.

3. Provide and configure Mobile Device Manager (MDM) software.

4. Ensure all handheld devices are configured with appropriate OS version, MDM software, and Citation printer configurations.

5. Ensure devices meet CJIS requirements.

6. Permit CommandCentral App to be deployed from Apple App Store or Google Playstore.

7. Ensure the CommandCentral App can connect to CommandCentral cloud services.

8. Ensure the device can access Google/Apple push notification.

9. Download and install CommandCentral App on all handheld devices.

10. Provide sample handheld devices for all demonstrations and acceptance tests.

Motorola Solutions Deliverables

Title
Configured and operational CommandCentral App on handheld devices

3.1.10.4 Cumulative Updates

If it is necessary to install a Cumulative Update (CU) to address contractual requirement(s), a test will be performed to demonstrate the contractual requirement is fulfilled. If additional provisioning or functional training is required to fulfill the contractual requirement, it will be delivered. If the CU provides additional functionality that is desired but not contractually required, additional training is available in accordance with the change control provisions.

Motorola Solutions Responsibilities

1. Provide release notes and related documentation.

2. Remotely install the CU.

3. Perform training and testing as required to meet contractual requirements.

City Responsibilities

1. Participate in testing, as required.

2. If new functionality supported by the CU is desired (not contractually required), provision the system based on the release notes and train users.

Motorola Deliverable

Title
Installation of Cumulative Update

3.1.10.5 CAD/Mobile Client Software Installation

Client software will be installed on the specified number of workstations/mobile devices to facilitate provisioning training and testing and provide instruction to City personnel who will complete software installation on the remaining workstations.

Motorola Solutions Responsibilities

1. Verify system readiness.

2. Request client software.

3. Provide instruction on client software installation on up to five (5) CAD workstations and (5) Mobile devices.

4. Provide instruction on client software deployment utility.

5. Verify client software installation.

Customer Responsibilities

1. Provide workstation/mobile device hardware in accordance with specifications

2. Assign personnel to observe software installation training

3. Complete installation of client software on remaining workstations and mobile devices.

Motorola Solutions Deliverables

Title
Pre-Install Prep Checklist
Software installation media
Installation Guide

3.1.10.6 Records Client Package Configuration/Installation

Motorola Solutions will configure the Records client software.

Motorola Solutions Responsibilities

1. Create client installation executable(s).

2. Install client on up to five (5) workstations/devices.

3. Verify Records Mobile client software functionality in offline mode.

City Responsibilities

1. Provide access to up to five (5) client workstations.

2. Install client on remaining desktop and mobile workstations/devices.

Motorola Solutions Deliverables

Title
Record Client Installation Package

3.1.10.7 CommandCentral Apps with Handheld features Records Synchronization

Connectivity between the Customer's on premise records system and the CommandCentral cloud platform is required to facilitate a Citation workflow involving the Command Central App. A perpetual connection and data exchange between these systems facilitates records data synchronization of Master Person, Master Vehicle, and Case Files. Once the data is in the cloud it becomes available for access by provisioned CommandCentral App users via the Person Search and Vehicle Search features. New Citations created using the CommandCentral App are downloaded to the on premise records system.

Motorola Solutions Responsibilities

1. Enable agency access to CommandCentral incident records using CommandCentral Admin

2. Configure the on premise records system for the data exchange

3. Configure the MSI CommandCentral cloud for the data exchange

4. Validate synchronization of records data in CommandCentral cloud

City Responsibilities

1. Enable outgoing network connection (external firewall) to the CommandCentral cloud via and customer provided internet connection as per the System Network Configuration Guide.

Motorola Solutions Deliverables

Title
Connectivity between PremierOne Records and the CommandCentral cloud platform
Active synchronization of citation records between the two systems
Validated citation workflow

3.1.11 Interfaces

3.1.11.1 ISD Review

Motorola Solutions and the County will review the connectivity and functionality described in the ISDs.

Motorola Solutions Responsibilities

1. Conduct reviews of the ISDs to explain how the interfaces function.

2. Document variances between the City's expectations and the ISDs.

3. Work with the City's third-party vendors, if required, to understand and update the ISD(s).

4. If modifications are required of any of the interfaces as presented in the ISDs, provide the City's with an updated ISD and change order for execution prior to making any change to the interface.

City's Responsibilities

1. Make knowledgeable individuals available for the ISD reviews.

2. Provide input on the current use of the interface and verify that the functional specification in the ISD meets the use case or identify desired changes to the specifications.

3. Facilitate communications and assist with resolution of issues that arise between Motorola Solutions and the County's third-party vendor(s).

4. Assume costs associated with efforts required of the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary to support desired interface functionality.

5. Review and approve the ISDs or provide comments describing requested changes within ten (10) business days of delivery. If no approval or comments are received within ten (10) business days, the ISD(s) will be considered approved.

6. Acknowledge approval of the ISDs or execute a change order for any modifications.

Motorola Solutions Deliverables

Title
Finalized Interface Specification Documents

3.1.11.2   Interface Development, Installation and Configuration

Development of interfaces (if required) will be completed in accordance with the ISD(s).

Connectivity will be established between PremierOne applications and the external and/or third-party systems to which PremierOne will interface. Motorola Solutions will configure PremierOne to support each contracted interface. The County is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

Motorola Solutions Responsibilities

1. Develop interfaces (if required) in accordance with the ISDs.

2. Establish connectivity to external and third-party systems.

3. Configure interfaces to support the functionality described in the ISDs.

4. Perform unit testing of each interface.

County Responsibilities

1. Act as liaison between Motorola Solutions and third-party vendors or systems as required to establish interface connectivity with PremierOne.

2. Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.

3. Provide network connectivity between PremierOne and the third-party systems.

Motorola Solutions Deliverables

Title
Contracted Interfaces

3.1.11.3   California Uniform Crime Reporting (UCR)/California Incident Based Reporting System (CIBRS)/Interface

Motorola Solutions will deliver PremierOne Records software that supports California UCR and IBRS reporting requirements. Final System Acceptance will not be delayed if the State has failed to finalize its requirements and deployed its system. A system upgrade (covered by Exhibit XX Maintenance and Support Agreement) may be required in the future to meet the new requirements. The City will be responsible for providing a secure connection to the State system.

Motorola Solutions Responsibilities:

1. Deliver the UCR/NIBRS reporting capability developed for California.

2. In the event of an initial failed submission, collaborate with the Customer to understand any provisioning parameters that may be or are impacting UCR/NIBRS submission acceptance.

3. As required by the State, and upon receipt of an official state communication, modify the state layer to account for any requirements necessary to be compliant with state specific reporting requirements.

Customer Responsibilities:

1. Serve as the intermediary between Motorola Solutions and the State in clarifying reporting requirements between state requirements, Customer requirements, and PremierOne Records California state layer submission functionality.

2. Facilitate any required meetings between Motorola Solutions and the State.

3. Initiate a UCR or NIBRS submission to the State.

4. Resolve any provisioning issues that are impacting State submission acceptance.

5. In the event of a failed submission:

    A. Communicate the discrepancy in reporting requirement to the State.
    B. Obtain an official state communication clearly articulating the State's requirement.
    C. Forward a copy of the official state communication to Motorola

Motorola Solutions Deliverables:

Deliverable
UCR/NIBRS Reporting

3.1.11.4 Crash Report (TAR)

Motorola Solutions will develop the California CHP 555 Page 1 (Rev. 7-03) OPI 061 Crash Report.

Motorola Solutions Responsibilities:

1. Scan hard-copy forms into PremierOne Records and develop Crash Reporting functionality.

2. Integrate the Crash Report and PremierOne Records.

3. Submit the developed forms to gain State acceptance.

4. In the event of an initial failed submission, collaborate with the Customer to understand any provisioning parameters that may impact report submission acceptance.

5. As required by the State, and upon receipt of an official state communication, modify the crash report to account required for compliance with state specific reporting requirements.

Customer Responsibilities:

1. Provide hard copies of forms.

2. Initiate a submission of the Crash Reports to the State.

3. Resolve any provisioning issues that affect State submission acceptance.

4. Serve as the intermediary between Motorola Solutions and the State in clarifying reporting requirements between state requirements, Customer requirements, and PremierOne Records Crash Report submission functionality.

5. Obtain an official state communication clearly articulating the State's requirement.

6. Forward a copy of the official state communication to Motorola.

Motorola Solutions Deliverables:

Deliverable
CHP 555 Crash Report

3.1.12 CAD/Mobile Reports and Dashboards

3.1.12.1 Reports

Motorola Solutions will deliver the standard reports library and has not included the effort to develop any Customer-specific or Customer-defined reports. A list of the standard reports delivered with the installed version will be provided upon request.

3.1.12.2 CAD Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool, review the three (3) standard CAD dashboards and the View Only CAD IDD Bundle described in the TSSD, and define and develop two (2) custom dashboards as described in the TSSD. (IDD Training will be conducted in accordance with the training plan.)

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

Motorola Solutions Responsibilities

1. Conduct a two (2) day overview/consultation to review standard dashboards and reports and define requirements for two (2) custom dashboards.

2. Document requirements for the custom dashboards.

3. Develop custom dashboards.

4. Install the standard and custom dashboards. (This task will occur during the IDD training course.)

City Responsibilities

1. Perform data entry (incident creation, dispatch, disposition, etc.) to ensure sufficient data exists for reporting.

2. Define requirements for the custom dashboards within 30 days of the overview/consultation.

3. Assign resource(s) that have received the CAD SSRS (Ad hoc) Reporting training to participate in the review of the dashboards.

Motorola Solutions Deliverable

Title
CAD Dashboards (standard and custom)

3.1.12.3 Records Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool (advanced SQL Server's Reporting Service features), review the three (3) standard dashboards described in the TSSD, and define and develop two (2) custom dashboards as described in the TSSD. (Records IDD Training will be conducted in accordance with the training plan.)

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

Motorola Solutions Responsibilities

1. Conduct a two (2) day overview/consultation to review standard dashboards and reports and define requirements for two (2) custom dashboards.

2. Document requirements for the custom dashboards.

3. Develop custom dashboards.

4. Install the standard and custom dashboards. (This task will occur during the IDD training course timeframe.)

City Responsibilities

1. Assign resource(s) that have received the Records Adhoc Reporting training to participate in the initial dashboard consultation and review delivery of the dashboards.

Motorola Solutions Deliverable

Title
Records Dashboards (standard and custom)

3.1.13 Records Reports

3.1.13.1 Reports

Motorola Solutions will deliver the standard reports library and has not included the effort to develop any Customer-specific or Customer-defined reports. A list of the standard reports delivered with the installed version will be provided upon request.

3.1.14 Optional Data Conversion

Motorola's base proposal includes a query to the City's legacy CAD and Records databases. If the City prefers more comprehensive data conversion, Motorola is including options for both CAD and Records.

If this option is purchased, Motorola Solutions will convert specified data that exists in the City's legacy Records Management System and CAD System to conform to the data structure of the PremierOne Records/CAD application and is available in PremierOne Records/CAD system. While Motorola Solutions is responsible for converting the specified data, it is critical that the City/County/Customer assign a knowledgeable resource to this activity that will remain engaged throughout the conversion process.

For the CAD data conversion, pricing represents conversion of five (5) years of incident data.

For the Records data conversion, pricing represents conversion of 100,000 records from the following legacy documents:

Incident Report
Incident Report
Case Reports

Case Reports
Arrest and Associated Booking Records
Arrest and Associated Booking Records
Historical Case Report Requests
Historical Case Report Requests
Field Interviews
Field Interviews
Citations Data and Attachments
Citations Data and Attachments
Accident Reports and Attachments
Accident Reports and Attachments
Pawns
Pawns
Master Property Index
Master Property Index

The legacy databases must be relational databases and we must be able to link directly to the legacy databases from MS SQL Server.

Motorola Solutions does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data. The City/County/Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted.

Motorola Solutions Responsibilities

1. Work with the City to analyze data files to determine which tables contain the desired data and identify truncated, coded or masked data.

2. Conduct the Data Conversion Preparation Workshop to develop documentation that identifies where the information will be positioned in PremierOne (Data Conversion Guide).

3. Extract the data to be converted from the legacy databases.

4. Develop and execute the conversion routine up to two times on a small representative data set to identify and correct any issues.

5. Perform a final test run on a small representative data set to verify the conversion results.

6. Perform the final data migration prior to the Live Cut, in accordance with the project schedule.

City Responsibilities

1. Provide adequate documentation of legacy database and field mapping information of legacy systems.

2. Engage resources from legacy system vendors if required to provide information on legacy database schema, etc.

3. Participate in Data Conversion Preparation Workshop.

4. Review and approve the Data Conversion Guide.

5. Review data at each test iteration.

6. Provide acknowledgement of completion of data conversion.

Motorola Solutions Deliverables

Title
Data Conversion Guide
Converted Data

3.1.14.1   Optional Conversion on Demand (CoD) Tool

The "Convert On Demand (CoD) tool supports the ability for Customer to configure and import documents in Legacy Records Management Systems into PremierOne Records documents on an as-needed basis. It is supported for use with legacy information residing in any T-SQL relational database.

The database in which the legacy data resides will remain in an archive Database instance, and when the need arises, data is brought into PremierOne. The CoD tool can convert one record at a time or perform a bulk import into PremierOne systems. The tool uses internal P1Record components to maintain data integrity of converted records in P1 Records, which helps users to use various P1Record features with converted records.

The CoD tool also has a feature that will enable users to compare legacy data in the P1Records format before deciding to convert specific records to P1Records. This feature helps users to validate data mapping between the legacy data and how it will appear in P1RMS.

Motorola Solutions' responsibilities will be performed during one three (3)-day on-site session.

Motorola Solutions Responsibilities

1. Install the CoD tool on the P1 Records server.

2. Gain an understanding of the legacy data structure.

3. Create the mapping document.

4. Train Customer resource in use of the CoD tool

5. Assist with the development of configuration documents/files for ETL scripts

City Responsibilities

1. Identify a resource who is very familiar with the legacy data structure and schema to participate in the 3-day session.

2. Following the training session, create the required configuration documents/files.

Motorola Solutions Deliverables

Title
Conversion on Demand Tool

3.1.15 PremierOne Training

The objective of this task is to prepare for and deliver instructor-led classroom training in accordance with the Training Plan.

Motorola Solutions Responsibilities

1. Deliver User Guides and training materials in electronic format.

2. Perform training in accordance with the Training Plan.

3. Shadow the City trainers as they conduct the first CAD, Mobile and Records End User classes.

4. Provide limited remote support following the Train the Trainer courses while City trainers conduct end user training.

City Responsibilities

1. Supply suitably configured classrooms with a workstation for the instructor and at least one workstation for every two students.

2. Designate training representatives who will work with the Motorola Solutions trainers in the development and delivery of training.

Deliverables

Title
Classroom Training Materials
Attendance Rosters
Training Completion

3.1.16 PremierOne Acceptance Testing

Acceptance tests will be performed to confirm that the PremierOne system performs in accordance with the Acceptance Test Plan. Acceptance testing is a critical activity that must occur prior to Go-Live.

3.1.16.1 Project Test Plan

The objective of this series of tasks is to finalize the test activities that will be conducted in accordance with the Motorola provided Test Plan for the installed version. The test plan will describe the scope and objectives of each type of test. It will also describe the techniques that will be used during each type of test and describe the pass/fail criteria.

The plan will cover the following types of testing activities:

- Functional Acceptance Testing

- Interface Testing
- System Level Testing
- Performance and Load Testing
- User Testing

Motorola Solutions Responsibilities

1. Review the schedule of test activities.

City Responsibilities

1. Schedule appropriate resources to participate in test activities.

2. Review the Project Test Plan and notify the Motorola Solutions Project Manager of any items that require discussion

Motorola Deliverable

Title
Test Schedule

3.1.16.2 Performance and Load Testing

Motorola's performance and load testing is designed to stress a customer's infrastructure prior to going into production to validate that the system can provide the performance necessary. This test is run on the customer's production environment using Motorola provided test data. This test is designed to produce an environmental baseline as compared to the reference data taken from the Motorola performance lab system for a given code release.

This series of tests is designed to:

- Produce a reference baseline of system performance as measured by client workstation timing
- Validate that the infrastructure has been properly designed, implemented and configured to support PremierOne at the customers call load
- Perform a stress test to validate that surge conditions can be sustained.

Motorola Solutions Responsibilities

1. Conduct performance and load testing according to the approved test plan.

2. Develop remediation plan for results that fail the test.

City Responsibilities

1. Witness the execution of the test and acknowledge successful completion.

2. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Performance and Load Testing Plan

3.1.16.3   Functional Acceptance Testing

The objective of functional acceptance testing is to test the features and functions of the system that will be used by the Customer to ensure they perform according to the contractual requirements. The test plan may not test all functions of the system if they have been identified as not being applicable to the Customer's operations or for which the system has not been provisioned. Functional acceptance testing is estimated for three (3) days on-site. If additional on-site tests are required, it will be addressed via the change order provisions.

Motorola Solutions Responsibilities

1. Conduct functional acceptance testing according to the approved test plan.

2. Develop remediation plan for features that fail the test.

City Responsibilities

1. Witness the functional acceptance testing and acknowledge its successful completion.

2. Participate in the documentation of items that fail testing and note the remediation action.

Motorola Solutions Deliverable

Title
Completed Functional Acceptance Test Plan
Remediation Plan/Schedule for failed issues, if required

3.1.16.4   Interface Testing

The objective of Interface functional testing is to ensure that the installed interfaces perform according to the ISDs.

- Motorola Solutions is not responsible for issues arising from lack of engagement of third-party and/or Customer resources to perform work related to the interface, or troubleshooting any issues on the Customer's third-party systems.

- Interfaces that cannot be tested due to connectivity issues to external systems or the unavailability of Customer's third party vendors will be tested to the degree the PremierOne functionality can be demonstrated and considered successful upon that demonstration.

Motorola Solutions Responsibilities

1. Conduct interface functional testing according to the approved test plan.

2. Develop remediation plan for features that fail the test.

City Responsibilities

1. Provide access to a resource with access to the interfacing system to validate functionality.

2. Witness the execution of the test and acknowledge successful completion.

3. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Interface Acceptance Test Plan

3.1.16.5 System Level Testing

Upon successful completion of the functional and interface tests, the system will be exercised to demonstrate system operation from end-to-end.

Motorola Solutions Responsibilities

1. Develop test scenarios.

2. Perform testing.

3. Develop remediation for test failures.

City Responsibilities

1. Schedule appropriate resources to participate in test activities.

2. Review the test scenarios and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

3.1.16.6 User Acceptance Testing

Upon successful completion of the functional acceptance test, the system will be available to the City to conduct customer-developed test scripts over a two (2) week period.

Motorola Solutions Responsibilities

1. Provide support during user acceptance testing.

City Responsibilities

1. Develop test scripts and scenarios, if desired.

3. Conduct PremierOne user testing (using parallel processing if desired).

4. Promptly report any anomalies discovered during the test period.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

3.1.17 Go Live Planning

Motorola Solutions will assist the Customer in the transition of live operations from the Customer's legacy system to the PremierOne system. Following the conclusion of System Acceptance Testing,

we will work with the Customer to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola Solutions and Customer resources and staffing
- Pre-cutover tasks/activities that need to be performed leading up to the cutover
- Readiness review meetings
- Contingency/roll-back plans
- Cutover tasks and responsibilities
- Post cutover support resources and schedules
- Issue reporting process
- Escalation process

Motorola Solutions Support Engagement

As part of cutover planning, the Motorola Solutions Project Manager will complete a System Support form including Customer contact information, and information required for remote access to the system. Motorola Solutions will schedule a Support Engagement meeting between the Project Manager, the Customer Support Manager ("CSM"), the Focal Support Technician and the Customer's project team representatives. The CSM will review the Customer Support Plan with the Customer, including the process for obtaining support and the contact information.

3.1.17.1   Cutover Event

The transition to production use of the PremierOne system will be conducted according to the Cutover Plan. The cutover event represents the start of Beneficial Use, beginning of the warranty period, and the transition to the Motorola Solutions Support organization in accordance with the Customer Support Plan. On-site support will be provided at one communications center. If resources are desired at multiple communications centers or locations, it will be addressed via the change control provisions.

Motorola Solutions Responsibilities:

1. Facilitate meetings with Customer staff to develop and document the Cutover Plan.

2. Facilitate the Support Engagement Meeting between the Customer and the Support Organization.

3. Execute the Go-Live Cutover Plan.

4. Provide on-site resources as specified in the Cutover Plan to support user operations and address questions. Unless otherwise agreed to, CAD includes 24-hour support at one location for up to three (3) days and Records includes 24-hour support for the first two days and up to 8 hours per day for the next 3 consecutive days. (Support commences upon cutover to the respective system.)

Customer Responsibilities:

1. Coordinate the participation of Customer technical and operational staff in cutover planning and development and documentation of the Cutover Plan.

2. Schedule and coordinate end user participation in the live operations cutover.

3. Perform and support the production cutover activities defined in the Cutover Plan.

4. Inform Customer staff about the Customer Support Plan and the process to contact Customer Support.

Motorola Solutions Deliverable

Title
Completion of Cutover

3.1.18   90-Day Reliability Period

A 90-Day Reliability Test period for each primary system component (defined as CAD/Mobile and Records/Records Mobile) will be supported. During this testing period, which commences at Go Live of the relevant primary system component, the system will perform without any Severity Level 1 errors. This test period is not attended by Motorola Solutions' resources but they will be available to respond to error conditions, if/as required.

If one primary subsystem (defined as CAD/Mobile and Records/Records Mobile) goes live before the other, the Reliability Test period will start upon the later cutover. During this testing period, the system will perform in conformance with the Functional System Descriptions (FSD), based on the Customer's provisioning methodology. This test period is not attended by Motorola resources but they will be available to respond to error conditions, if/as required.

During the 90-day reliability test period, the system will be available without interruption by a Severity Level 1 Error. If the system becomes unavailable due to a severity level 1, the test will be stopped and upon correction of the error, the test period will be restarted.

During the Reliability Period, the Customer shall maintain a log of system problems or desired changes and work with Motorola in correcting such problems according to the terms of the Maintenance and Support Agreement. The Customer shall immediately notify Motorola by telephone if the system becomes unavailable. Upon successful completion of the 30-day reliability test period Motorola and the Customer shall certify that the system reliability test period has been completed.

Upon successful completion of the 90-day Reliability Period, Motorola Solutions and the Customer shall certify that the System Reliability Test period has been completed.

3.1.19   Documentation

As part of project completion, Motorola Solutions will validate that the City has been provided with electronic copies of as-built system documentation, configuration documentation, and other information necessary to maintain the system, including:

- Standard user documentation
- Configuration documentation
- Interface Specification Documents
- Standard system administration manuals
- Database setup and maintenance
- As-Built system design documentation

As built system documentation is also archived with the System Support Center along with customer information and access procedures to ensure efficient response and resolution of any reported system issues.

3.1.20   Project Closure – Transition to Support

Following Cutover and the reliability test period(s), the project is complete. Motorola Solutions and City acknowledge the completion milestone and the implementation project is formally closed.

The system will transition to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

MOTOROLA *SOLUTIONS*

EXHIBIT 4
TRAINING PLAN

REQUEST FOR PROPOSAL	MARCH 22, 2019

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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EXHIBIT 4

TRAINING PLAN

4.1 COURSE LISTING

The following matrix delineates the classes that have been proposed for the PremierOne product line. The matrix includes the number of classes per course type, the maximum number of participants per class and the location of each of the classes. Additional class modules may be obtained by the Customer for an additional fee.

Table 4-1. Course Listings

Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not To Exceed (hours) per Class
PremierOne CAD/Mobile Client Installation	4	1	4	Customer	8
PremierOne CAD/Mobile Provisioning Training	6	1	6	Customer	40
Importing GIS Data into PremierOne	4	1	4	Customer	24
PremierOne Computer Aided Dispatch Train-the-Trainer	12	1	12	Customer	40
OPTION: PremierOne Computer Aided Dispatch End User **	12	2	12	Customer	40
PremierOne Mobile Train-the-Trainer for Law Agencies	12	1	12	Customer	8
PremierOne CAD/Mobile/Records System Administrator	4	1	4	Customer	24
SSRS Report Builder Training in PremierOne for CAD/Mobile	6	1	6	Customer	24
Intelligent Data Discovery in PremierOne CAD	6	1	6	Customer	24
PremierOne Records Provisioning Training	6	1	6	Customer	48
PremierOne Records Train-the-Trainer	12	1	12	Customer	40
PremierOne Records Advanced Configuration Tool (ACT) Training	4	1	4	Customer	40

Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not To Exceed (hours) per Class
SSRS Report Builder Training in PremierOne for Records	6	1	6	Customer	24
Intelligent Data Discovery in PremierOne Records	4	1	4	Customer	24
**If PremierOne CAD End User Training is purchased, the task of shadowing the City trainers will be repurposed into an End User class, requiring only 2 more End User classes to cover the Dispatch and Supervisory personnel.					

4.2 TRAINING OVERVIEW

Motorola considers training to be an extremely important aspect of the system installation and requires working closely with the Customer. Prior to the start of training, the Customer will designate a Customer Training Representative. This individual must be familiar with the Customer's daily operations and must attend each Motorola educational course. Motorola trainers will rely on this representative to be the one point of contact for Motorola staff when policy and procedural questions arise, act as course facilitator, and act as the Customer's educational monitor. The Customer will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the Customer's trainers must have prior experience as a classroom instructor and a thorough understanding of the Customer's operations. Other courses will require participants from different areas of the Customer's operations as shown in the individual course descriptions, detailed in Motorola training course descriptions.

4.2.1 System Administrator

The Customer will appoint a key individual to act as the System Administrator. This individual will be responsible for reporting/verifying problems, completing and maintaining application configuration, and performing system administrative duties such as system back-ups, archives, etc. The designated individual should be proficient in Windows and possess database administration and PC and System knowledge. Motorola strongly recommends that the system administrator(s) be proficient in the prerequisites defined in the document.

The Customer is responsible for ensuring that its system administrators are proficient in the prerequisite technologies. These technologies are embedded in the Motorola applications; however, training in these technologies will not be provided by Motorola.

Microsoft Technologies

- Windows Administration
- SQL Server 2017
- SQL Server Reporting Services
- System Center 2016 (SCOM)

4.2.2   Training Facilities and Schedules

The Customer shall provide facilities for training courses which are alcohol and smoke-free. Both the classroom and workshop classes will require a white-board for instructor's use and shall accommodate student note taking. The workshop format also requires multi-monitor student workstations. Students and instructors will dedicate class time to training and will not be subject to interruptions. At least two days prior to each training course, the instructor shall have access to the training facility and all workstations for setup and workstation configuration. All training will be held at the Customer's site; the instructor shall notify the Customer in advance of any teaching aids such as chalkboards or overhead projectors which will be required in the facility.

Motorola and the Customer shall mutually agree to training schedules to accommodate the Customer's shift operations and other site-specific requirements. Evening courses will end by 11:00 p.m.

4.2.3   Training Methods and Procedures

Motorola offers three types of training classes:

- Administrative workshops; focused on providing specialized users with in-depth knowledge on the features, operational, and administrative functions of the system.

- Train-the-Trainer; instructor-led classroom training that provides key individuals with extensive hands-on use of the system utilizing true-to-life incident scenarios so they can develop and provide training to new users.

- End User Training; Instructor-led classroom training that provides users with instruction on subject matter relevant to their respective role in using and or supporting the PremierOne System. In addition to facilitated discussion, End User training consist workshop elements where needed, to provide hands on demonstration of the material being presented.

Students must have a typing proficiency of 25 wpm, knowledge of PCs and Microsoft Windows, and have completed course prerequisites as listed in the course descriptions.

Designated Motorola Application Specialists will provide application instruction using several techniques and materials.

- Instructor Lesson Plan: The instructor's tool for planning the detailed course content on a module-by-module basis.

- Training Course Agenda: The student handout that outlines the course sequence of events including duration, and course modules.

- Training Course Objectives: The instructor's predefined course objectives. These are provided for Train-the-Trainer classes only.

- Evaluations: On the final day of a training class, the students will be asked to complete an Instructor Evaluation form. They are optional forms and anonymity is acceptable.

- Certificates of Attendance: Students completing the Train-the-Trainer class will receive Certificates of Attendance.

- Attendance Rosters: Customers will provide to the Motorola instructor a roster listing the names of training participants ten (10) days prior to the start of the course. Instructors will complete Attendance Rosters of actual participants for each day of training.

- Motorola PremierOne User Documentation: An electronic copy of the applicable Motorola Reference Manuals and documentation will be provided prior to training. The Customer is responsible for duplicating and delivering manuals to participating students prior to class commencement.

4.2.4   Training Subsystem

PremierOne has a fully functional training environment that will enable the Customer's trainers to provide on-going training. This training subsystem allows training to continue without interruption of the real time operations. Use of the training subsystem is covered in the Train-the-Trainer classes.

4.2.5   Session Attendance

Motorola is committed to providing a quality training experience and desires that the Customer receives the maximum benefit from each training session. Each training session has been sized to provide the optimal training environment that meets the needs of the students in relation to the complexity of the material being presented. Given the nature of the material being presented and the intensity of the training, it is imperative that maximum course numbers not be exceeded. In the event the number of students in attendance exceeds the published maximum number of students and the list of participants identified on the training roster, Motorola will take corrective action, ensuring the integrity of the session is maintained and the student's ability to learn is protected. Motorola corrective action may include:

- Delaying the start of training until the number of students in attendance is in line with the maximum number of students allowed for the session.

- Splitting the class into multiple sessions. In such a case, the Customer will be charged for multiple occurrences of the class plus additional expenses, including travel related expenses, incurred by Motorola.

4.3   COURSE DESCRIPTIONS

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

Table 4-2. PremierOne CAD/Mobile Client Installation

Goal:	Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
Course Materials:	Course Outline
Location:	Customer's facility
Duration:	▪ 16 hours of training ▪ Contract may include time for Motorola to install on a maximum of 5 workstations for CAD and 5 for Mobile
Participants:	IT staff who are responsible for installing workstation software
Class Size:	Maximum of eight (8) students
Prerequisite:	Knowledge of Microsoft operating systems and basic software installation practices
Instructor:	Motorola Application Specialist
Environment Setup:	▪ Each workstation should have a network connection to the PremierOne servers. ▪ Each workstation should meet the specifications of the appropriate set of Release Notes. ▪ Each workstations should have an operating system installed that is supported by PremierOne (as detailed in the Release Notes)

Table 4-3. PremierOne CAD/Mobile Provisioning Training

Goal:	Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.
Course Materials:	▪ PremierOne CAD/Mobile Provisioning Guide ▪ Course Outline
Location:	Customer's facility
Duration:	40 hours over five consecutive days
Participants:	Those responsible for making the decisions on configuration options and have participated in the business process review.
Class Size:	Maximum of six (6) students
Prerequisite:	▪ Knowledge of current Mobile and CAD application and configuration and agency SOPs. ▪ Microsoft and ESRI proficiency as defined in the Prerequisites Section.
Instructor:	Motorola Application Specialist
Environment Setup:	▪ One (1) workstation for each participant ▪ Instructor's workstation(s) ▪ Projector ▪ White board (if possible) ▪ Microsoft Excel should be installed on at least one training workstation

Table 4-4. Managing GIS Data with PremierOne Import Tool

Goal:	This course offers the skills and practice necessary to use the PremierOne Import tool and create the required databases and mxd docs for CAD and Mobile. The module covers the use of the import tool to build the required file and SDE Geodatabases for the PremierOne CAD system.
Location:	Customer's facilities
Format:	Combined classroom and workshop
Course Materials:	PremierOne GIS System Administrator Training Guide
Duration:	Up to 24 hours over 3 continuous days
Participants:	GIS personnel and GIS System Administrator(s)
Class Size:	Maximum of 4 students
Prerequisite:	▪ Computer knowledge and PC skills including DOS and Microsoft Windows, and basic PC functionality. Completion of Windows tutorials or equivalent training. Basic understanding of geographical data and proficient in the use of ArcGIS. ▪ A day of prep to ensure a working SDE connection to the PremierOne server from the machine the GIS import tools are installed on.
Instructor:	Motorola GIS Mapping Application Specialist

Table 4-5. PremierOne Computer Aided Dispatch Train-the-Trainer (New Customer)

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
Course Materials:	▪ CAD User Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over five consecutive business days
Participants:	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current CAD application and customer operations.
Instructor:	Motorola Application Specialist
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Application Specialist will be available for remote consultation in producing documentation and outline.

Table 4-6. OPTION: PremierOne Computer Aided Dispatch End User Training

Goal:	Provide users of CAD software with sufficient knowledge of the PremierOne software, based on the provisioning decisions made by their agencies.
Course Materials:	▪ CAD User Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over five consecutive business days
Participants:	▪ Dispatchers ▪ Calltakers ▪ Supervisors ▪ Other users of CAD software
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current CAD application and customer operations.
Instructor:	Motorola Application Specialist
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Application Specialist will be available for remote consultation in producing documentation and outline.

Table 4-7. PremierOne Mobile Train-the-Trainer

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
Course Materials:	▪ PremierOne Mobile User Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 8 hours in a single business day
Participants:	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current Mobile application and customer operations.
Instructor:	Motorola Application Specialist
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)

Table 4-8. PremierOne System Administrator Training

Goal:	Provides practical techniques for system administration and maintenance of the CAD and/or Mobile components of the PremierOne system.
Course Materials:	▪ PremierOne System Administration Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days
Participants:	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size:	Maximum of four (4) students
Prerequisite:	▪ Knowledge of customer site network, IT policies and operations. ▪ Microsoft proficiency as defined in the Prerequisites Section.
Instructor:	Motorola Application Specialist
Environment Setup:	▪ Instructor's workstation(s) with network connection. ▪ Projector ▪ White board (if possible)

Table 4-9. SSRS Report Builder Training in PremierOne CAD/Mobile

Goal:	Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse using Microsoft's SQL Server Reporting Service (SSRS) software.
Course Materials:	SSRS Training Guide
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days
Participants:	Personnel who will create custom reports
Class Size:	Maximum of six (6) students
Prerequisite:	▪ Class participants must have some knowledge/experience of creating "on demand" reports ▪ Class participants should have experience working with relational database structures as well as writing and understanding transact SQL code.
Instructor:	Motorola SSRS and Reports specialist
Environment Setup:	▪ Microsoft SQL Server Reporting Services is installed, configured, and working ▪ CAD TTT or End User Training courses have already been conducted ▪ Data pre-exist in the Reporting Data Warehouse (data is typically propagated during the TTT course) ▪ All training workstations are installed with Microsoft IE browser, as Motorola has found some features do not work properly when using other browsers and training is conducted using IE only. ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)

Table 4-10. Intelligent Data Discovery (IDD) Training in PremierOne CAD

Goal:	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using SQL Server Reporting Services tools (SSRS).
Course Materials:	Reporting and Analytics Intelligent Data Discovery Training Guide
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days.
Participants:	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
Class Size:	Maximum of six(6) students
Prerequisite:	▪ Participation in "SSRS Reporting Training for PremierOne Records". ▪ Experience in creating Reports using Microsoft SQL Server Reporting Services. ▪ Familiarity with T-SQL statements for querying data within a SQL Server database
Instructor:	Motorola SSRS specialist
Environment Setup:	▪ Microsoft SQL Server Reporting Services is installed, configured, and working. ▪ Workstations installed with Microsoft IE browser (training is conducted using IE only, as some features do not workproperly when using other browsers). ▪ All Training workstations are installed with SQL Server Management Studio. ▪ Existing data in the Reporting Data Warehouse (data is typically propagated during the TTT course) ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)

Table 4-11. PremierOne Records Provisioning Training

Goal:	Provide selected personnel with sufficient knowledge to configure PremierOne Records to meet the agency's needs, including security, agency code tables, personnel, and other administrator items
Course Materials:	▪ PremierOne Records Provisioning Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 48 hours over two consecutive weeks
Participants:	Administrators who are responsible for configuring agency information
Class Size:	Maximum of six (6) students
Prerequisite:	Knowledge of current business practices
Instructor:	Motorola Application Specialist
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	▪ Allow at least four weeks from the end of provisioning training to perform the necessary work prior to the PremierOne Records Train-the-Trainer classes ▪ This course can be broken down into modules based on which personnel need to be in attendance. There will also be working sessions to aid the Agency with proper provisioning

Table 4-12. PremierOne Records Train-the-Trainer

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
Course Materials:	▪ PremierOne Users Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over five consecutive business days
Participants:	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current FBR application and customer operations.
Instructor:	Motorola Application Specialist
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Application Specialist will be available for remote consultation in producing documentation and outline.

Table 4-13. PremierOne Records Advanced Configuration Tool (ACT) Training

Goal:	To learn to make user interface (UI) modifications in PremierOne Records using the Advanced Configuration Tool (ACT). ACT is a development tool provided for the Customer's use to make changes to forms, printouts, and navigation. The class will provide guidelines for the allowable changes.
Course Materials:	▪ PremierOne Records Advanced Configuration Guide ▪ Course Outline
Location:	Customer's facility
Duration:	40 hours
Participants:	Personnel responsible for system configuration
Class Size:	Maximum of four (4) students
Prerequisite:	Knowledge of current Records application and customer operations. Participants should have a working knowledge of computer systems. Database knowledge is preferable.
Instructor:	Motorola Application Specialist or Motorola Solutions Architect
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	This training will include hands on work with the on-site trainer to help configure the application. Not all configuration may be accomplished during class, so please allow additional time after the end of training in order to configure the application further. This class is not an extension of the PremierOne Records Provisioning class, and requires an advanced level of expertise.

Table 4-14. Intelligent Data Discovery (IDD) Training in PremierOne Records

Goal:	Provide selected personnel with knowledge to create Business Intelligence dashboards and analytical reports in PremierOne using SSRS.
Course Materials:	Reporting and Analytics Intelligent Data Discovery Training Guide for Records
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days.
Participants:	Personnel who will create Business Intelligence Dashboards or reports used for statistical analysis
Class Size:	Maximum of six (6) students
Prerequisite:	▪ Participation in "SSRS Reporting Training for PremierOne Records". ▪ Experience in creating Reports using Microsoft SQL Server Reporting Services. ▪ Familiarity with T-SQL statements for querying data within a SQL Server database.
Instructor:	Motorola SSRS specialist
Environment Setup:	▪ Microsoft SQL Server Reporting Services is installed, configured, and working ▪ All training workstations are installed with Microsoft IE browser, as Motorola has found some features do not work properly when using other browsers and training is conducted using IE only. ▪ All Training workstations are installed with SQL Server Management Studio. ▪ Data pre-exist in the Reporting Data Warehouse (data is typically propagated during the TTT course) ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)

Table 4-15. SSRS Report Builder Training in PremierOne Records

Goal:	Provide selected personnel with knowledge on how to create ad hoc reports against the PremierOne DHStoreAnalysis using Microsoft's SQL Server Reporting Service (SSRS) software. Also provides training on the use of Visual Studio 2008 software to generate module reports within PremierOne Records.
Course Materials:	▪ SSRS Training Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days
Participants:	Personnel who will create ad hoc reports
Class Size:	Maximum of six (6) students
Prerequisite:	▪ Some knowledge of creating ad hoc reports ▪ A full version of Visual Studio 2008 should be installed that includes Visual C# templates. ▪ Records TTT or End User Training courses have already been conducted ▪ Data pre-exist in the Reporting Data Warehouse (data is typically propagated during the TTT course) ▪ Class participants must have some knowledge/experience of creating "on demand" reports. ▪ Class participants should have experience working with relational database structures and writing and understanding transact SQL code.
Instructor:	Motorola SSRS and Reports specialist
Environment Setup:	▪ Microsoft SQL Server Reporting Services is installed, configured, and working ▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)

EXHIBIT 5
PRELIMINARY PROJECT SCHEDULE

REQUEST FOR PROPOSAL	MARCH 22, 2019

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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EXHIBIT 2

PRELIMINARY PROJECT SCHEDULE

We are providing a representative project schedule on the following pages that reflects the preliminary project scope and duration. As part of contract negotiations or project kickoff activities, the Motorola Project Manager will collaborate with the City to develop a mutually agreeable project schedule that will include the final contracted scope of work and project resources (including subcontractors).

CAIrvine P1Suite RFP CAP19P121A - Customer View Gantt

Name	Start	Finish
PremierOne Deployment	**9/3/2019**	**2/8/2021**
Contract Signing	9/3/2019	9/3/2019
Contract/Kickoff/CDR	**9/17/2019**	**11/11/2019**
Post Award Contract Review/Scrub	9/17/2019	9/23/2019
Project Planning and Pre-Implementation Review	9/24/2019	9/25/2019
GIS Services Gathering /Validation (Remote)	9/26/2019	9/27/2019
PM Completes Transition Meeting Survey	9/23/2019	9/23/2019
Customer Kickoff Meeting	10/8/2019	10/8/2019
Kickoff Milestone	10/8/2019	10/8/2019
CAD/Mobile Product Overview + Info Discovery	10/7/2019	10/17/2019
Customer/Contract Design Review	10/9/2019	10/14/2019
Functional Specification Review (Notes)	10/15/2019	10/21/2019
Network Analysis (See Notes)	10/15/2019	11/11/2019
CDR Sign-Off	11/11/2019	11/11/2019
PM Completes Post-CDR Survey	11/11/2019	11/11/2019
CAD Provisioning	**11/13/2019**	**3/13/2020**
Business Process Review, Data Gathering, Boundary Wor	11/13/2019	12/23/2019
Customer provides GIS Data To Motorola	12/23/2019	12/23/2019
GIS Services	12/26/2019	1/8/2020
P1 Provisioning Training	12/26/2019	1/8/2020
Provisioning Support	1/17/2020	2/17/2020
Screen Tailoring (CAD only)	2/18/2020	2/28/2020
Provisioning Verification/Validation	3/2/2020	3/13/2020
GIS Training	1/9/2020	1/14/2020

CAIrvine P1Suite RFP CAP19P121A - Customer View Gantt

Name	Start	Finish
Provisioning Signoff	3/13/2020	3/13/2020
Hardware and Software Infrastructure	**11/12/2019**	**5/20/2020**
Prepare Provisioning Machine	11/12/2019	11/12/2019
Order Hardware	1/1/2020	1/13/2020
Staging	3/16/2020	3/20/2020
Ship System to Customer Site	3/20/2020	3/20/2020
Equipment Arrives at Customer Site	4/3/2020	4/3/2020
Unpack/Install Primary System	4/6/2020	4/10/2020
Workstation Installation (6)	4/13/2020	4/17/2020
Software/Workstation Configuration	1/9/2020	1/9/2020
Hardware/Software Installed	4/17/2020	4/17/2020
Install Cumulative Upgrade 1	5/15/2020	5/20/2020
CAD Interfaces	**11/12/2019**	**9/14/2020**
Interface Requirements/Data Feed Definitions	11/12/2019	11/18/2019
IRDs Delivered	11/18/2019	11/18/2019
Interface/Data Feed Development	11/19/2019	11/19/2019
Interface/Data Feed Installation/Configuration/Test	4/17/2020	9/11/2020
SI Custom Work	9/11/2020	9/14/2020
Interface Installation Complete	9/14/2020	9/14/2020
CAD Agency-Specific Tailoring	**6/1/2020**	**6/19/2020**
Intelligent Data Discovery (IDD)	6/1/2020	6/19/2020
CAD Training	**4/17/2020**	**6/26/2020**
CAD Train the Trainer Training	4/17/2020	4/29/2020
CAD End User Shadowing	4/17/2020	4/28/2020

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Name	Start	Finish
CAD TTT Complete	4/29/2020	4/29/2020
Customer Trains CAD Users	4/30/2020	5/29/2020
Mobile Train the Trainer Training	4/30/2020	5/7/2020
Mobile End User Shadowing	5/8/2020	5/15/2020
Mobile TTT Complete	5/15/2020	5/15/2020
Customer Trains Mobile Users	5/18/2020	6/26/2020
CAD/Mobile System Admin	5/18/2020	5/29/2020
SSRS Report Buliding Training	6/1/2020	6/5/2020
Intelligent Data DiscoveryTraining	6/5/2020	6/11/2020
CAD Acceptance Testing Plan	**4/30/2020**	**10/2/2020**
Performance/Load Testing	4/30/2020	5/8/2020
Update/Execute CAD/Mobile Functional Acceptance Test	5/11/2020	5/15/2020
Update/Execute Interface Test Plan	9/14/2020	9/25/2020
Customer Conducts User Testing	5/18/2020	5/20/2020
System Level Test	9/28/2020	10/2/2020
CAD/MOBILE ATP Complete	10/2/2020	10/2/2020
CAD Go Live and Transition Activities	**10/5/2020**	**2/8/2021**
PM Creates Cutover Plan	10/5/2020	10/5/2020
30-Day System Checklist	10/6/2020	11/2/2020
System Documentation	11/3/2020	11/16/2020
CAD/Mobile Go Live	11/3/2020	11/16/2020
CAD/Mobile Go-Live	11/16/2020	11/16/2020
90-Day Reliability Test Period (Notes)	1/12/2021	2/8/2021
Micosoft Royalty Reporting (See Note)	11/16/2020	11/16/2020

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Name	Start	Finish
ESRI and Or CommSys Reporting (See Note)	11/16/2020	11/16/2020
AD/Mobile Project Complete	11/16/2020	11/16/2020
Records Contract Design Review	**10/15/2019**	**10/23/2019**
Records Product Overview + Info Discovery	10/18/2019	10/23/2019
Records Contract Design Review	10/15/2019	10/17/2019
Records Provisioning	**11/1/2019**	**3/10/2020**
Records Business Process Review	11/1/2019	11/14/2019
Develop Detailed Design Document	11/7/2019	11/13/2019
Module Development (ACT) - up to 200 Fields	11/14/2019	12/20/2019
Test Modules	12/23/2019	12/23/2019
Records Provisioning Workshop/Training	12/26/2019	12/31/2019
Records Provisioning Services	1/9/2020	2/6/2020
Records Provisioning Checkpoints (Remote)	2/7/2020	3/6/2020
Provisioned System Review and Verification (Final Sign off	3/9/2020	3/10/2020
Records Hardware/Software	**11/15/2019**	**3/17/2020**
Testing and Client Installation	11/15/2019	11/15/2019
Records Mobile Client Package Configuration/Installation	3/11/2020	3/17/2020
Records IDD	**10/24/2019**	**11/13/2019**
Intelligent Data Discovery (IDD)	10/24/2019	11/13/2019
Records Interfaces	**11/12/2019**	**8/17/2020**
Create Interface Requirements Document	11/12/2019	11/12/2019
Records Interface Development	11/27/2019	11/27/2019
Records Interface Installation/Configuration/Test	4/17/2020	8/17/2020
IBR/UCR	12/20/2019	12/20/2019

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Name	Start	Finish
Records Training	**8/17/2020**	**9/22/2020**
Records Train the Trainer	8/17/2020	8/27/2020
Records End User Shadowing	8/27/2020	9/3/2020
Records TTT Complete	9/3/2020	9/3/2020
Customer Trains Users	9/3/2020	9/3/2020
Records SSRS Reporting Trng	9/3/2020	9/11/2020
Advanced Configuration Tool Training	9/11/2020	9/22/2020
Records Intelligent Data DiscoveryTraining	9/14/2020	9/18/2020
Records ATP	**9/3/2020**	**10/13/2020**
Records Functional Acceptance Test	9/3/2020	9/9/2020
Records Interface Acceptance Test	9/10/2020	10/6/2020
System Level Testing *see notes	10/7/2020	10/13/2020
Records Go Live and Transition Activities	**10/14/2020**	**10/28/2020**
PM Creates Go Live Plan	10/14/2020	10/14/2020
Records System Go Live	**10/15/2020**	**10/28/2020**
Pre-Live Support/Testing	10/15/2020	10/21/2020
Records Go Live	10/21/2020	10/21/2020
Records Go Live Support	10/22/2020	10/28/2020
Records System Acceptance	10/28/2020	10/28/2020
Final System Acceptance	10/28/2020	10/28/2020
Administrative	**9/3/2019**	**11/17/2020**
OPTION: CAD End User Training (6 per class)	**9/3/2019**	**9/10/2019**
End User Class 1	9/3/2019	9/10/2019
End User Class 2	9/3/2019	9/10/2019

03/20/19

5/6

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Name	Start	Finish
OPTION 1: Convert on Demand	**9/3/2019**	**9/13/2019**
Instruction on use of tool	9/3/2019	9/13/2019
OPTION 2: CAD Data Conversion	**9/3/2019**	**12/27/2019**
Onsite evaluation	9/3/2019	9/9/2019
3 iterations of data	9/3/2019	12/27/2019
OPTION 3: RMS Data Conversion	**9/3/2019**	**1/15/2020**
Onsite evaluation	9/3/2019	9/9/2019
3 iterations of data	9/3/2019	1/15/2020

MOTOROLA SOLUTIONS

PROPOSAL TO
CITY OF IRVINE

EXHIBIT 6
PREMIERONE R4.4 FUNCTIONALITY MATRIX

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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City of Irvine
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March 22, 2019

Motorola Solutions

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EXHIBIT 6

PREMIERONE R4.4 FUNCTIONALITY MATRIX

The Motorola Solutions R4.4 Functionality Matrix is on the following pages. This information is considered Motorola Solutions Confidential and Restricted in its entirety.

	Computer Aided Dispatch	Fully Comply
	Requirement	
1	**Technical**	
2	The CAD system must utilize a Microsoft Windows server operating software.	
3	The CAD system must utilize Microsoft SQL database software.	
4	The CAD system must utilize Microsoft Windows client software.	
5	The CAD system must utilize a Web-Services, service-oriented architecture (SOA). Describe how.	
6	The CAD system must be architected to a 99.999% high availability standard. Describe how.	
7	Database backups must be performed online without DBMS downtime	
8	Data stored within the RDBMS must be secured. Describe how.	
9	The CAD system must support database concurrency. Describe how.	
10	The CAD system must support database replication. Describe how.	
11	The CAD shall support N-Tier Physical Architecture	
12	The CAD system must record all database changes as well as other events in the system that may not result in a database change. Every change to the data within the database must be recorded in the Auditing System. Describe how.	
13	The CAD system must provide a customer configurable password management system. Passwords must be configured for expiration, minimum length, character types and numbers.	
14	The system must include a browser based administration tool for all configuration and provisioning activity.	
15	The system must integrate to Microsoft Operations Manager for system operation activities. Describe how.	
16	The CAD application must use standard Windows printing and not require special print functions	
17	The server configurations should provide redundant geographic data in support of Disaster Recovery. Describe how.	
18	**System Configurability**	
19	The CAD system must be part of a common integrated platform for CAD, RMS, MDS, HH. Same core code path for tighter integration and data interoperability.	

	Computer Aided Dispatch	Fully Comply
	Requirement	
20	The system's function keys should be customizable, giving easy access to frequently used functions.	
21	The CAD commands shall be customizable by the agency	
22	The CAD command identifiers and the order in which they are entered shall be customizable by the agency	
23	The CAD commands shall allow certain parameters to have default values	
24	CAD shall allow users to configure their operational database files.	
25	The system shall include commonly used pre-defined reports and an ah-hoc report writing tool.	
26	The systems configuration database rules shall be highly user configurable allowing each user agency to define separate parameters.	
27	The system shall provide a logging feature that logs adds, changes and/or deletes to any configuration item.	
28	The CAD database shall process data in real time. This means any parameter change or database change is done while the system is on-line. For instance, if a user agency wanted to add a new status code to track a unit's administrative time spent at "Court", they can do this while the CAD is in-use. The parameter change takes effect upon the next auto synchronization or on a manual synchronization request.	
29	Configuration changes shall not require a shutdown or logoff of the system or the CAD client workstations.	
30	**User Interface**	
31	CAD shall provide the user with a highly integrated set of application modules offering a consistent user interface in order to minimize user training and system administration.	
32	The system shall provide user interfaces, meaning command line and forms in support of the following modules and interfaces:	
33	- Security	
34	- Incident Management	
35	- Unit Management	
36	- Status Monitors	

	Computer Aided Dispatch	Fully Comply
	Requirement	
37	- Contractor Rotation	
38	- Email	
39	- Location and mapping	
40	- Toning and Paging	
41	- Radio interface	
42	- Offline Module	
43	- External System Interfaces	
44	CAD shall provide command line as well as screens forms for user entry.	
45	The user interfaces shall use Microsoft GUI (Graphical User Interface) standards to create an application that is easy to use.	
46	CAD shall allow tasks to be entered by keystroke and/or mouse action. However, the system shall allow all dispatch commands to be initiated by keystroke only if desired	
47	All commands shall be entered in a user defined order without the need for special command identifiers. For instance, a command to enroute a unit might be entered in as 1A11 EN. Where 1A11 is the unit ID and EN is the user defined status for enroute.	
48	Commands shall be entered in any order. For instance, the above unit status command could be entered in as 1A11 EN or EN 1A11.	
49	Data parameters shall be entered in any order on the command line.	
50	The user shall be able to enter a command on the command line without disturbing operations in the work areas.	
51	The system shall utilize an "intelligent command line" such that it will prompt the user for valid formatting of the command.	
52	CAD shall provide standard GUI items like drop down menus to make selection easier for frequently used fields such as incident types, disposition codes, agency IDs.	
53	CAD shall support pre-fill fields in appropriate pre-formatted screens, eliminating redundant data entry. For instance, a specific agency might want the city field to be always filled in.	
54	Quick entry methods shall minimize the keystrokes required to perform incident initiation, incident dispatch, and unit status changes.	

Computer Aided Dispatch		Fully Comply
	Requirement	
55	CAD shall provide the user with standard editing capabilities such as Insert, Cut/Paste, etc in the comments field of an initiate Incident form before transmission.	
56	CAD shall not allow comments to be edited once the incident is transmitted.	
57	Users shall have the ability to move forward and backward to complete data fields.	
58	Users shall be able to correct command line errors using edit keys and resubmit the command without having to put the cursor at the end of the command.	
59	CAD shall provide the user with standard form navigation.	
60	The cursor shall return to the first position of the first field following completion of a command line function.	
61	The CAD work areas must operate independently--a command or function in one area should not disturb the command or function in the other area.	
62	The CAD system must support a minimum of 6 command lines.	
63	The CAD system must support a command line within each status monitor.	
64	The CAD system must support multiple work areas. For instance, the calltaker should be able to have two or more incident initiation forms available at the same time.	
65	CAD must support a split screen capability that provides the display and use of multiple separate work areas and command lines on a single or multiple monitors. These work areas shall operate independently and allow the user to perform the same or separate functions from each area.	
66	The user shall be able to move easily from one work area to the other via the mouse or keyboard.	
67	CAD must allow multiple CAD functions to be in progress at the same time.	
68	CAD must allow the user to enter a command, then move to another work area or command line and submit another transaction, then return to the previous function and resume where they left off	
69	CAD shall have available formatted screens for initiating database inquiries.	
70	**Capacity and Performance**	
71	The CAD system must be architected to a high availability standard of 99.999% uptime to include application updates.	

	Computer Aided Dispatch	Fully Comply
	Requirement	
72	The CAD response time shall be under the GUI standard of 2 seconds unless the operation is external to CAD and, therefore, uncontrollable by CAD.	
73	The CAD shall provide the ability for supervisors to monitor other positions without degradation of system performance.	
74	The CAD shall support cross-node synchronization for disaster recovery.	
75	**Error Handling**	
76	The CAD shall handle errors in a consistent manner with the display of a message that indicates the problem.	
77	The CAD shall provide editing capabilities for correction of errors.	
78	When errors are encountered within a data entry form, CAD shall automatically place the cursor on the field in error and display a descriptive error message.	
79	**Geofile and Address Verification**	
80	Ability to update the "live" CAD system with the new geographic file without system downtime or degradation	
81	Ability to maintain a geographic database which includes:	
82	Street records (high, low, cross-streets)	
83	Common place names	
84	Aliases	
85	Intersections	
86	Latitude/longitude or state plane coordinates	
87	Map references (zone, grid)	
88	Jurisdiction (city)	
	Postal City	
89	Geographic service area boundaries (e.g., patrol beat, sub beat)	
90	Freeways	
91	Zip code	
92	Sub-division names	
93	Park names	
94	School names	
95	Ability to validate all location entries against a master geofile	

Computer Aided Dispatch

	Requirement	Fully Comply
96	Ability to support the following location entries:	
97	Exact address (including ½ addresses)	
98	Apartment number (e.g., ½, #5, 2D, D2)	
99	Apartment building name or number	
100	Block range	
101	Street name	
102	Common place name	
103	City	
104	Intersections	
105	Partially spelled or misspelled street names	
106	Street alias	
107	Street abbreviation	
108	Limited access roadways and highways	
109	Mile marker locations	
110	In a separate attachment vendor shall describe in detail the location validation process	
111	Ability to enter a valid street name and be presented with a list of cross streets and associated address ranges	
112	Ability to enter a partial street name and be presented with a list of possible matches	
113	Ability to enter a misspelled street name and be presented with a list of possible matches	
114	Ability to enter a unique building and unit number to clearly identify the location (e.g., 100 Marshal ST, Bldg. 5, Unit 13)	
115	Ability to enter common street alias and abbreviations instead of the actual street name (i.e. MLK for Martin Luther King Blvd.)	
116	Ability to enter and validate block range (e.g. 100 blk Main Street)	
117	Ability to override geofile by entering valid response area data	
118	Ability to override geofile for addresses outside the City limits	
119	Ability to generate a report of geofile overrides including all data, operator ID, date, time, operator position	
120	Ability to display geofile data when location is validated, including:	

Computer Aided Dispatch	Fully Comply
Requirement	
121 High and low cross streets	
122 City	
123 Neighborhood	
124 Common place or business name	
125 Response area	
126 Map page	
127 Premise warnings or hazards by exact address	
128 Premise warnings or hazards within a configurable radius	
129 Prior incidents at exact address within a configurable period of time	
130 Intersections maybe entered in any order (i.e. Main/1st or 1st/Main). The order of the entry shall not be altered. For example, if the user entered Main/1st, the CAD shall not convert the entry to 1st/main.	
131 The CAD system shall be able to verify an address by a street address (e.g., entering "100 S" would display all streets that have a 100 block and that start with "S").	
132 The CAD system must be configurable to allow entry of an address by a common place (e.g., entering "L" would display all common places that start with "L").	
133 The CAD system shall be able to verify an address by an intersection (e.g., entering "L/S" would display all streets that start with "L" that intersect with a street that starts with "S").	
134 The CAD system shall allow the user to choose to bypass an unverifiable location to a valid location for purposes of jurisdictional assignment	
135 If the location is bypassed to another valid location, the system shall keep the unverified location as the Incident Location and note the location used for verification as a note in the Incident History	
136 The system shall allow the agency to be able to configure whether non-verified locations shall be flagged.	
137 The system shall be able to validate locations at the Town, Area, Street and Premise Levels and provide an indication to the end-user which level of validation was used to validate the location	

	Computer Aided Dispatch	Fully Comply
	Requirement	
138	Ability to display the incident location in relation to other active incidents on the map during the incident entry process	
139	**Incident Creation**	
140	The CAD system shall record the information about an emergency call as an incident that can be initiated, dispatched, displayed, updated, and closed.	
141	The CAD system shall support:	
142	- Combined call taker/dispatcher functions at a single workstation.	
143	- Separate call taker/dispatcher functions at separate workstations.	
144	The CAD system shall have the ability to record information as an incident at the time of initiation.	
145	The system shall allow for entry of an Incident location, caller location and a location description, all in separate fields.	
146	The system's location description field should be free-form.	
147	The Incident Location and Caller Location should be validated against the geodatabase	
148	The CAD system shall indicate, as part of the incident, whether the default priority was overridden by the operator at initiation.	
149	The CAD system shall support the ability to add unlimited dispositions per incident.	
150	When closing an incident, the system should allow for the addition of narrative/comments and a closing disposition in the same string of information.	
151	The system should support a field to indicate additional circumstances that effect the response recommendations for the incident.	
152	- this should be an optional field for the user to complete which allows additional information about the incident type, such as weapon involved, suspect being held, shot fired, that further classify the response.	
153	The CAD system shall have the ability to allow a user to enter a date and time and schedule the incident for a future date/time.	
154	The CAD system shall have the ability to allow a user to enter a date and time and schedule multiple incidents for a future date/time The CAD system shall have the ability to update any incident sheeduled for a future date/time	

Computer Aided Dispatch	Fully Comply
Requirement	
155 The system should support a quick checkbox to indicate whether the incident is on the roadway (with an assigned default) or in the dwelling and be able to determine the appropriate agency response based on this field.	
156 The system's complainant area of the incident entry form should provide a check box so call takers do not have to type "do not contact caller."	
157 The CAD system shall assign a unique incident number to each incident.	
The system shall allow each agency to defined the format and length of their incident and report numbers	
158 daily, monthly, or yearly.	
159 Each agency may define the fiscal reset date for the incident number.	
Incident numbering formats shall be user-defined. For instance, one agency might want the incident number formatted as "year-month-day-sequence number" and another agency might want	
160 "day-sequence number".	
161 The incident number shall have the ability to support the Julian Date in the format.	
The incident record shall track the source of the call (e.g., public-initiated, seven-digit, field-	
162 initiated).	
The system shall automatically detect and assign the appropriate source of the call for the	
163 following instances:	
164 - 911 call	
165 - Field initiated incident	
166 - MDT initiated incident	
167 - Alarm interface	
168 - default value if none of the above is detected shall be a non-emergency phone request	
169 The system shall support the creation and assignment of user defined sources of the call.	
170 The CAD system shall support field-initiated incidents from both a user and mobile data entry.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

Computer Aided Dispatch		Fully Comply
Requirement		
171	The CAD system shall have the ability to receive calls and initiate incidents from Enhanced 9-1-1 (E911) or Phase II-compliant mobile telephones. The CAD system shall auto-populate E911 or Phase II ANI/ALI information into specified fields on the incident initiation form.	
172	CAD shall automatically transfer the ALI reporting party location field into the incident location field on the incident initiation form if the user does not enter an incident location.	
173	The CAD system shall have the ability to receive calls and initiate incidents from regular 7- or 10-digit calls.	
174	The CAD system shall have the ability to receive calls and initiate incidents from an investigations request, from the field, and from the TDD emulator.	
175	The call taker shall have the option of automatically attaching the content of the TDD conversation to a CAD system incident.	
176	The CAD system shall not limit the number incident types defined in the incident type database.	
177	The incident type field shall be at eight characters in length.	
178	The CAD system shall afford the user the ability to select an incident type from a drop-down menu available from the initiation form.	
179	The CAD system shall provide a pick list of incident type codes in the event that the system cannot locate the entered incident type in the incident type database.	
180	The operator may enter the incident priority; otherwise, the CAD system shall automatically enter the user-defined priority for the incident type.	
181	The CAD system shall allow the incident type configuration to specify that only certain dispositions are valid for a specific incident type.	
182	The system's ability to create an incident type shall be based on administrative rights.	
183	If an address is validated, the CAD system shall automate checks and flag for previous incidents that have occurred at the location. If present, previous incidents must display in a separate work area so as not interrupt the Incident workflow.	

Computer Aided Dispatch	Fully Comply
Requirement	
184	If persons or vehicles are entered as part of an Incident, the system must do a Previous Person and Previous Vehicle search and present them to the operator in the same manner as previous incidents.	
185	Authorized users shall have the ability to enter addresses into an address alert file. If a new incident is created and a match is found in the address alert file, the dispatcher shall be notified and be able to view the alert information.	
186	CAD shall support multiple user defined premise information databases that are automatically searched and flagged for the operator anytime the incident is displayed.	
187	CAD shall support the configuration of premise records with a critical classification that will in turn present the record as high priority to the user and require user acknowledgement to process.	
188	The premise records shall be user defined searches by distance in feet for each type or premise record. For instance, a 1000-foot search for police premise, a 500-foot search for inoperable hydrants, a 1500-foot search for street closures.	
189	The flags that indicate the existence of premise information shall differentiate between an exact or in-the-area hit at the incident location	
190	The creation of Premise records shall be supported from within both the mobile and CAD clients by authorized users.	
191	The system shall support the ability to graphically display on the mapping application premise information and link to appropriate documents via a single map click	
192	Premise records shall support the assignment of attachments to each premise record (i.e. such as a .pdf, .jpeg, .xls).	
193	The system shall support the ability to automatically record in the incident when a user views the premise warning or hazard information	
194	The CAD system shall maintain an Incident History (including user name and ID) on each incident and subsequent updates, including changes made to primary fields such as address and telephone number.	
195	The CAD system shall provide the ability to display the Incident History on open and closed incidents.	

Computer Aided Dispatch		Fully Comply
Requirement		
196	The CAD system shall be capable of printing any incident, whether the incident is open or closed.	
197	The CAD system shall provide subcomponents of an address (suite, front/rear, etc.).	
198	Suite/apartment number should be contained in its own field.	
199	Building ID should be contained in its own field	
200	Floor number should be contained in its own field	
201	Subdivision should be contained in its own field	
202	When a partial location is entered, the CAD system shall allow the user to view information about a location in a separate work area, without interruption of data entry in the Primary Work area.	
203	The CAD system shall allow the user to select the correct match from the list of possible address matches without having to retype the address.	
204	The CAD system shall allow the user to page to subsequent screens to view all available information about a location.	
205	After an address has been selected, if a common place record exists at the exact address, the CAD system shall allow the user to optionally select a common place match.	
206	The CAD system shall have the ability to provide detailed information on any option returned on the verification form, including displaying cross streets, premise information and response information and zooming the map, to assist in verifying the location	
207	Once the location has been verified, the CAD system shall perform a check for duplicate incidents.	
208	The CAD system shall check incidents for duplicate calls based on a true radius search in a user-definable distance from a coordinate in the geographic area of the incident being initiated. Using predefined grids or artificial boundaries associated with tabular geofile databases is not acceptable.	
209	The CAD system shall have the option of searching closed as well as open calls for a duplicate check.	

	Computer Aided Dispatch	Fully Comply
	Requirement	
210	The CAD system shall have the option of searching for duplicate calls at address verification and incident submission	
211	The CAD system shall search for duplicate calls when initiating a call from the command line	
212	The CAD system shall display potential duplicate incidents in a separate work area so as not to cover the Incident form or interrupt the Incident workflow	
213	Ability to immediately display potential duplicate incident information during the incident entry process	
214	Ability to prompt operator to verify creation of another incident or to add supplemental information to an existing incident	
215	The CAD system shall automatically generate:	
216	- A unique incident number.	
217	- Geographic location information (e.g., reporting area, zone, city, county).	
218	- Date and time the incident was initiated.	
219	- ID or Badge Number of the operator who initiated the incident.	
220	- ID of the workstation on which the incident was initiated.	
221	- Incident priority based on incident type and/or special circumstances	
222	- Queries against the incident address, persons, and vehicles per the agencies configuration	
223	The CAD system shall display user-defined response messages to the operator for certain incident types, locations, areas and beats. An example might be referring a caller to animal control at a specific telephone number or advising that there is flooding in an area.	
224	Incident initiation form must include the following:	
225	- Caller's name.	
226	- Caller's location.	
227	- Caller's telephone number.	
228	- In front of or At Location Flag	
229	- Location description	

	Computer Aided Dispatch	Fully Comply
	Requirement	
230	- Separate fields for Latitude and Longitude	
231	- Incident location.	
232	The incident initiation form must be customizable to order fields and present only those fields that are needed for the customers business processes.	
233	The CAD system shall support creating multiple copies of an incident for the same agency based on Incident Type for the purposes of routing the same incident to multiple users within agencies to allow each copy to be managed individually.	
234	Each copy of the incident shall have the same incident number with a unique copy identifier	
235	Different copies can be routed to different users based on what each must do to the incident	
236	Each copy of the incident may be dispatched, updated and closed, without impacting the other copies.	
237	The Incident shall have a consolidated view of all copies from within any incident form	
238	The CAD system shall support an intelligent work assist area that displays information relating to what the operator is doing in the Incident form area of the application	
239	It shall be possible to navigate a work assist area with a keyboard, without interrupting the Incident information in the form	
240	The CAD system shall support incident creation from the command line, creation form, and from the mapping application via a point-and-click or drag-and-drop method.	
241	The CAD system shall be able to support multi-jurisdictional incidents and assign a unique incident number sequence to each.	
242	The CAD system shall support the generation of multiple agency incidents for a single incident initiation (e.g., law, fire, EMS). Each agency shall have control of its own databases, resources, procedures, and case numbers.	
243	The CAD system shall allow incidents to be associated automatically (if configured by call type) at initiation, or users can manually associate incidents by use of a command.	
244	Agencies shall define by incident type the incidents that shall require the response of more than one agency.	

Computer Aided Dispatch	Fully Comply
Requirement	
245	Associated incidents will be clearly denoted to indicate that there are other agencies responding. For instance, when a Fire incident is displayed, if there is an associated Police or EMS incident, the corresponding incident number shall be displayed.	
246	The CAD system shall have the ability to notify associated incidents when updates are made to any other associated incident.	
247	The CAD system shall have the ability to clone incidents. Incident cloning allows for the creation of cloned (or linked) incidents after a parent incident has been created.	
248	The CAD system shall have the ability to clone/create an incident based on an existing incident and change the location at the same time	
248	Cloning shall take place from the command line or from a new form.	
249	The system should allow the user to clone incidents that have a pending, new, active, or closed status.	
250	Cloned incidents must maintain the current date and time as well as the date and time of the original incident, for the purposes of reporting incident response time data.	
251	The system shall allow the dispatcher to designate the agency and the geographic area that will receive the incident during the cloning process.	
252	Each cloned incident shall have its own incident number.	
253	The initiation process shall not allow a user to clear an initiation screen in progress without a user warning.	
254	Once a location has been verified and checked for duplicates, the CAD system shall automatically route the incident to the proper user position(s).	
255	Incident routing shall be based on the incident location (i.e., zone, city, county, User ID).	
256	The system shall not limit the number of users that can review and update a single incident at the same time	
257	CAD shall allow the transfer of pending incidents from one dispatcher to another.	
258	The CAD system shall be able to retrieve pending incidents or closed incidents if new information has been discovered for dispatch.	

Computer Aided Dispatch	Fully Comply
Requirement	
259	By incident type, CAD shall be able to override the standard routing, and route based upon a user defined alternative routing. For instance, all police incidents are normally zoned to a dispatcher based upon a coverage area. However, in the instance of a low priority incident that might require a telephone only response, these are routed to an alternate position.	
260	The calltaker shall have the ability to override the automatic system routing.	
261	The system shall have the ability for the calltaker to handle the initial dispatch of high priority incidents with notification to the responsible dispatcher.	
262	The CAD system shall provide for a minimum of ten numeric priority levels (numbered 0 through 9) for the purpose of assigning priority levels to incident types. Priority levels shall be system-assigned based on incident type but may be overridden by personnel a incident creation.	
263	The CAD system shall provide for a minimum of 26 alpha sub-priority levels (A through Z) for the purpose of assigning sub-priority levels to incident types. Priority and sub-priority levels shall be system-assigned based on incident type but may be overridden by personnel a incident creation.	
264	CAD shall provide the means to track race/ethnicity; sex; age; probable cause; arrests; citations; whether or not searches were conducted on the vehicle, driver, and/or passenger(s); and if contraband was discovered.	
265	- This data can be entered by any authorized user from the Vehicle or Persons screens whether on the CAD client or on the mobile client.	
266	The CAD system shall support an expandable comments field that dynamically grows if more text is entered than can be displayed on the screen.	
267	CAD, shall provide the calltaker an interface with Priority Dispatch's EMD, EFD, and EPD products that allows call-takers to move within the protocol "cards" and provide the most appropriate instruction over the phone based on answers provided by the caller.	
268	Responses to the Priority Dispatch program should be captured in the comments or audit trail of the event.	
269	**Incident Dispatch**	

	Fully Comply
Computer Aided Dispatch	
Requirement	
270	CAD shall route an incident based on the agency, type of incident, and its location. From this information, CAD determines the proper jurisdiction and agency. The incident is then routed to the appropriate position(s) covering the area that the incident resides in.	
271	CAD shall be able to route to all positions signed on to cover the area of response, or positions covering the override area. More than one dispatcher, as well as supervisors, must be able to monitor the various activity or calls at any time.	
272	A function key shall be used to dispatch a unit or units to an incident when the specified incident number and unit or unit ID's are typed on the command line.	
273	A function key shall be used to retrieve the oldest, highest-priority incident in the user's pending queue and display the dispatch recommendation form.	
274	An Incident Dispatch form shall provide the means to display and dispatch recommended units.	
275	The CAD system shall support the ability to dispatch additional units to an incident from the command line, and incident dispatch form, or using drag and drop functionality.	
276	The dispatch recommendation shall be configurable to display both available and unavailable units in the response area of the incident. Unavailable units shall be highlighted with an identifier or by color-coding to indicate that they are busy but recommendable. The CAD system shall allow the dispatch recommendation feature to be disabled system-wide, if an agency chooses not to use it	
277	If the dispatch recommendation is acceptable, the units should be able to be dispatched with a single keystroke.	
278	The dispatcher shall be able to override the system's unit recommendation.	
279	Only units on duty shall be recommended for dispatch.	
280	Units shall reflect if they are staffed or not fully staffed	
281	The CAD system shall have the ability to track the riding position of personnel in units	
282	The CAD system shall support alternate dispatch recommendations for different types of crisis modes (severe weather, special events, etc.).	
283	The CAD system shall log the recommendation displayed for the user in the incident's history.	

Computer Aided Dispatch	Fully Comply
Requirement	
284	Units recommended for an incident shall be based on the geographic area of the incident, the incident type, and the units' capabilities.	
285	The CAD system shall be able to manage mulitple dispatch points, identifying primary and secondary locations for units to respond on a single incident.	
286	If AVL is available, the dispatcher shall have the option of using an AVL (closest unit) recommendation or a geographic area recommendation.	
287	Units recommended for fire and EMS incidents shall be based on the location of the incident, the incident type, the fire zone, any known premise information, and the capabilities of both the apparatus and the staff.	
288	There shall be no limit to the number of units that may be dispatched to an incident. The CAD system shall track all the units individually.	
289	It shall be possible to dispatch a responding unit to another incident of higher priority. The CAD system shall have the option of either allowing the original incident to drop into a configurable call "stack" or have the original incident return to a pending status. If sent to a pending status, the incident shall be flagged, indicating that it was previously dispatched.	
290	The CAD system shall be able to return the freed incident to the pending queue with minimal user intervention.	
291	Users shall have the ability to dispatch multiple units to a single incident simultaneously from the command line.	
292	If more than one unit is assigned to an incident at one time, the first unit shall be designated as the primary unit and any additional units as backups.	
293	Optionally, the system should allow the user to assign a specific unit as the primary unit.	
294	Units may be "pre-assigned" to incidents. When a unit clears its assignment, it may be automatically dispatched to the next "pre-assigned" incident.	
295	The CAD system shall record intermediate stops made by a unit en route to another call for service.	
296	The CAD system should allow off-duty units to be placed on duty and their status tracked for off duty employment	

Computer Aided Dispatch	Fully Comply
Requirement	
297	The CAD system shall have the ability to display and update incident information. There shall be no limit to the number of authorized users that may review or update the same incident.	
298	The CAD system shall not limit the number of updates and comments to each incident.	
299	The CAD system shall support a feature to alert the user when supplemental information is added to an incident, without requiring user action. The alert can then be cleared by the user after reviewing the update.	
300	Users and other authorized staff shall be able to add comments to any incident record, including closed incidents.	
301	User shall have the ability to copy and paste comments from one incident to another	
	The CAD system shall include an option to prevent users from updating a closed incident	
302	The CAD system shall maintain timers for each incident and alert the user if the incident has "timed out." Timers are based on the priority of the incident. Timers shall be configurable by the System Administrator.	
303	The CAD system shall support a function to reset timers for incidents that have timed out.	
304	The CAD system shall record in Incident History time-out and the time-out reset	
305	The CAD system users shall be able to recall incidents for review, enter update information, or dispatch additional units.	
306	The system should allow an incident to be displayed or updated by entering either the fewest number of significant digits or the unit ID of any unit assigned to the incident.	
307	The CAD system shall support incident recall using either the command line or preformatted screen.	
308	All incident search results shall be able to be sent to the printer.	
309	The CAD system shall be able to clear all units from an incident at closure and assign a final disposition code.	
310	The CAD system shall respond to the initial dispatch by:	
311	- Automatically assigning the dispatched units to the incident.	

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	Computer Aided Dispatch	Fully Comply
	Requirement	
312	- Automatically removing the incident from the pending queue.	
313	- Automatically updating the incident in the incident status display.	
314	- Automatically starting the status timers for the dispatched units.	
315	- Automatically logging the dispatches in the incident history.	
316	- Automatically stamping time, operator, and position for all actions.	
317	Incident searches should be performed interactively using:	
318	- Incident number.	
319	- Range of dates.	
320	- Range of times.	
321	- Geographical area or radius from a specific location.	
322	- Incident type.	
323	- Assigned unit.	
324	- Assigned trooper.	
325	- Disposition.	
326	- Call taker ID.	
327	- user ID.	
328	The CAD system shall allow the call taker to dispatch the call based on the CAD system/AVL unit recommendation.	
329	The system shall be highly configurable and must support:	
330	- Agency-defined response zones/beats/boxes	
331	- Agency-defined station order responses	
332	- Agency-defined responses	
333	- Agency-defined location or premise classifications	
334	- Agency-defined equipment or apparatus types	
335	The system shall provide the means to identify a "Split Crew" which is a single crew assigned to operate two pieces of equipment. For example, if the hazardous materials van leaves the station, the system should put the corresponding engine out of service. This should be done automatically without dispatcher intervention.	
336	The system shall provide the means to inform the user when staffing at a particular station is low or depleted.	

Computer Aided Dispatch

	Requirement	Fully Comply
337	First responder recommendations shall be configurable within the CAD system.	
	Unit based pro-active recommendations shall be available in the system	
	Incident based pro-active recommendations shall be available in the system	
338	The system shall include the ability to configure and designate mutual aid responses.	
339	Special equipment requests shall be configurable based on response and incident type.	
340	Special equipment requests shall be designated with the Incident Dispatch function to support on-the-fly requets from the field.	
341	CAD shall support a feature to handle a temporary change of quarters for Fire/EMS units to cover for a station that is low on resources.	
342	Fire units put into a covering status shall be recommended from the station for which they are covering.	
343	The CAD system shall allow supervisors to view all pending incidents system wide	
344	For traffic stops, entering the Unit ID should auto-populate other relevant data (officer badge number, etc.).	
345	With a license plate and/or name entered into the proper fields of an incident, or from the command line, the CAD system should have the ability to perform automatic RMS/NCIC queries on the information.	
346	The system should be able to scan returned queries, highlighting certain key words for the dispatcher (e.g., "wanted person," "stolen vehicle") capable of being modified by authorized personnel.	
347	The results of any query made through The CAD system shall be attachable to the CAD system incident.	
348	Personnel shall have the ability to transfer a created incident from one area to another.	
349	The user shall have the option of assigning a different disposition to each unit clearing an incident.	

	Computer Aided Dispatch	Fully Comply
	Requirement	
350	The CAD system shall allow "incident close" and "unit clear" commands. For example, the incident close command would close out the incident with a single disposition, regardless of how many units were on the assignment. The unit clear command would only clear the unit specified in the command from the incident. Once the last unit has been cleared from the incident, the incident would close. This would allow dispatchers to clear individual units from the incident yet keep the incident open should other units still be working on it.	
351	Incidents should automatically route to the proper area based on a verified address.	
352	Queries should have short cut codes, such as P for person, in which only the specific fields are used. Example, the code VIN will only use the VIN, vehicle year, vehicle make and state fields where a V (vehicle) will have license, license year, etc. plus the VIN fields.	
353	The CAD system shall have the ability to send updated incident information to a mobile device as soon as the incident is updated, and vice versa.	
354	The CAD system shall have the ability to assign stacked or pending calls to a zone and not just a unit or officer.	
355	The system shall support attaching images and files to an Incident from both the CAD client and the mobile client.	
356	All attachments shall be viewable from within the Incident record	
357	The CAD Command Line shall support prompting the user for the next parameter required for each command. Users shall be able to turn this feature on and off.	
358	If more information is entered on the Command Line than can be displayed on a single line, the command line must wrap to display the entire string while typing.	
359	**Unit**	
360	The CAD system shall have the ability to track units through status changes.	
361	The CAD system shall support a central unit table for the creation of Unit IDs	
362	The CAD system shall have the ability to assign capabilities to units for dispatch recommendation purposes.	
363	Users shall have the ability to update a unit's functionality in real time by either adding or removing capabilities.	

	Computer Aided Dispatch	Fully Comply
	Requirement	
	The system will support managing a units working vs. managed capabilities	
364	The system should allow units assigned to an incident to be updated with a location other than the location of the incident without affecting the original incident location. An audit record (including time of change) should be written to the incident and	
365	The CAD system shall allow comment information to be entered during unit status updates. This comment information shall be logged in the unit history and in the incident record if the unit is assigned to an incident.	
366	The CAD system shall allow a Unit Status to be updated with a verified destination. The destination shall be selected from a pre-determined drop down or entered and verified ad-hoc function key.	
	Unit status should be capable of being updated using a command, form, Mobile, mouse action, or	
367	The CAD system shall allow the update of the status of all units assigned to an incident to be updated in a single transaction	
368	The system shall provide the ability to enter backdated unit status information for status's that were missed during the life of an incident.	
369	The user shall have the ability to transfer units from one geographic area to another.	
370	The CAD system shall allow dispatching and tracking of multiple units or changing multiple unit statuses at the same time.	
371	The CAD system shall allow the user agency to define the following types of unit status parameters:	
372	- Special status colors.	
373	- Allowing a unit to be available for dispatch while in a status.	
374	- Allowing a unit to be available for recommendation while in a status.	
375	- Time allowed in a status.	
376	- status code	
377	Ability to designate in-vehicle and out-of-vehicle based on status	
378	Ability to over-ride the status based "in-vehicle" and "out of vehicle" setting. This setting is used for tracking of the person rather than the vehicle location.	

Computer Aided Dispatch	Fully Comply
Requirement	
379	The CAD system shall track time in status for each unit separately and shall allow each unit to be dynamically assigned different time-out values. The CAD system shall alert the user when each unit has timed out.	
380	When a unit is put into a status, the CAD system shall assign a default timer defined for each status.	
381	The CAD system shall support a function to reset timers for units that have timed out.	
382	The CAD system shall support a function that allows unit timers to be reset to a default value for a given status.	
383	The CAD system shall support a function that allows unit timers to be set automatically based upon not only the status but also the priority of the incident to which units are responding. For example, an en route time to a low-priority incident has more allowable time than en route time to a high-priority incident.	
384	The CAD system shall allow an assigned unit to be exchanged for another unit.	
385	CAD shall provide the ability to include odometer reading when a unit goes on duty, goes off duty, and at unit status changes.	
386	The CAD system shall allow units to be placed on duty from a preformatted screen or command line.	
387	The on-duty entry should include assignment.	
388	Users shall have the ability to make changes in the on-duty unit status.	
389	The name of a ride-along should be capable of being entered at unit sign-on. Multiple rider names can be added to a unit.	
390	The CAD system should have the ability to assign vehicles to individual officers and maintain that vehicle assignment through shift changes.	
391	If an ID number being assigned to a unit already has an assignment, then the CAD system shall prompt the user to either change the ID number to the new assignment or maintain the old assignment.	
392	When an assignment is closed, the CAD system shall maintain the officer ID number(s) associated with the assignment for audit purposes.	
393	The CAD system shall provide a means to schedule groups of units to bring on duty at the same time.	

Computer Aided Dispatch	Fully Comply
Requirement	
394	Ability to create shift schedules including the following data:	
395	Unit ID (alphanumeric)	
396	Officer ID (one or more officers per unit)	
397	Response area	
398	Vehicle ID	
399	Radio ID	
400	Date and time scheduled for on-duty	
401	Date and time scheduled for off-duty	
402	Shift designator	
403	Special equipment or response capabilities (including but not limited to shotgun, pro2, MAV, sponge gun, bean bag, etc.)	
404	Ability to schedule shift/roster information up to 12 months in advance	
405	Ability to upload shift/roster information to CAD based on scheduled shift start time	
406	Ability to modify shift/roster information up to scheduled shift start time	
407	Ability to automatically (without user intervention) notify responsible dispatcher of a new shift ready to be logged-on	
408	Ability to pre-program and override shift change information (e.g., hours of shift)	
409	The CAD system shall support the creation of Unit Groups for messaging and status changes.	
410	The CAD system shall support a temporary unit feature (with a minimum six-character unit number), allowing units that are not predefined in the system or not on duty to be placed on duty and dispatched via a single function by the system administrator.	
411	Once the temporary units complete the activity, they should be automatically taken out of service and removed from the system.	
412	The system shall display area-specific units separately from roaming units.	
413	Authorized users shall have the ability to add units to the master units table. At minimum, a master unit record shall support the following fields: eight-character unit number, area designation, zone designation, and unit type (one-officer, two-officer, two-investigator, etc.).	
414	**Messaging**	

	Computer Aided Dispatch	Fully Comply
	Requirement	
415	The CAD System shall have the ability to send and receive messages to:	
416	- Personnel.	
417	- Workstations.	
418	- Predefined groups (all users, all personnel in zone, etc.).	
419	- Any combination of user-defined groups, such as personnel, workstations, and MDCs.	
420	The CAD System shall have the ability to send messages to either individuals or specific devices.	
421	The messaging system shall be an internal part of the CAD system.	
422	The CAD System shall support the creation of dynamic messaging groups (i.e., when users sign on, the system shall determine what groups they are members of, based on rules that are managed by the system administrator).	
423	The CAD System should have the ability to send notification and recurring messages. Messages should be able to be defined for sending a prescribed number of times per hour, day, week, or month.	
424	The CAD System shall support unlimited logging of messages.	
425	The CAD System messaging shall support the ability for users to:	
426	- Create free-form messages.	
427	- Messaging from a CAD status monitor	
428	- Display messages via a single command	
429	- Have audible and visual signaling of received messages.	
430	- Forward, reply to, and delete messages.	
431	- Send certified mail (i.e., sends an automatic message back to the sender when the mail is opened).	
432	- Send priority messages.	
433	CAD messaging shall allow messages to be routed to any system printer.	
434	CAD messaging shall differentiate between CAD messages and messages returning from the message switch/NCIC.	
435	CAD messages should be able to be added to an incident history	
436	CAD messages should be able to be sent from the command line	
	CAD messages shall accept attachments.	

	Computer Aided Dispatch	Fully Comply
	Requirement	
437	**Address Book**	
438	CAD shall support a central Address Book for storing contacts, businesses and numbers to be used to address messages and look up information	
439	Personnel shall be automatically added to the address book for access to emergency contacts and numbers	
440	CAD shall support the creation of multiple address books	
441	CAD shall support assigning security to address books	
442	CAD shall support the creation of custom fields for address book entries	
443	CAD shall support searching address books from a form and command line	
444	CAD shall support key word searching for address book entries	
445	CAD shall support attaching documents and hyperlinks to address book entries	
446	**BOLO Database**	
447	CAD shall support a BOLO or Alert database to capture information about people and vehicles	
448	CAD shall support the automatic query of the BOLO database whenever a person or vehicle is entered into the system	
449	CAD shall support expiring BOLOs automatically after an elapsed time	
450	CAD shall support manually expiring BOLOs	
451	CAD shall support cancelling BOLOs	
452	CAD shall support sending BOLO messages to all users, a selection of users and mobile devices or units	
453	**Contractor Rotation**	
454	CAD shall support a support module for rotating contractor or support personnel	
455	CAD shall support the temporary removal of a contractor from a rotation	
456	CAD shall support the request for a contractor from a person or vehicle record	
457	CAD shall support support the ability to cancel a contractor request	
458	CAD shall store all information about a contractor request within the incident record	
459	**Status Monitors**	
460	CAD shall support user-defined windows or monitor sets for dynamically updated views of ongoing incident, unit, and interface activities	

	Computer Aided Dispatch	
	Requirement	**Fully Comply**
461	R4.4	
462	Incident monitors shall be able to display active/pending incidents by area and incident status.	
463	Incident status monitors shall have the ability to display individual dispatches by alarm level or time of dispatch	
464	The status monitor shall support the ability for system administrators, groups, or each individual to configure the layout of the workstation screen(s), depending on the number of monitors at the workstations, so workstation windows for pending queues, active units display, active incidents, etc., are not "hard-coded".	
465	The status monitor shall make use of color, sound (.wav files), and flashing in addition to textual information to enhance status recognition. These assignments shall be user-definable.	
466	Filtering and sort order of data shall be configurable per monitor set.	
467	CAD commands and functions shall be programmable as mouse functions uniquely for each individual status monitor.	
468	Incident commands shall be available in Unit status monitors and Unit Command shall be available in Incident status monitors as mouse functions	
468	The mouse functions shall support setting default values (for example in building common status changes) or prompt the user to enter a value.	
469	When using the mouse functions within the status monitor the functions shall use the unit ID or incident the user has selected and not require them to re-enter this data.	
470	When configuring a status monitor the user shall be able to select the fields, the length of the fields, and the order of the fields to be displayed.	
	The user shall have the ability to save the status monitor placement on the desktop as a follow-me setting	
471	**Mapping**	
472	CAD shall have a mapping display that utilizes and ESRI based map.	

Computer Aided Dispatch	Fully Comply
Requirement	
473	The CAD user will have the ability to access oblique images of a specified location from the application map.	
474	The system shall have ability to have user defined map layers for information such as: lakes, water ways, railroad, parcels, parks, building footprints	
475	The system shall have ability to create links from the geofile to specific documents for locations or map points. This may include Excel, Word, photos.	
476	The system shall have the ability to create links to the Web via points on the map.	
477	The updates to the map must not affect CAD operations.	
478	The CAD system shall provide a tightly integrated mapping application that shows incident and unit location.	
479	Mapping shall run on the same workstation as the CAD application client software.	
480	The maps shall be resident on the CAD workstation for optimal local, wireless, and remote performance.	
481	Mapping may be utilized in a wireless mode to support in-car mapping.	
482	Mapping shall graphically depict all active incident and unit information for the position.	
483	Mapping shall utilize the same coloring and textual information as CAD. For instance, if the CAD system displays "EN" and a green color for enroute, the mapping application will do the same.	
484	The CAD system and the map display shall utilize the same ESRI geofiles.	
485	The map zoom levels shall be user defined by agency. For instance, Agency A wants the map zoomed to 1000 feet when recalling a dispatch, while Agency B wants the map zoomed to 2000 feet for the same function.	
486	Mapping shall support CAD command and mouse operations of zoom and pan functions	
487	Mapping shall support unattended operations that cause the map to perform a function when the CAD system performs a function requiring map operations. For instance, when a call is displayed, dispatched, updated; the map is automatically zoomed	
488	Mapping shall display the best route to an incident, including road conditions (e.g., closures, hazard warnings).	

	Requirement	Fully Comply
	Computer Aided Dispatch	
489	Mapping shall provide distance and direction of travel information from any point to any point in the Geofile	
490	Mapping shall provide a method to track and report specific common place locations to be used in the incident create process that allows the operator to create an incident without searching for the physical address for the common place location.	
491	The tactical map shall interact with the CAD system in the following manner:	
492	- The map should zoom in to the incident location when an incident is initiated or updated.	
493	- Each unit's status will display as users update units on the CAD system.	
494	- User may initiate incidents utilizing a "point and click" on the map.	
495	- Users may update a unit's status from the map	
496	- Users may update, recall, or dispatch an incident from the map	
497	- Users may select Icons on the map and link to Web pages. For instance, an Icon might display a weather map of an area by linking to the local new channels weather radar	
498	- User may select layers of the map to turn on and off. For instance, displaying parcels or hydrant locations when needed	
499	- The ability to pan the map by grabbing a map point with the mouse and moving it	
500	- The ability to select unit(s) and have the map automatically size to display the requested units within the map	
501	- With AVL the map will automatically pan to follow the selected unit(s)	
502	- The ability to have the CAD system send recommendation requests for best path routing to the mapping applications including road conditions (e.g., closures, hazard warnings), then display the recommendations to the dispatcher.	
503	- The ability to double click on incidents and units to display additional detail as appropriate	
504	- The ability to support both meters and feet distances.	
505	- The ability to have maps at any appropriately configured workstation local and/or remote.	
506	- CAD shall have the ability to display location details, including premise and hazard information either requested from the CAD client or from the Map.	

	Computer Aided Dispatch	Fully Comply
	Requirement	
507	The system shall support Phase II wireless location display from cellular callers	
508	The system shall support automatic updating of Phase II locations, upon receipt of re-bid information from the 911 system.	
509	CAD shall support the ability to configure the polling frequency of AVL equipped vehicles either by Agency, Unit Status or Vehicle Type.	
510	The user shall be able to initiate a "Poll" or refresh of the units AVL location from the map at any time.	
511	AVL playback shall be available to the authorized user from their map.	
512	The map shall accept the closing and opening of roads.	
513	The map shall accept the scheduling of the closing and opening or roads. During road closure the user shall be able to designate if an intersection should be treated as "open" so support crossing by public safety personnel.	
514	**Toning and Paging**	
515	CAD shall have the ability to send tones and/or messages to individual pagers and groups of pagers and/or Fire Station toning systems.	
516	When CAD is interfaced with a toning/paging system, the following features shall be available:	
517	- Automatic and manual dispatch notification (toning).	
518	- Visual indication of when Public Announcement (PA) systems are activated for broadcasts during toning sequences	
519	- Manual control of Fire station bay doors and other toning system devices	
520	- Automatic resetting of status lights on the control panels of the toning/paging systems	
521	CAD shall have the ability to send text messages of incident details to Fire Station printers	
522	**Radio Integration**	
523	CAD shall have the ability to interface with 10 or more channel trunked radio system, which group radios to provide an effective method for radio communications between dispatchers and officers	

	Computer Aided Dispatch	Fully Comply
	Requirement	
524	CAD shall have the ability to group radios into talkgroups so the same communication can go to all at one time.	
525	CAD shall have the ability to send alerts and alarms over the radio.	
526	R4.4	
527	The system shall display Push-to-Talk information from the radio system on the CAD status monitors.	
528	The system shall support the automatic regrouping of radio talkgroups upon incident dispatch (all units dispatched will be regrouped to a new temporary talkgroup regards of their original talkgroup	
529	The system shall support Radio Devise Alias Synchronization between the CAD system and the Radio Device Manager	
530	The system shall have the ability to receive sensor events from the ASTRO radio system	
531	The system shall allow the user to manually create an incident from a sensor event	
532	The system shall have the ability to automatically create an incident from a sensor event	
533	The system shall have the ability to change a unit's status upon receipt of a sensor event.	
534	The system shall have the ability to log an event to the incident or unit activity log upon receipt of a sensor event	
10	**Offline Module**	
11	CAD shall have the ability to allow users to create/modify incident data if the connection to the CAD server is lost (offline) for any reason and to upload the data into CAD after the connection is reestablished.	
12	**External System Data Connections**	
13	The system shall have the ability to transfer event (incident) and audit records from CAD through trigger configuration. These transfers will be completed in near real time.	
14	The system shall have the ability to query external databases to get access to information, i.e., warrants, people, articles, guns.	

	Requirement	Fully Comply
	Computer Aided Dispatch	
15	The system shall also support the ability to create, edit, and maintain the query structures.	
16	The system shall be integrated with an ad hoc report writer that allows a trained user to create reports from incident data.	
17	The system shall have a report scheduler that can schedule reports to be automatically run at user defined times.	
18	CAD shall have to ability to interface to TDD systems in order to accept emergency calls from hearing- or speech-impaired individuals.	
19	CAD shall have the ability to interface to an external master clock for time synchronization.	
20	CAD shall have the ability to interface to 911 systems	
21	The E-9-1-1 interface shall adhere to all NENA Phase I and II requirements for the receipt of Wireless 911 information.	
22	Anytime an incident is displayed, the caller's address, name, and phone number shall display. Additional NENA 05-002 information shall be easily accessed for the incident by using function key.	
	The CAD system shall have the ability to ingest and display location information from RapidSOS, regardless of the telephony provider	
	The CAD system shall have the ability to ingest and display supplemental data information from RapidSOS	
23	**Reporting**	
24	Ability to create reports based on any available CAD data	
25	Ability to create a standard Incident Detail Report by a single command, that includes all data associated with a specific incident formatted in an easy-to-read, professional style	
26	Reports should be publishable to an intranet or internet.	
27	Ability to view, query and archive CAD logging data from a PC	
28	Ability to generate the following standard reports:	
29	Activity analysis by day of week	

Computer Aided Dispatch		Fully Comply
	Requirement	
30	Activity analysis by geographic area or any agency-defined layer	
31	Activity analysis by hour of day	
32	Activity analysis by shift	
33	Incidents – by geographic area by hour of day	
34	Response time by method of receipt	
35	Response times by geographic area	
36	Response times by type of call/priority	
37	Total and average time on call – by day of week	
38	Total and average time on call – by geographic area	
39	Total and average time on call – by hour of day	
40	Total calls for service by date by nature or disposition	
41	Total incidents by date by nature or disposition	
42	Total reports by date by disposition	
43	Agency-defined query	
44	Ability to record and create reports using the following information:	
45	Alarm type and alarm company code	
46	All associated geofile information	
47	ANI/ALI data including address and phone number	
48	Available mobile to available at station	
49	Available mobile to unavailable	
50	Business or premise name	
51	Call-Taker/Dispatcher ID	
52	Comments/narrative (unlimited)	
53	Commonplace name (e.g., parks, streets, schools)	
54	Date and time call received by 911	
55	Date and time incident entered	
56	Date and time of held incidents	
57	Date range	
58	Disposition	
59	Geographical areas defined by the user	

Computer Aided Dispatch		Fully Comply
Requirement		
60	Incident number	
61	Incident type	
62	Incident type/priority	
63	Location address, description, supplemental location	
64	On-scene to close of call by officer who arrive at scene	
65	On-scene to transporting	
66	Premise and prior information flag	
67	Premise type (e.g., building, location, person)	
68	Priority	
69	Reporting areas	
70	Reporting party information, including name, address and phone	
71	Reporting zone	
72	Responding to on-scene	
73	Source (e.g., 911 or 10-digit, radio, other codes as defined by PPD)	
74	Time range (any time-stamped event to any other time-stamped event)	
75	Unit/officer ID	
76	User name and ID of all users associated with the incident	
77	Workstation ID associated with all CAD functions performed on incident	
78	Ability to print chronological incident and/or incident report listing	
79	Ability to query and print incident details, including	
80	Incident entry or incident number	
81	Date/time received	
82	Reporting zone	
83	Activity code/incident type	
84	Location or partial location	
85	All incidents in a geographical region defined by the user	
86	Priority	
87	Reporting party/complainant/caller name	
88	Phone number	
89	Narrative	

Computer Aided Dispatch		Fully Comply
Requirement		
90	Vehicle description	
91	License plate	
92	Cancelled call	
93	Disposition	
94	Officers/units assigned	
95	Time dispatched	
96	En-route time	
97	On-scene time	
98	Available time	
99	Officer reporting	
100	All Call-Taker/Dispatchers handling incident	
101	Any time-stamped event	
102	Ability to query using partial names and wild cards in any field within the incident	
103	Ability to generate daily listing of incidents and officers assigned:	
104	R4.4	
105	Unit ID	
106	Officer name (if available)	
107	Officer ID (P number)	
108	Disposition	
109	Location	
110	Date/time received	
111	Ability to print audit report of changes to incident records:	
112	Date/time of change	
113	Workstation/terminal ID	
114	Call-Taker/Dispatcher ID	
115	Transaction type (deletion, edit, etc.)	
116	Field modified (saving previous information)	
117	Incident location	
118	Actual dispatch location	
119	Ability to direct inquiry results to any CAD printer	

Computer Aided Dispatch		Fully Comply
Requirement		
120	Ability to view requested reports prior to printing	
121	Ability to restrict user actions by:	
122	Warning of the number of records found	
123	Using prompts to continue/refine/alter the query	
124	System Administration	
125	Ability to create and maintain support data files used in dispatch center operations, including:	
126	Street closures	
127	Special equipment file	
128	Telephone number lists	
129	Notification lists	
130	Personnel file	
131	R4.4	
132	Public agency referral lists (e.g., Board of Water Supply)	
133	Special resource files	
134	Files necessary for unit recommendation	
135	Ability to create and maintain premise information	
136	Ability to capture and maintain premise information in user defined categories or types.	
137	Ability to define valid date ranges for time limited premise information at a given location (e.g., information valid between <start date> and <end date>) and notify supervisor of pending expiration dates	
138	Ability to define criteria for automatic premise information purges and activate or deactivate this feature	
139	Ability to create sign-on messages for subsequent shifts or individuals	
140	Ability to create and maintain automatic reminders of scheduled activities (radio tests, etc.):	
141	Daily	
142	Weekly	
143	Monthly	

	Computer Aided Dispatch	Fully Comply
	Requirement	
144	Annually	
145	Multiple activities or reminder per time slot	
146	**Video (Fixed and Mobile)**	
147	The system will have the ability to display on the map the location of of fixed security cameras.	
148	The system will have the ability to allow the operator (call taker-dispatcher-supervisor)to view the camera video.	
149	The system will have the ability to allow the operator (call taker-dispatcher-supervisor)to contol any PTZ cameras.	
150	The system will present a single or common camera interface regardless of camera system type	
151	The system will have the ability to display video from in-car video systems	
152	The system will have the ability to allow mobile users access to video from fixed or mobile sources.	
153	**NG9-1-1**	
154	The CAD must have integrated 9-1-1 Call taking functionality allowing the use of a single keyboard and mouse to control both applications (CAD & 9-1-1)	
155	The integrated 9-1-1 call taking functionality must be compatible with a West VIPER telephony system	
156	The integrated 9-1-1 call taking functionality must be compatible with a Motorola CallWorks telephony system	
157	The proposing vendor commits to adhere to NENA i3 standards in a reasonable time frame as new features are added to i3.	
156	The CAD system must have the ability to show both the CAD User Interface and the 9-1-1 Call Taking User Interface on the same monitor.	
157	The CAD system must have the NG9-1-1 user screens resident on the same workstation as the CAD	
158	The CAD and 9-1-1 must have a unified set of function keys and keyboard short cuts	
159	9-1-1 Call taking features and functionality must be accessed from the NG9-1-1 call control User Interface or the CAD command line	

	Computer Aided Dispatch	Fully Comply
	Requirement	
160	The CAD system must provide TEXT to 9-1-1 capability integrated into the 9-1-1 Call-taking User Interface.	
161	The CAD system must be able to handle calls and TEXT to 9-1-1 simultaneously.	
162	The CAD system must be able to Initiate CAD incidents from within the TEXT to 9-1-1 user interface.	
163	Associate a TEXT to 9-1-1 session to an existing CAD incident.	
164	The CAD system must be able to save the TEXT to 9-1-1 transcript to the CAD incident, but NOT in the incident comments	
	The CAD system must have the ability to capture all Call Data Record (CDR) information in the CAD Report Data Warehouse	
	The CAD system must have the ability to query location data from RapidSOS	
	The CAD system must have the ability to query supplemental data from RapidSOS	
165	**Training**	
166	Ability to simultaneously operate a "Training" system. The training system must have identical functionality as the live system, but be available for training and scenarios.	
167	Ability to simultaneously operate a "Test" system. The test system must be available to test system changes prior to their implementation to the training or live systems.	
	CAD shall provide an on-line training database for testing that does not impact the live database.	
168	During sign-on the user will be able to select training or live mode.	
169	**Workforce Management Integration**	
170	The CAD system must have the ability to automatically accept real-time updates to users (personnel) from an external workforce management system. This must allow the following:	
171	This must allow the creation of the user.	
172	This must allow the level of access that the user is allowed.	
173	This must allow modifications to the user's information or access level.	
174	This must allow the deletion of the user.	
175	The CAD system must have the ability to automatically accept real-time updates to vehicles from an external system. This must allow the following:	
176	This must allow the creation of a vehicle;	
177	This must allow the assignment of a vehicle to a person.	

Computer Aided Dispatch		Fully Comply
	Requirement	
178	The CAD system must have the ability to automatically accept real-time updates to radios from an external workforce management system. This must allow the following:	
179	This must allow the creation of a radio.	
180	This must allow the assignment of a radio to a person.	
181	This must allow the assignment of a radio to a vehicle.	
182	The CAD system must have the ability to automatically accept real-time updates to units from an external workforce management system. This must allow the following:	
183	This must allow placing a unit in service.	
184	This must allow associating a vehicle with the unit.	
185	This must allow associating personnel with the unit.	
186	This must allow associating radios with the unit.	
187	R4.4	
188	This must allow placing a unit out of service.	
189	The CAD system must support the ability to automatically accept changes and update CAD when vehicles and vehicle capabilities are updated.	
190	The CAD system must support the ability to automatically accept changes and update CAD when a vehicle capability is removed.	
191	The CAD system must support the ability to automatically accept changes to Units when a Unit gains a capability based on employees with particular certifications are assigned to the Unit.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

		Fully Comply
Mobile Data		
	Requirement	
	Administrative	
1	Ability to grant managerial users access to reset passwords for others by Agency while preventing access to update permissions for these users	
2	Ability to grant managerial users access to unlock lock user accounts and reset passwords while restricting the visiility to personnel detiails such as address, social security number, etc	
3	The system shall provide the system administrator with the ability to configure Mobile to their specifications for each Agency and Agency type.	
4	The system's function keys should be customizable by Agency and Agency Type, giving easy access to frequently used functions.	
5	The system must allow administrator's to configure specific incident monitors by Agency and Agency Type for the Mobile client	
6	The system must allow the administrator to configure specific unit status monitors by Agency and Agency Type for the Mobile client	
7	Must be able to turn on/off the Mobile Command line by agency through configuration	

	Mobile Data	Fully Comply
	Requirement	
8	Must offer web browser within the Mobile Client with administrator ability to restrict web-site access.	
9	The Mobile queries shall be customizable by the agency	
10	The Mobile system must record all database changes as well as other events in the system that may not result in a database change. Every change to the data within the database must be recorded in the Auditing System. Describe how.	
11	The Mobile System must support multiple agencies and multiple jurisdictions (Law, Fire, EMS)	
12	**Technical**	
13	The Mobile system must utilize a Microsoft Windows server operating software.	
14	The Mobile system must utilize Microsoft SQL database software.	
15	The Mobile system must utilize Microsoft Windows client software.	
16	The Mobile system must utilize a Web-Services, service-oriented architecture (SOA). Describe how.	
17	Database backups must be performed online without DBMS downtime	
18	Data stored within the RDBMS must be secured. Describe how.	
19	The Mobile system must support database concurrency. Describe how.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Mobile Data	Fully Comply
	Requirement	
20	The Mobile system must support database replication. Describe how.	
21	The Mobile shall support N-Tier Physical Architecture	
22	The server configurations should provide geographic redundancy. Describe how.	
23	The mobile data client shall be capability of roaming across a variety of 3G or faster data networks, to give the user the most constant and reliable connectivity.	
24	Ability to provide an acknowledgement to all received transmissions.	
25	Mobile client must support both laptops and tablets running Windows 8.1 and 10	
26	Ability to support touch-screen functionality.	
27	The system shall provide a logging feature that logs adds, changes and/or deletes to any configuration item.	
28	The system must include a browser based administration tool for all configuration and provisioning activity.	
29	The system must integrate to Microsoft Operations Manager for system operation activities. Describe how.	
30	The system shall include commonly used pre-defined reports and an ah-hoc report writing tool	
31	Ability to install third-party programs on the MDC	

	Mobile Data	Fully Comply
	Requirement	
32	System should autodetect and autoconnect to GPS devices when MDT or tablet is docked, undocked or re-docked within a logged on session	
33	Must provide offer a client side API/SDK for sharing Query Response and Incident Details with thrid party client applications	
34	**Graphical User Interface**	
35	The system should process data in real time. This means any parameter change or database change should be done while the system is online. The change should take effect immediately.	
36	The Mobile database shall process data in real time. This means any parameter change or database change is done while the system is on-line. For instance, if a user agency wanted to add a column to a status monitor, they can do this while the Mobile is in-use. The change takes effect upon the next auto synchronization or on a manual synchronization request.	
37	Configuration changes shall not require a shutdown or logoff of the system for synchronizing updates from the Server to the Mobile clients.	
38	Ability for system administrators to establish Mobile UI customizations by Agency for the following:	
39	Function Keys	
40	Size of Function Keys	
41	Status Monitor Columns	

	Mobile Data	Fully Comply
	Requirement	
42	Unit Status Colors	
43	Mobile Services	
44	Mobile Command Line display or not display	
45	Action Buttons for each Service	
46	Visual Notifications for Incident Updates	
47	Audible Notifications for Incident Updates	
48	Query Request Forms and fields within each form	
49	Ability for system administrators to establish Mobile UI customizations by Agency Type for the following:	
50	Function Keys	
51	Size of Function Keys	
52	Status Monitor Columns	
53	Unit Status Colors	
54	Mobile Services	
55	Mobile Command Line display or not display	
56	Action Buttons for each Service	
57	Visual Notifications for Incident Updates	
58	Audible Notifications for Incident Updates	
59	Query Request Forms and fields within each form	
60	Ability to support local and remote printing	
61	Ability to indicate when CAD is unable to receive a transmission.	
62	Ability to log and display all times in military (24 hour) clock format	
63	Ability to log times in 12-hour format (i.e., HH:MM:SS).	
64	Ability to have a command line in Mobile for commonly used functions	

	Mobile Data	Fully Comply
	Requirement	
65	Ability to limit actions to only one or two key strokes for functions including, but not limited to:	
66	Logon/logoff	
67	Run license plate numbers	
68	Access to web links	
69	Ability for Unit status updates from the Mobile Client	
70	Ability to send street address with Status updates derived from GPS	
71	Ability to Create a Traffic Stop from a single touch action or single funciton key	
72	Self Dispatch/Self Assign to existing incident	
73	Obtain drive directions to incidents	
74	Clear a vehicle stop	
75	Clear incident call	
76	Look up premise history	
77	View previous incidents	
78	Ability to accelerate routine data entry tasks (i.e. workflow functionality) with the following:	
79	Drop-down lists	
80	Auto-fill/auto-search	
81	Ability to perform commands using any of the following methods:	
82	Easy access toolbar	
83	Right mouse click	
84	Agency defined function keys (hot keys)	
85	Command lines	
86	Touch screen	

	Mobile Data	Fully Comply
	Requirement	
87	Ability to use the following to invoke a function (e.g., status change, send message, etc.):	
88	Command entries on a command line	
89	Function keys (one touch keys)	
90	Point-and-click devices (i.e., mouse, trackball, touch pad)	
91	Touch screen	
92	Ability to provide a command line continuously on the MDC screen.	
93	Ability to move forward and backward to complete data fields without having to retype the entire field (e.g., insert and delete, cut and paste).	
94	Ability to page up and down	
95	Ability to scroll up and down	
96	Ability to support agency and agency type configurations for single touch action buttons and/or function keys functions and statuses:	
97	Arrived/unit on-scene	
98	Retrieve call information	
99	Clear/available	
100	Code 3 (lights and sirens on)	
101	Display message	
102	Disposition call/Close	
103	Emergency Activation	
104	En route to station	
105	En route/unit responding	
106	In-service	
107	In-service/report writing	

	Mobile Data	Fully Comply
	Requirement	
108	Available on Radio	
109	Available in Quarters	
110	Map access	
111	Out-of-service	
112	Premise information	
113	Unit status Monitor	
114	Active Incident (My Incident)	
115	Action to make yourself the Primary Unit	
116	Vehicle registration check	
117	Vehcile by Plate Query	
118	Traffic Stop	
119	Ability to temporarily lock the mobile client	
120	Ability to unlock the Mobile Client by entering a password	
121	Ability to display the following information on the screen during normal operations:	
122	Availability of wireless connectivity	
123	GPS Device connectivity status	
124	Online/Offline indication	
125	Current status of Mobile Unit	
126	Message alert	
127	Unit ID	
128	**Access**	
129	Ability to require both user identification and password or user code.	
130	Ability to log-on multiple individuals per unit.	
131	Ability to assign crew members and designate crew member radios when logging on as a Mobile Unit	

	Mobile Data	Fully Comply
	Requirement	
132	Ability to assign up to 10 crew members and designate crew member radios when logging on as a Mobile Unit	
133	Ability to automatically log-off prior Units upon entry of a log-on command by a new user with the same Unit ID.	
134	Ability, when there are multiple users logged onto one MDC, to allow one user to log-off the system while allowing another to remain logged on.	
135	Ability to support an automatic download of software/files at log-on without interfering with operational performance (background application).	
136	Ability to automatically update unit roster information based on MDC log-on information.	
137	Ability to separate MDC log off from designating status as off-shift.	
138	Ability to separate MDC log on from designating status as on-shift.	
139	Allow users to logon to Mobile as Units from a different agency enabling multi-agency and multi-jurisdictional support with a single User Account	
140	Allow a user to logon to Mobile and designate a Vehicle from another agency allowing users from one agency to provide services and drive vehicles on behalf of another agency	

	Mobile Data	Fully Comply
	Requirement	
141	Allow a user to logon to Mobile and designate a Radio from another agency allowing a single agency to own and manage radios used by personnel in other agencies	
142	**Incident Dispatch Management**	
143	Ability to receive dispatches on the MDC.	
144	Ability to accurately timestamp all field and dispatch transmissions to and from MDC	
145	Ability to provide visual or audible alert to indicate that a dispatch has arrived.	
146	Ability to both open Incident details and update unit status to "enroute" with a single touch of the screen upon receipt of a dispatch notification	
147	Ability to provide visual or audible alert to indicate that an incident has been updated	
148	Ability to provide a distinguishable visual and audible alert for high priority calls (as defined by the agency).	
149	Ability to access and read all call comments associated with a call	
150	Ability to display visual alerts for high priority premise/hazard information	
151	Ability to present audible alerts for high priority premise/hazard information	
152	Share incident and query information for field reports (no duplicate data entry)	
153	Ability to display the following dispatch information upon dispatch of unit to an incident:	
154	Assisting unit(s)	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Mobile Data	Fully Comply
	Requirement	
155	Building plans	
156	Comments/narrative (unlimited)	
157	Complainant Name/Contact Info/Address	
158	Date and time incident entered	
159	Document associated with a particular location	
160	Incident location with cross streets	
161	Incident priority (e.g., user-defined or defined by incident code)	
162	Incident type	
163	Radio Channel/Talk Group	
164	Display all assigned units on an incident	
165	Dynamically display a visual unit status indicator for each unit assigned to an incident	
166	New or developing information in free form	
167	Suspect Information (name, description, location)	
168	Phone number at incident location (if different)	
169	Prior incident information	
170	Premise history information	
171	Recommended route via voice and graphic drive directions	
172	Reporting party name, phone number, address	
173	Attachments such as photos, audio recording, or streaming video	

	Mobile Data	Fully Comply
	Requirement	
174	Ability to receive supplemental incident information (e.g., location, suspect, vehicle or other information, etc.) without interrupting/overlaying current screen:	
175	Visual alert	
176	Audible alert	
177	Ability to receive notification of dispatcher-initiated changes to an incident (e.g., supplemental information, unit reassignments, incident cancellation, preempting off call, etc.) without interrupting/overlaying current screen:	
178	Visual alert	
179	Audible alert	
180	Ability for mobile screen to update automatically as new information is added to a call (without user reqired interaction)	
181	Ability to add report numbers to an incident from the Mobile Client	
182	Ability to delete report numbers associated with an incident from the Mobile Client	
183	Ability to update incident type and location from the Mobile client	
184	Ability to add incident comments from the Mobile client	
185	Ability to change your assigment from backup to the primary unit on an incident from a single key stroke	
186	Ability to add or update persons associated with the incident from the Mobile Client	

	Mobile Data	Fully Comply
	Requirement	
187	Ability to add or update vehicles associated with the incident	
188	Ability to import person or vehicles into an incident from a query response	
189	Ability to request a contractor such as a Tow Company or Taxi	
190	Ability to provide / recommend taxi and tow compandies based on contractor rotation schedules	
191	Ability to update assigned contract information from the MDT	
192	Ability to view assigned contractors and contractor contact information for each vehicle and person associated to an incident	
193	Ability to add and update/maintain Premise information on the MDT	
194	Access to all associated query results for an incident/call that were submitted from the Mobile Client	
195	Access to all associated query results for an incident/call that were submitted from a CAD Client	
196	Ability for changes and updates to be made interactively and instantly transmitted to or from the CAD system	
197	Ability to auto-populate a street address from a Mobile Unit GPS location when creating a field initiated event from the Mobile client	
198	Ability to auto-populate a street address from a Mobile Unit GPS location when updating a field initiated event from the Mobile client	

	Mobile Data	Fully Comply
	Requirement	
199	Ability to perform agency-defined CAD Incident update functions subject to access privileges (e.g., adding miscellaneous text comments to a call; adding disposition code to a call, etc.)	
200	Ability to display Console ID with comments when an Incident Comment is entered from a CAD Workstation	
201	Ability to display Unit ID with comments when an Incident Comment is entered from a Mobile or Handheld Workstation	
202	Ability to display User ID the User with comments to identify who entered an Incident Comment	
203	Ability to display Timestamp indicating the time an Incident Comment was entered	
204	Ability to dynamically update Incident Comments on any incident that you view, regardless of wheter you are assigned to the incident or not without requiring an action from the Mobile User to receive the updates	
205	Ability to dynamically refresh incidents that you are assigned when any update is made to the Incident without requiring an action from the Mobile User to receive the incident refresh	
206	**Incident History**	
207	Ability to search historical incidents from a Mobile Form	
208	Ability to search prior incidents by associated persons first and/or last name	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Mobile Data	Fully Comply
	Requirement	
209	Ability to search prior incidents by associated vehicle plate	
210	Ability to search prior incidents by Disposition Code or Disposition Description	
211	Ability to search prior incidents by responding unit id	
212	Ability to search prior incidents by Incident Address	
213	Ability to search prior incidents by date range	
	Ability to search comments from CAD or Mobile	
214	Ability to view Incident History on Active and Closed Calls	
215	Ability to filter Incident History to show only Comments	
216	Ability to filter Incident History to show only Unit Status	
217	**Unit History**	
218	Ability to search unit history for your self or others by User ID and date range	
219	Ability to search unit history for your self or others by Unit ID and date range	
220	Ability to filter Unit History to show only Unit Status Updates	
221	Ability to filter Unit History to show only Incident Updates	
222	Ability to filter Unit History to show only State/NCIC Query Requests	
223	**Unit Management**	

	Mobile Data	Fully Comply
	Requirement	
224	Ability to update Unit Activity Codes from Mobile such as DUI Task Force, Click-it or Ticket Task Force, or MADD sponsored Activities	
225	Ability to update Unit Capabilities and Equipment from the Mobile Client (examples: Oxygen Tanks, Jaws of Life, Shotgun)	
226	Ability to update Unit/User skills from the Mobile Client (examples: Spanish speaking, Advanced Life Support, Basic Life Support, Dive Team)	
227	Ability to search personnel skills on or off duty	
228	Ability to designate and display colors to diplay in Unit Status Monitors as a visual unit status indication	
229	Ability to designate and display colors to indicate Unit Status for each unit assigned to an incident	
230	Ability to dynamically update the unit status color on incidents as each unit update occurs without requiring an action by the Mobile user to receive the update	
231	Ability to auto-populate a street address from a Mobile Unit GPS location when updating unit status from the Mobile Client	
232	Ability to require a Comments with Status Updates for selected Unit Status Codes	
	Ability to require a Location with Status Updates for selected Unit Status Codes	

	Mobile Data	Fully Comply
	Requirement	
233	Ability to require a odometer/mileage with Status Updates for selected Unit Status Codes	
234	Ability to transmit unit status information to the CAD system in real time.	
235	Ability to update Unit status from the Mobile client via dropdown selection	
236	Ability to update Unit status from the Mobile client via function key	
237	Ability to update unit skills and capabilities from the Mobile Client	
238	Ability to update activitiy codes from the Mobile Client for tracking special assignments such as MADD, DUI Task Force, Click it or Ticket initiatives	
239	Allow users to change jurisdictional geography (Area, Station) from the Mobile Client without logging off	
240	Allow users to change roles (Patrol, Swat, Command) from the Mobile Client without logging off	
241	**Emergency Notifications**	
242	Ability to Activate an Officer in Emergency Notification from a single touch action	
243	Ability to confirm or cancel an Emergency Notification before broadcasting in the event of accidental activation	
244	Automatically transmit the following information in an emergency situation:	
245	User name	
246	User ID	
247	Location	

	Mobile Data	Fully Comply
	Requirement	
248	Reference to incident	
249	Must offer single touch on an Emergency Alert Notification to display the location of a Unit in Emergency on a map	
250	Must offer single touch on an Emergency Alert Notification to display the incident that the Unit in Emergency is assigned	
251	Ability to configure emergency key activation by agency-defined key combination.	
252	Ability to send to all mobile and CAD users (except the sender) an emergency notification with unit ID and location (if known) when the emergency key is activated.	
253	Ability to prevent emergency notification from appearing on the sender's screen.	
254	Ability for the MDC screen to revert to its prior view after the user dismisses an emergency message.	
255	**Status Monitors**	
256	Ability to provide a Incident and Unit Status Monitors with the following:	
257	Current/active calls for multiple agencies	
258	Pending calls	
259	Unit Status Monitor for multiple agencies	
260	Logged on Users	
261	User's Closed Incidents for past 24 hours	
262	Ability to view pending calls	
263	Ability to view active calls	

	Mobile Data	Fully Comply
	Requirement	
264	Ability to self dispatch / self assign to an active or pending call from a monitor	
265	Ability to locate and display a incident on the Mobile map from a single touch of a Incident Monitor	
266	Ability to locate and display a unit on the Mobile map from a single touch of the Unit Status Monitor	
267	Ability to address a message to one or multiple units selected from a Unit Status Monitor	
268	Ability to select a unit from a Monitor to see the Unit Details including Persons assigned, Skills and Capabilities, Assigned Incident, activity Activity Code	
269	Ability to select an Incident from a Monitor to see full Incident Details	
270	**CJIS Security**	
271	The Mobile system must provide a customer configurable password management system. Passwords must be configured for expiration, minimum length, character types and numbers.	
272	The Mobile system must offer two-factor authentication at the application level	
273	The mobile system must provide CJIS 5.4 FIPS 140-2 encryption including:	
274	128 bit or 256 bit AES encryption	
275	Encrypted data at rest	
276	Encrypted data in-motion	
277	Encrypted data over-the-air	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Mobile Data	Fully Comply
	Requirement	
278	The Mobile System must utlizie eCertificates	
279	**Query and Audits**	
280	Ability to log all mobile activities (e.g., NLETS queries, messages, failed logon attempts) by the following:	
281	MDC	
282	Case number (if applicable)	
283	Date and time of transmission	
284	Incident number (if applicable)	
285	IP Address	
286	ORI	
287	Radio device ID	
288	Terminal ID	
289	Unit call sign	
290	User ID	
291	User name	
292	RMS inquiries	
293	Inquiries to NLETS/NCIC	
294	Inquiries to designated local, state and national databases	
295	Access and display of electronic photos within a query response	
296	Query specific unit status	
297	Query specific unit location	
298	Display thumbnail photos on MDC	
299	Read drivers license magnetic stripe in unit for person identification	
300	Support barcode scan of drivers license to submit a person query	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Mobile Data	Fully Comply
	Requirement	
301	Ability to auto-populate a street address from a Mobile Unit GPS location when submitting a vehicle or person query	
302	Ability to access any query form with a single key stroke	
303	Ability to use predefined data entry forms/screens (masks) to minimize data transmitted during queries	
304	Ability for agency to create standard screen formats for all agency inquiries	
305	Pre-defined data entry/query forms should include, but not be limited to:	
306	Articles	
307	Accident Investigation	
308	Boats	
309	Driver license query	
310	License plate query	
311	License tabs	
312	Log-on/log-off	
313	Missing person information	
314	Name	
315	Premise information query	
316	Location Information query for premise records, hazards, and prior incidents	
317	Previous events	
318	Allow single key stroke to attach a query response to an the users active incident	
319	Allow single key stroke to import data from a query response to update persons and/or vehicles associated with the users active incident	

	Mobile Data	Fully Comply
	Requirement	
320	Allow single touch action to create a traffic stop populated vehicle details from a selected query response	
321	Must allow query response to be sent to other units through a message	
322	Ability to distribute query results to all units assigned to the same call as the Mobile User, from the Mobile client	
323	Ability to distribute query results to all units assigned to the same call as the Mobile User from CAD	
324	Ability to save all previous license plate searches until user clears data or logs off of the Mobile Client	
325	Ability to produce a visible (e.g. record is in red) and audible (e.g. special beep tone) alarm when a return contains a record marked as potentially hazardous "hot hit"	
326	Ability to produce a visible and audible alert when a record returns a record containing a stolen vehicle	
327	Ability to drill down into query returns regarding a potentially hazardous subject, vehicle, and/or location to find the details of that hazard	
328	Ability to select results from Records/RMS queries and drill down for detailed information	
329	Ability to generate a traffic stop with a single touch, that imports vehicle information from a selected query result into the incident	

	Mobile Data	Fully Comply
	Requirement	
330	Ability to scan a 2-D drivers license barcode to submit a query from Mobile	
331	Ability to scan a 2-D vehicle registration barcode to submit a query from Mobile	
332	**Messaging**	
333	Ability to store messages for later viewing	
334	Ability for host computer to store unread messages when user logs off	
335	Ability for users to save BOLOs for later retrieval, even after session log-off	
336	Ability to sort stored messages based on priority and then by date/time	
337	Ability for messages to be able to be sorted by most recent or first call received	
338	Ability to select a row in an Incident Monitor to address a message to all units assigned to the corresponding incident	
339	Ability to select a row or multiple rows on a Unit Monitor to address a message to one or multiple units based on the selected row	
340	Ability to address a message to all units assigned to an incident by selecting a link within the Incident Display	
341	Electronic messaging between two or more MDCs	
342	Electronic messaging between all MDCs	
343	Electronic messaging between MDCs and CAD	
344	**Mapping**	

	Mobile Data	Fully Comply
	Requirement	
345	Ability to receive drive directions to any incident location from a single touch of the incident screen including:	
346	Voice drive directions	
347	Graphical drive directions	
348	Turn-by-Turn textual drive directions	
349	Ability to display and center the map on the incident location from a single touch of the incident screen	
350	Ability to support AVL functionality	
351	When incorporated with AVL system the system shall support multiple unit display on the Mobile Map	
352	When incorporated with AVL system the system administrator shall be able to define permissions for of which units each user can view on their Mobile Map.	
353	Ability to support GPS functionality.	
354	Ability to display other units on the Mobile map	
355	Ability for the System Administrator to configure what units to display on a Mobile User's map base on the User's role	
356	Ability to configure the Mobile map to display other units within a configurable geographic distance, regardless of agency (Example: Display all units in a 2 mile radius)	
357	Ability to set the Mobile map to display units assigned to the same incident as the Mobile User	

	Mobile Data	Fully Comply
	Requirement	
358	Ability for the Mobile User to configure which incidents to display on the Mobile map, including only incidents in the User's same Area, Agency or Multiple Agencies by area	
359	Ability to cache map layers to minimize the amount of data transmitted wirelessly	
360	Ability to support full touch screen capability	
361	Ability to support administrative tools that are produced by outside agencies to manage map layers	
362	Ability to support data developed on an ESRI GIS-based platform, including, but not limited to: street centerlines, address points, buildings	
363	Ability to display County maps with agency-defined features (i.e., street names, block ranges, terrain features, common places, etc.)	
364	Display your own Vehicle location on the Mobile map with 1 second or less refresh rate	
365	Display location of other units on the Mobile map	
366	Ability to hide supervisory units or specialty units on the map while displaying all other units on the map	
367	Ability to allow supervisory units to see other supervisors while preventing visibility of supervisory units to subordinates	

	Mobile Data	Fully Comply
	Requirement	
368	Ability to provide the same navigation functionality as for CAD mapping	
369	Ability to zoom in and zoom out on map	
370	Ability to zoom by click with re-center	
371	Ability to zoom in/out to fixed extents	
372	Ability to pan by sliding gesture	
373	Ability to identify layer attributes	
374	Ability to support dynamic labeling of layers.	
375	Ability to support scaled dependencies for layers	
376	Ability to support hyperlinks to files, URL's and other documents (emergency plans, hazmat)	
377	Ability to locate address information by address point or street centerline	
378	Ability to display map legend	
379	Ability to display compass direction between two user selected points	
380	Ability to display distance in standard measurements between two user selected points	
381	Ability to graphically display street network for a desired coverage area	
382	Ability to access and display specific map layers (e.g., apartment complexes, special structures, etc.)	
383	Ability to display maps with the following features, including, but not limited to:	
384	Streets, intersections and freeways	
385	Street names	
386	Block ranges	

Mobile Data		Fully Comply
	Requirement	
387	Business name	
388	Major buildings or facilities	
389	Parcel	
390	Map page or reference numbers	
391	Reporting districts	
392	Parks	
393	Schools	
394	Police / Sheriff stations	
395	Response areas	
396	Map or terrain features (e.g., rivers)	
397	Photo overlay	
398	Common places (i.e., point coverage)	
399	Agency-defined layers	
400	Ability to center map display on:	
401	Current vehicle location (with AVL)	
402	Dispatch location	
403	Location of cursor when mouse button is clicked	
404	Specified geographic area	
405	Station location	
406	Ability to display location at cursor when mouse button is clicked	
407	Ability to reset map to original screen/format with one screen touch	
408	Ability for an apartment complex map to "pop up" when user clicks on the location for the apartment complex (assuming user-created map layer containing site maps)	
409	Ability to center the map on a verified location and mark the location with a unique icon	

	Mobile Data	Fully Comply
	Requirement	
410	Ability to support a single touch action from an incident view to display the incident location on the Mobile map location	
411	Ability to display active incidents and pending incidents on the Mobile map	
412	Ability to display unit with visual status indication on the Mobile map	
413	Ability to filter the display of active incident and unit status based on map scale	
414	Ability to support quickest-time routing for all dispatches	
415	Ability to calculate drive directions to incident/specified location	
416	Ability to recalculate drive directions to incident/specified location when the user drives off course	
417	Ability to display shortest route from point-A to point-B (i.e., street network routing), and highlight quickest route, including directions based upon roadway/access availability (e.g., construction, detours)	
418	Ability to view other unit locations and last known locations	
419	Ability to display vehicle location on a map and view the vehicle progress toward incident location	
420	Ability to display direction of travel of units	
421	Ability to automatically rotate map orientation with the direction the vehicle is traveling	

Mobile Data		Fully Comply
	Requirement	
422	Ability to highlight on the map the recommended route from current location to a dispatched incident site	
423	Ability for Mobile User to enter road or road segment closures that are automatically available to other Mobile Users and Dispatch	
424	Ability for Mobile User to create a geo-fence on the Mobile Map that is automatically available to other Mobile Users and Dispatch	
425	Mobile users receive notifications when entering and exiting geofenced areas	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
1	General Requirements	
2	The system shall support high availability and distributed load balancing.	
3	Data entry forms shall allow the user to change the font size to make if more easily viewable by those needing a larger font.	
4	All data entry forms shall have a printout option that can be modified by the agency.	
5	The printed outputs shall include all the data from the entry forms.	
6	The printed outputs shall include agency information including logos and agency address information.	
7	Only the printed output forms that have been defined for a particular agency shall be displayed to the user.	
8	The system shall have the ability to generate complex Process Workflows.	
9	The system shall allow links to other web-sites to be placed on RMS system menus.	
10	The system must be capable of a variety of mirroring options.	
11	The system shall provide an open architecture design.	
12	Solution must be based on highly reusable object oriented programming such as Microsoft .NET tools.	
13	The system must use an industry standard SQL structure accessible by ad hoc reporting and query tools.	
14	Database backups must be performed online without DBMS downtime.	
15	The system must provide the ability to store records in an Archive database that can be housed on a separate server.	
16	The system must allow a record to be saved as a draft even if data entered in the field does not conform to the data type. For example, allow a name to be entered into a telephone number field.	

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
17	Only authorized users can access the records stored in the Archive database.	
18	The RMS system must be developed as a true Service Oriented Architecture (SOA).	
19	The system must support 99.99% uptime.	
20	The system must support database replication. Describe how this is accomplished.	
21	The system must provide a standard interface connection layer.	
22	No technical or physical limit shall exist for the number of application or database servers that can be combined into a single environment.	
23	The system must allow the agency to add an unlimited number of additional fields to any vendor delivered form. This data must populate a separate data warehouse.	
24	The system must allow the agency to make any field searchable including those added by the agency.	
25	The system must allow the agency to change the printed output of any form without vendor assistance.	
26	The system must allow the agency to make changes or create a redaction template for any printed form.	
27	The system must allow the agency to create new modules without vendor assistance. The new module must consist of a data entry screen, search fields, search results screens, printed output and data populated into a separate reporting data warehouse.	
28	The system must allow the agency to add external Web URLs to the application menu without vendor assistance.	
29	The RMS system must utilize the Microsoft Windows Server operating software.	

Law Records Management System & Field Based Reporting		
Requirement		Fully Comply
30	The system must provide system administrators the ability to set-up rules that will allow or deny attachments of specific file types (ex. txt, jpg, mpeg, etc.).	
31	All records in the archive database must be able to be accessed from within the application.	
32	The system must auto-save data entered into a report on a periodic basis.	
33	The system shall be highly-configurable by non-technical end-users, to allow the system to meet most agency technical, operational and functional specifications without major software development or hard-coding of parameters by technical personnel.	
34	The Records system shall provide command line as well as screens forms for user entry.	
35	The system shall be document centric.	
36	The system must be web based and designed with a thin/intelligent client footprint. No other types of systems will be considered. Any vendor proposing an alternative type will have their proposal rejected.	
37	The system must support integration of Computer-Aided Dispatch, digitized mug shots, images, and optical imaging of records.	
38	The system shall have the ability to query external databases to get access to information, (i.e., warrants, people, articles, guns).	
39	On-line help must be available from any screen.	
40	Both ad hoc and preformatted on-line report writing must be supported.	
41	Automated Case Management workflow for approvals and appropriate follow-up shall be provided.	
42	The RMS system must utilize Microsoft SQL database software.	
43	The system must include case folders for case reports. Case folders must allow various file attachments.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
44	The system shall provide for a single visual container to display all documents associated to an investigation.	
45	Formatted screens must be available for initiating database inquiries.	
46	The RMS must support Windows XP, Windows 7 and Windows 8 Workstation operation software.	
47	The system must be event based and RMS Case Folders can be used to represent events.	
48	The RMS client software shall be self updating without the necessity of manual updates to each client.	
49	The spell check shall have the capability to check every field in data entry forms as selected by the agency.	
50	The system must record all records changes as well as other events in the system that may not result in a records change. Every change to the data within the system must be recorded in the auditing system. Describe how this is accomplished	
51	Ability to simultaneously operate a "training" system. The training system must have identical functionality as the live system, but be available for training and scenarios.	
52	Data shall be able to be entered via data entry forms without server communication until the form is saved.	
53	The system administrator shall have the ability to add ad-hoc reports to the reports menus.	
54	The system must be expandable via the addition of more application servers.	
55	The system shall be structured to support multi-agency data sharing.	
56	The system shall segregate data at the agency ORI level.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
57	Ability to simultaneously operate a "test" system. The test system must be available to test system changes prior to their implementation on the training or live/production systems.	
58	The system shall support multiple ORI level agencies within a single installation instance.	
59	The system must use Microsoft technologies including .NET and SSRS.	
60	Spell check shall be integrated into every data entry form.	
61	The Application must fully support XML including NIEM.	
62	Incident Records	
63	The System must display a listing of all events or cases present in a responsible party's work queue.	
64	The System must allow for supervisor rejection of submitted reports including comments and shall display a rejection notification symbol.	
65	The System must allow a supervisor to view a subordinate's work queue. Note: In RMS this is accomplished through the use of the Chain of Command/Organization builder.	
66	The system will support the tracking of solvability factors that are configurable by the system administrator. These factors will have a weighted score associated so that the agency can run a report stating which cases have the highest scored value.	
67	The system will support the association of other events to an incident, for example a traffic report or an arrest event.	
68	The system must allow all supervisors to be able to reject completed reports and return the report to the responsible party's work queue.	
69	The system will allow the event association to be indicated for each of these items.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
70 Additional personnel for each incident must include responding officer, assisting or secondary responding officers, and the arresting officer.	
71 The system will support the addition of multiple people, vehicles, addresses, businesses, and/or property to an incident.	
72 The system must allow records to be imported from either a mobile or CAD system.	
73 System must have a configurable workflow component for routing and approval of incidents to various operational groups within an agency including investigators, supervisors, etc.	
74 The system must not limit the number of violations that can be entered.	
75 Incident and Arrest Reports must be NIBRS compliant.	
76 Incident records shall be able to be rejected for corrections and re-approved.	
77 Free form text entry within an incident must be provided.	
78 The system must provide for the entry of addresses, units, business and home telephone numbers, DOB's, sex and race for each entry.	
79 The system must accommodate multiple entries by role as required. Role includes complainant, victim, witness, reporting party, suspect, arrested/cited, named in, AKA's, street or gang names.	
80 Case numbers must be automatically generated and formatted to meet each agency's numbering system.	
81 The citation feature must include: citation number(s), time and date stamp, location, violation (ordinance or statute), vehicle description, license number and state, model and color of vehicle.	
82 Approved case reports shall be able to be locked as read-only.	
83 The addition of documents (and media files such as images (e.g.- mug shots)) shall be allowed as a part of the record or case folder.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
84	Incident reports must not be editable once approved unless they go through the approval/workflow process.	
85	The system must enable local incident codes with an automatic cross reference "translation" to Federal UCR/NIBR codes and descriptions in order to produce monthly State specific reports.	
86	When creating supplemental reports, the agency will have the ability to configure whether the narrative is brought forward from the case report.	
87	The primary case officer must have the ability to receive notifications whenever a case folder is accessed, added to, or modified by others.	
88	Animal Control and License	
89	The system must allow each Animal control record to include administration details, animal details, and animal owner details.	
90	Animal disposition, animal storage location, and service performed codes shall be defined by an agency and used in animal control records.	
91	Animal license shall allow an agency to document all animal licenses issued.	
92	Each Animal license record will include complete administration, animal, and animal owner details.	
93	The system shall provide the ability to include basic information relating to the owner of an animal.	
94	The system shall provide the ability to collect basic service details and fee charged information.	
95	The system will provide the ability to collect detail animal information, including vaccine history information.	
96	Arrest and Booking	
97	The system must be able to store multiple booking mug shots.	

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
98	The system must be able to pull all person information (if person is already in the system) from the central index into the booking record.	
99	The system must provide for the entry of arrest information with any number of charges for any given arrest activity.	
100	System must provide the ability to embed images of mug shots or fingerprint cards into the arrest and booking record.	
101	Booking information including photos must post to the master index.	
102	The arrest record must allow for associations to people, vehicles, property, incidents, and businesses.	
103	The system must allow the capture of Federal or State IBRS data, enabling reporting in the Federal or State reporting format.	
104	Reports with incomplete required fields must be stored in draft mode until completed.	
105	Deficiencies in the report must be displayed on the report along with a link that takes the user to the field which failed to pass validation.	
106	Prisoner property must be allowed to be received and upon entry check the master indices for any related information, such as stolen or pawned.	
107	The system must be able to maintain evidence associated with the arrest, and provide for chain of custody information.	
108	The system must allow for the addition of narratives and documents.	
109	Reports must support an auto save function so that data is not lost in the event of a power or other outage.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
110 The deficiencies must not keep the user from completing the report. In RMS, IBR required elements not completed will prevent the ability to submit a case. However, the case report can be saved as a draft until it is completed.	
111 Draft reports must be easily identified by color.	
112 System booking information on arrested persons must include: time and date stamp (24-hour clock), location of booking, transfer information, release time and date stamp, and the type of release.	
113 The system must have the ability to 'rebook' an inmate returning from bail/bond, work release, etc without requiring the user to re-run the initial intake process.	
114 Case Management	
115 The system must be able to enter, retrieve, and cross reference nicknames, known associates and vehicles.	
116 Investigative supervisors must be able to assign cases to specific staff investigators.	
117 The system must be able to track individual or multiple investigations assigned to a case with a primary investigator.	
118 The system must support "inactive" and "active" user-defined status codes.	
119 The system must support "cleared" , "exceptional cleared" or "unfounded" clearance categories.	
120 The system must provide the ability to immediately review all assigned cases at an investigator level for suspects, property, or evidence.	
121 Follow-up reporting, statements of interviews, investigative notes or activity logs (including charges or complaints) must be available.	
122 The system must allow investigators to input case logs, notes, and summaries.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
123	The system must interface with the property and evidence, arrests and incidents modules.	
124	The system must track leads and assignments.	
125	All documentation relating to a case must be collated into one case folder for easier access.	
126	The system must provide unlimited free form narrative that can be spell checked.	
127	All cases must be tracked from the receipt of the original incident to disposition.	
128	Citations	
129	The system must provide the ability to issue a citation to a person or an entity.	
130	The system shall provide support for voided citations.	
131	The system must be able to import data from field based reporting.	
132	The system must capture general information related to the citation and cross check as well as update the master indices including officers, associated events, attachments, persons, vehicles, property, business, narratives, and documents.	
133	Civil Process	
134	Each agency shall have the ability to customize the "canned" reports, and where practical to direct the output of reports to Microsoft mail merge.	
135	The system shall allow for multiple paper types.	
136	The system shall track the mileage related to each service attempt.	
137	The system shall track costs and payments associated with service.	
138	The system shall track service attempts and completions as well as notes.	
139	The system shall capture change of address information obtained during the service attempt.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
140	The system must provide for the indexing and cross-referencing of persons involved in these papers.	
141	Associated events information must update all master indices	
142	The systems must be able to attach external documents such as Court orders and doctor's reports.	
143	The system must access all master indices for the creation of a civil process record.	
144	The system shall produce a deputy work list including a listing of papers that are assigned to either a specific deputy or to a geographic area/shift.	
145	The system must provide browse, maintain, and enter capabilities into the civil process module based upon log-on security.	
146	The system shall have access to a common ad hoc reporting tool that is shared by all applications.	
147	The completion of service shall remove this paper from the deputy's workload assignment.	
148	The officer shall be able to update the service attempts/completions by selecting each paper from this list.	
149	The system shall save the paper list of the process papers that were assigned to each officer.	
150	If the paper is served by substitute service, the deputy shall be able to enter the reason for the substitute service and the person served.	
151	When a paper is served, the deputy shall be able to enter the service information including the date/time of service, the person served, the location of the service and notes.	
152	The system must provide advisory information, such as gang member or sex of offender.	
153	The system shall contain a subpoena tracking capability that tracks officer's receipt of both civil and criminal subpoenas.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
154	The system shall provide a free-text narrative area for the deputy to enter instructions for subsequent service attempts.	
155	The system shall record the receipt of a restraining order, including the person who is being served, the person who has received it, the address of the person and the restrictions associated to the order.	
156	The system shall record if a foreclosure announcement has been advertised, the newspaper used, and the date/time.	
157	The system shall record foreclosures that are issued by a court.	
158	The system shall record a judgment from a court for an individual or a business.	
159	Digital Photo Line-Up	
160	The system shall allow selecting a photo from the thumbnail lineup and accessing the master person record in a view-only fashion for additional details.	
161	The system must be able to generate a mug book based on search criteria entered into the master person index search.	
162	The system shall include a number of search criteria that are available to the user to allow for detailed and specific searching of the master person Index for photo line-up creation.	
163	They system must allow photo lineups to be created, saved and printed in a mobile environment.	
164	The system must allow the user to record an unlimited number of witnesses, their selections and notes.	
165	Photo line-ups shall be able to be saved and viewed at a later time.	
166	Photo line-ups shall be able to be printed with one image per page.	
167	The system must allow the user to lock the record prior to presenting it to witnesses.	
168	The system must track and display the master person Index record number for all included images.	

Law Records Management System & Field Based Reporting

	Requirement	Fully Comply
169	Photo lineups shall be able to be generated from the person index for any individual with a photo attachment.	
170	Photo line-ups shall be able to be printed with six images per page.	
171	Emergency Call Index	
172	The system shall provide the ability to enter, manage, and access emergency call phone numbers for public safety organizations and civil service departments.	
173	The system shall allow full entry of critical address and descriptive information for all entities.	
174	The system shall allow entry of responsible parties to be notified for each entity.	
175	The system shall provide the ability to enter and access emergency call numbers for any community organization or corporation.	
176	Field Based Reporting - Case Files/Reports	
177	Users shall have the ability to edit a case.	
178	They system shall support inclusion of documents, images, video and audio recordings in a case folder.	
179	The system shall provide a data entry point for the following information: incident, victim, and business information; offense information; method of operation; investigative information; person's summary; vehicle and property information; and narrative.	
180	Records created in field based reporting should immediately be available in the RMS system without requiring user intervention.	
181	Users shall have the ability to review a case.	
182	The system will allow a user to retrieve a case file after initial submission but before it has been approved for modification or correction.	
183	Users shall have the ability to add a case.	
184	Field Based Reporting - Citations	

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
185	The system shall allow users to have the ability to save citations in the RMS system without user intervention.	
186	The system shall allow users to have the ability to review citations.	
187	The system shall allow users to have the ability to edit citations.	
188	The system shall allow users to have the ability to retrieve citations.	
189	The system shall allow users to have the ability to add citations.	
190	Field Based Reporting - Field Interviews	
191	The system shall allow users to have the ability to save field interviews in the RMS system without user intervention.	
192	Users shall have the ability to review field interviews.	
193	Users shall have the ability to edit field interviews.	
194	The system will enable users to retrieve a field interview file.	
195	The system shall provide a data entry point for the following information: contact and vehicle information.	
196	Users shall have the ability to add field interviews.	
197	Field Based Reporting - Master Index	
198	The system shall allow a search for a Person based on first name, last name, DOB, SSN, DLN, sex, race and person number.	
199	The system shall allow a search for location or entity based on entity name, address, city, state and zip.	
200	The system shall allow a search for property based on property number, IBR code, status, manufacturer, model, vehicle plate, serial number, state, color and description.	
201	The system shall allow a search for cases or incidents based on case number, incident number, date range, etc.	
202	Field Based Reporting - Supervisor Review and Approval	
203	The system shall allow a supervisor to retrieve a case for review and approval.	
204	The system shall allow a supervisor to configure the approval process.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
205	Workflow – A configurable supervisor approval process must be allowed for each report type.	
206	The system shall allow for establishing supervisory reporting groups enabling management of the review process.	
207	Field Based Reporting - General	
208	The system must provide IBR/UCR data validation in connected mode.	
209	On-line help must be available from any screen.	
210	The system shall provide the capability for data encryption and compression to enable data transfer across wireless or wire line systems.	
211	The system must provide dynamic "to-do" lists, which highlight issues requiring resolution to maintain validation or to enter missing or required data.	
212	Both ad hoc and preformatted on-line report writing must be supported, with automatic workflow for approvals and appropriate follow-up.	
213	The system must provide for common system administration functions consistent with the RMS (security, workflow, code tables, etc).	
214	Support for version-less updates (updates sent wirelessly) must be made using Microsoft update service.	
215	Officers in the field must be able to quickly and easily fill out and submit reports directly from within their vehicles.	
216	The reports must be wirelessly submitted to supervisors.	
217	Agency configured workflows must begin in the mobile environment. The system should not require a separate workflow for the FBR system.	
218	All auditing of records creation, editing or printing must begin and be maintained in the records mobile client.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
219	Field reports shall be able to be routed an unlimited number of times for review.	
220	The routing process must be able to be determined by the agency.	
221	The reports from the field must be able to be utilized within the RMS.	
222	The option to leave ownership of the report with the originating officer, until the report is approved, must be provided.	
223	Formatted screens must be available for initiating database inquiries.	
224	The system must provide the ability to re-use Incident data from a Mobile CAD system to populate information such as location, call times, incident and case numbers, etc. in any module in the records system as selected by the agency relative to the rights of the user.	
225	The system shall have the ability to send messages and tasks to a person, group, organization, supervisor or group of supervisors, or down the chain of command.	
226	The system shall have the ability to send any document to a person, group, organization, supervisor or group of supervisors, or down the chain of command.	
227	The system shall allow the user to check out a case investigation including all attachments to the field based reporting system for offline processing.	
228	The system must allow IBR/UCR validation to occur during data entry on a field report in connected mode.	
229	The system must automatically make any module available in the mobile environment based on user security including new modules created by the agency.	
230	All security rights must be enforced by the mobile client regardless of network connectivity.	

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
231	The system must provide the ability to re-use Incident data from a mobile CAD system without network connectivity for the Records mobile client.	
232	The system shall provide the capability that once a report is approved and locked, only the document owner may revise it.	
233	The system must provide the ability to re-use query data including people, property and vehicle information from a mobile CAD system in any module in the Records system.	
234	Field reports must import CAD incident and State query results that intelligently populate into key fields to ensure speed of creation and accuracy of data entry.	
235	Users shall be able to create supplemental forms and reports.	
236	The system requires that all items added to the case folder must go through an automated approval process.	
237	The RMS shall allow for other documents to be added to the case folder even after approval.	
238	If entered directly into the law records system, other authorized users shall have the ability to alter the report.	
239	The system must allow the agency to modify the mapping of the incident and query data in any module, including those created by the agency.	
240	The system must allow all records to be transferred via a removable device such as a thumb drive.	
241	The system must use an industry standard SQL structure accessible by ad hoc reporting and query tools.	
242	The system shall enable only the record owner to modify a document if approval has been rescinded.	
243	The system must be able to operate over a wireless network, with limited or no connectivity.	

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
244	The system must allow the user to take the client off-line to reduce network impact on other higher priority applications.	
245	The system must be able to be configured for background uploading of reports to improve usability in low bandwidth areas.	
246	The system must provide a separate upload channel for images and other digital attachments to allow the agency to specify the network to use for attachments.	
247	The system must add a non-repudiation seal to all new records even while working in a disconnected mode.	
248	The mobile client must be auto-updating using Windows update service.	
249	The system must be based on a Windows graphical user interface (GUI).	
250	The mobile client update service should notify the user if an application restart is necessary and allow the user to delay the restart.	
251	The system must provide for a full install or an update based on the currently installed version.	
252	The system must allow a record to be saved as a draft even if data entered in the field does not conform to the data type. For example, allow a name to be entered into a telephone number field.	
253	The system must run in a Windows XP, 7 or 8 environments.	
254	Any local storage of data must be in a relational database such as SQL Express.	
255	The mobile client update service must not impact the performance of the user operations and leverage unused bandwidth.	
256	The system will enable users to work in both a connected and disconnected mode.	
257	Field Based Reporting User Interface	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
258	Default Values – Fields must be able to be set to incorporate specified default values. For example, a common value can appear in a drop-down list such as the state in which the agency is located.	
259	Itemized Lists – Dropdown lists must be able to contain local agency requirements.	
260	Required Fields – Fields must be able to be set to a required status. Current required fields can be turned off.	
261	The system shall provide the capability for redundant data storage.	
262	The system will provide follow-up case report data entry to leverage data from the previous report, and to eliminate duplicate date entry.	
263	The system shall support integration with CAD Calls for Service data, allowing data to be seamlessly transferred into a given report.	
264	The system shall provide the capability for GUI similar to the RMS system for data entry and validation.	
265	The system shall provide the capability for UCR/NIBRS data validation in connected mode.	
266	Date formats – Date formatting within fields must be able to be set to customer preference (based on supported formatting).	
267	Managed itemized lists – The system shall allow system administrators to change, add, and delete values in itemized lists containing crime statutes and local codes; it shall also allow mobile users to conduct queries of each element.	
268	The system shall provide the capability for validation errors to be displayed to the user immediately.	
269	Report names – The system must be able to change report names (titles) to reflect local agency names.	
270	Auto-fill from system data – The system must be able to further automate the report completion process by pre-filling report fields with known system data.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
271	Linking data – The system shall populate duplicate data within report pages to eliminate additional typing and promote more accurate data.	
272	The system shall provide the capability for unlimited narrative entry.	
273	The system shall provide the capability for unfinished documents to be saved in draft mode.	
274	The system shall provide the capability to auto save all documents. In the event of a power outage, documents shall be able to be recovered.	
275	The system will provide for a simplified, event specific data entry process. Only those fields required for a specific event will be displayed for the user to enter data. (aka: Dynamic Data Collection)	
276	Data validation – The system shall allow report fields to be validated against specified criteria prior to report submission.	
277	The user interface shall be in a GUI format that conforms to the Microsoft standard by utilizing both menus and shortcut keys for navigation. Note: handled via tabs, drop-down menus, etc.	
278	Workflow – The system shall allow your agency to define report submission flows supporting your specific review and approval process.	
279	Data calculation – The system shall allow an agency to have specified fields configured within the application to perform basic calculations such as property totals or age based on DOB.	
280	Printing reports – The system shall enable reports to be printed to the server as well as in-vehicle and to LAN based printers.	
281	Prompt to save – The system shall prompt the user to save upon exiting any report such as a field interview, citation, case report, contacts, etc.	
282	The system must provide a 'night mode" for low light situations.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
283	The Field-Based Reporting system shall support geographic designators such as zone, district, area, agency, reporting district, and map references.	
284	Users shall be able to search the database using full or partial data strings.	
285	Formatted screens shall be used for initiating database queries.	
286	The system shall have an on-line help function that has the ability to include instructions from user documentation.	
287	The system must have a status bar indicating connectivity and items to be uploaded.	
288	The system must include a rapid data entry user interface;	
289	a. The data entry interface shall allow the data entry operator to enter information rapidly in a "heads-down" mode.	
290	b. With this interface the primary means of entry shall be the keyboard.	
291	The system shall allow each user to determine whether their field format shall be displayed in a left to right manner or as a listing of fields in a column to promote rapid data entry.	
292	Firearm Dealer Tracking	
293	Firearm dealers shall be able to be defined by each agency.	
294	The dealer from whom a firearm was purchased shall be able to be included in each firearm record.	
295	Firearms Registration	
296	The Firearms module shall allow entry for firearms and their owners to be documented.	
297	The System will include owner details, weapon and permit details, and any necessary notes.	
298	The system shall allow entry of photos of both the owner and the weapon to be inserted into the Firearms record.	
299	Gangs	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
300 The system will include gang name, type, description, AKA, location, area, primary, secondary and tertiary color.	
301 The system will include a historical log including the officer, date entered and notes to assure proper classification and review of the gang status.	
302 The system must provide a separate level of security for the gang module to limit access only to authorized users.	
303 The system must provide the ability to capture an unlimited number of images for gang symbols, tags, etc.	
304 Gangs Members	
305 The system will include name, alias, gang affiliations, and involvement.	
306 The system must provide a separate level of security for the gang members to limit access only to authorized users.	
307 The system must provide the ability to capture an unlimited number of images for the person.	
308 The system must provide the ability to add a photo type, date and description for each image.	
309 The system will include a historical log including the officer, date entered and notes to assure proper classification of the individual and review of their status in the gang.	
310	
311 Master Index	
312 The system will flag special alerts and warrants on a person record.	
313 The system must provide a view of all active and inactive alerts.	
314 The system will provide a master record summary screen that contains the most recent image, alerts and demographic information.	
315 The system will provide a master record summary screen on each master record screen.	

Law Records Management System & Field Based Reporting

	Requirement	Fully Comply
316	The system will provide a master record summary screen that can be displayed on master index search results.	
317	The system will provide a master record summary screen that is displayed whenever a user is entering a new event record and associating it with a master record.	
318	The system must provide a mechanism to merge one or more duplicate master records.	
319	The system will allow alerts to be associated with any master index.	
320	The system will display associated alerts with an agency specified color.	
321	The system will display associated alerts in an agency specified priority order.	
322	The system must limit alerts to be set only by authorized users.	
323	The system must allow a user to add notes to an alert.	
324	They system must provide a master person and master vehicle search that orders the returns with the most likely matches.	
325	The system must expire alerts (make inactive) after the ending date/time.	
326	The system shall allow the related master view to be interactive allowing an investigator open source event records as allow by security.	
327	The system will allow a qualified user to mark a Person record as "verified", meaning that the information in that record has been checked and is deemed valid.	
328	Verifying a record shall be a security role that can be given to any security group.	
329	The system shall allow an incident record to be associated to a master record once the record is verified.	
330	The master record shall be an aggregate of the most recent data about a person regardless of the document source.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
331	The system shall allow any number of verified Person records to be associated with a master record.	
332	The system shall include a view of all related master records and events.	
333	The system shall include a graphic "link analysis" style view of all related master records.	
334	The system shall allow the related Master View to be interactive allowing an investigator to easily navigate through the related records.	
335	The system will track all associations of a master entity to any other master entity.	
336	The system must identify potential duplicate master records.	
337	The system must provide a beginning date/time and ending date/time for each alert.	
338	The system must allow any number of known associates.	
339	Data must be entered only once into the system and be automatically added to the master index as it is entered into other parts of the system.	
340	The system must provide access to the source documents from which the index item posted.	
341	Master name information must be accessible by name and by other key identifiers (e.g., social security number, driver's license number, DOB).	
342	The system must capture alias names, DOB's, SSN's, addresses (past and present), pawns, traffic and parking citations, field contacts/interviews, warrants, gun registrations, known associates, past and present employers, and arrests.	
343	The system must be able to track any number of AKA's, alias DOB's and alias SSN's.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
344	The system must maintain a history of contacts, arrests, and citations received.	
345	The system must maintain past and present addresses and telephone numbers.	
346	The system must maintain past and present employers.	
347	The system must provide a master index that references all entries for an individual, property item, vehicle item, business, and address.	
348	Multi-Media Attachments	
349	The system shall have the ability to allow the operator to retrieve all or selected documents or images while viewing a particular case.	
350	The system shall have the ability to provide a manual index assignment at the request of the operator.	
351	The system shall have the ability to provide indexing of imaged documents by linking the image with a case, booking or civil process folder. The indexing system shall provide, at a minimum:	
352	- Case and incident numbers	
353	- Date/Time of incident	
354	- Date/Time reported	
355	- Location by address/beat/agency	
356	- Victim	
357	- Complainant	
358	- Suspect	
359	- Incident type	
360	The system shall have the ability to allow for the routing and rerouting of case documents to staff members as required for approval.	
361	The system shall have the ability to scan handwritten courtesy reports from outside agencies and store within a given case.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
362	The system shall have the ability to integrate with a data management system such that a user can access and view images from the data application.	
363	The system shall have the ability to create final document images for permanent storage in a secure and unchangeable format.	
364	The system shall have the ability to include workflow management that has the capability to route images to the appropriate staff member or group; based on user and agency defined criteria.	
365	Pawn Shops	
366	The system must be able to track pawn shops and other second hand dealers.	
367	The system must associate the pawn shop with the master entity index.	
368	The system must associate the pawn shop location with the master location index.	
369	The system must associate the pawn shop owner or key employee with the master person Index.	
370	Pawns	
371	The system must be able to cross reference pawned item records to name and property functions.	
372	The system must be able to identify an individual's pawn activity (history).	
373	The system must record the following information and provide the ability to display and report information accordingly; name of person, DOB, sex, pawned item date, telephone number (business and home), property description, serial number(s), ID number(s).	
374	Permits & Licensing	
375	Permits and Licensing records shall allow permit details, licensee details, and affiliations to be documented.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
376	The Permits and Licensing module shall allow an agency to track the issuance of all permits and licenses.	
377	Permit codes, permit types, and license types shall be able to be defined by an agency and are used in the permits and licensing module.	
378	Previous arrests and employment history shall be able to be tracked for both licensee and affiliated persons.	
379	Property / Evidence	
380	The system must enable releasing and disposition tracking of all categories of property.	
381	The system must manage categories of property, including pawned, evidence, recovered, and found.	
382	Categories of property must be interrelated within the system.	
383	The system must track and index stolen and lost property.	
384	The system must assign property identification numbers.	
385	The system must allow the agency to modify bar code labels to meet the agency's policies.	
386	The system must allow authorized users to print a property receipt on scene without network connectivity.	
387	The system must allow the agency to modify the property receipt to meet the agency's policies.	
388	The system must allow authorized users to dispose of or release items and track the details of the disposal or release.	
389	All property and person information from a case must be able to be pulled into a property sheet without reentry of data.	
390	Tags must be capable of being created for all property items complete with bar code labels for easier tracking and auditing.	
391	The system must have the ability to capture location and tag numbers so that property can be located in the property room.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
392	The system must have the ability to track the location of all evidence related to a given case number.	
393	The system must be able to track all names of persons associated with the property and the relationship of the persons to the property.	
394	The property room management module shall allow the user to search for a property item by descriptive data (make, module, serial number) or by case number.	
395	The system will allow the user to select several items within a case for movement, check-out, check-in, and/or disposal.	
396	The system must allow authorized users to mark items for disposal / release individually or in a batch based on sheet or case number.	
397	The system must allow authorized users to create a property sheet in the Field Based Reporting system.	
398	The system must provide a property sheet to record information about the property collected.	
399	The system shall track the chain of custody for all items within the property room management module.	
400	The system must be able to generate transactions for individual items or user selected groups of items.	
401	The system must provide the ability to capture information about lost / stolen property and evidence.	
402	The system must allow authorized users to create a property sheet on-scene without network connectivity.	
403	The items entered into the property sheet must automatically post to the Master Property Index.	
404	Indentifying numbers including serial numbers, owner applied numbers, license numbers, etc.	
405	The property sheet shall contain information specific to motor vehicles.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
406	The property sheet shall contain information about where the property was recovered from	
407	The property sheet shall contain the ability to display the entire chain of custody for each item of property.	
408	The system must provide the ability to send a notification to the investigative officer or others after an agency determined time period.	
409	The property sheet shall contain information about the offense associated with the item of property.	
410	A user entering data into the property sheet must be able to see potential matching property items in the Master Property Index.	
411	The system must allow a user to perform actions on the items individually or in batches.	
412	The system must allow a user to select items for processing by tag number, property sheet number or case number.	
413	The system must allow authorized users to check-in one or more items of property.	
414	The system must allow authorized users to check-out one or more items of property.	
415	The system must allow authorized users to change locations (move) one or more items of property at a time.	
416	The system must allow authorized users to print a disposal order individually or in a batch based on sheet or case number.	
417	The system must allow authorized users to print bar code labels individually or in batch based on sheet or case number.	
418	The system must be able to perform an inventory audit using a bar code reader.	
419	The user must have the ability to pull in all items of property entered into a property sheet into a case report.	
420	The system must allow the agency to modify recovery letters.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
421 The system must provide an audit function that will track missing or misplaced items.	
422 The user must have the ability to pull in all items of property already entered into a case report into the property sheet.	
423 When checking-in an item the system should default to the home location.	
424 The system must allow authorized users to print a chain of custody report individually or in a batch based on sheet or case number.	
425 The system must allow authorized users to print disposal notification letters individually or in a batch based on sheet or case number.	
426 The system must allow the agency to modify disposal notification letters	
427 The system must allow authorized users to print bar code labels on scene and without network connectivity.	
428 The property sheet shall contain information including the case number, subject, type Incident number and submitting officer.	
429 The property sheet shall contain information about assisting officers, case officer and submission date.	
430 The property sheet shall provide the ability to capture information about the initial holding location, locker number and other information about the property prior to its acceptance by the property room.	
431 The system must track both the home and current location.	
432 The system must allow authorized users to print recovery letters individually or in a batch based on sheet or case number.	
433 The property sheet shall provide the ability to capture information about all involved people and their relationship to the property, owner, dealer, etc.	

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
434	The property sheet shall contain the following information about each item of property:	
435	- Storage Location	
436	- Recovered for other Jurisdiction and the other agency identifier	
437	- Lab Processing Required	
438	- Scheduled Purge Date	
439	- Disposal Method	
440	- Biohazard	
441	- Value	
442	- Quantity	
443	- Manufacturer	
444	- Next Review Date	
445	- Property Type, Category and Description	
446	- Lab Number	
447	- Expected Return date if out	
448	The property sheet shall contain information about each piece of property including an auto or manually generated tag number.	
449	Each agency shall have the ability to configure property and evidence printouts	
450	Query, Data Access	
451	Simple forms must be provided to the user with the ability to perform advance forms searches or keyword searches.	
452	The free text search must allow users to select documents created in a specific time period.	
453	The free text search must allow users to search by all included words.	
454	The free text search must allow authorized users to search for records in a specific agency in a multi-agency system.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
455	The free text search must allow authorized users to search for records in all agencies in a multi-agency system.	
456	The free text search must allow authorized users to search archived records.	
457	The free text search must allow users to search by an exact phrase.	
458	The system must provide the ability for authorized users to query state and federal databases.	
459	The query service must record the user, ID, agency ID, date/time and the queries run.	
460	The query service must be CJIS compliant.	
461	The free text search must be able to search for data in any field including narratives.	
462	The system must restrict the free text search results to only include those records which the user is authorized to access.	
463	The system shall have the ability to embed digital photos from all sources and link them with incident records where applicable.	
464	The system shall have the ability to perform free text searches.	
465	The system must provide soundex or spell-like search capability.	
466	The system must provide a single search point for information retrieval from police records.	
467	The system shall provide a graphic user interface that provides user-friendly access to the RMS data.	
468	The free text search must allow users to search by any included words.	
469	The system must provide for the ability to build and maintain interfaces to multiple, dissimilar, external data sources.	
470	Reporting	
471	The system shall provide standard ODBC connectivity for any customer provided third party application.	
472	Reports shall be able to be displayed on-screen or printed.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
473	The system must provide a separate reporting database to reduce impact on the production system.	
474	The system shall provide the ability to schedule reports to be run at a specified time.	
475	The system must have the ability to post data to ancillary crime reporting products such as Crime Reports or Command Central	
476	The system shall provide tools to generate user-defined, customized screens, forms and reports.	
477	The system must automatically generate report data model files to assist users in creating reports. These must be generated for all modules including those configured by the agency.	
478	The system must automatically synchronize data between the production and reporting databases.	
479	The reporting database must limit access to personally identifiable information (name, DOB, SSN, etc.) to reduce the chance of improper dissemination.	
480	The reporting database must provide a database schema optimized for reporting and not simply a copy of the production database.	
481	The system must not allow any reports, queries or third party applications that are run against the reporting database to affect the performance of the production system.	
482	The reporting database must be able to be located on a separate database server if desired to reduce storage costs.	
483	The system shall provide the ability to download statistical data to an off-the-shelf spreadsheet program (such as 'xls' or 'dbf' format).	
484	Security and User Profile	
485	The activity log shall record a unique serial number of each print job that can be printed on the physical copy.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
486	The system shall provide an activity log for each case that allows authorized users to see who has added, modified, deleted or printed records in that folder.	
487	The activity log shall be separate from the system audit log and require a different level of security to access.	
488	The activity log shall record any changes, etc. that are made to the records from inside or outside of the case folder.	
489	The activity log shall record a unique serial number of each print job that can be printed on the physical copy to allow a user to determine who generated the actual printout.	
490	The system must attach a digital hash value or signature to each record for integrity verification and non-repudiation.	
491	The digital signature must be encrypted and stored with each record.	
492	The digital signature must be created for each digital attachment such as image, video, Word documents, etc.	
493	The system must check the digital signature each time a form or attachment is opened to determine if any unauthorized changes have been made to the document.	
494	The system must clearly display the integrity status of each record and alert the user if the data has been tampered with.	
495	The system shall have the ability to provide a single access point for master security administration for all modules, and for agency administration.	
496	The system requires only a single user ID log-on at the local agency network (Windows Active Directory).	
497	The system can alternatively be configured to use an internal authentication database.	

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
498	The system shall have the ability to provide a secure means of viewing the audit logs in a usable fashion for an authorized system user, so that they can be reviewed, analyzed, printed and archived.	
499	The system must support Active Directory authentication across trusted domains.	
500	If using Active Directory Authentication the system shall provide an option for a silent log-in that passes the users credentials without prompting them.	
501	The internal authentication model must encrypt any stored passwords.	
502	The system must allow both Active Directory and Internal database authentication on the same system.	
503	The system must support SAML tokens or other claims-based security model.	
504	All internal services called must require an authorized token to process the request.	
505	The system shall have the ability to define user access levels, (i.e., add, delete, modify) and to assign these access authorizations to individuals or to groups at the local agency.	
506	The system shall have the ability to specify access rights for individual users or groups of users, to individual records, groups of records, or individual case folders at the local agency.	
507	The system shall have the ability to differentiate between read, write and delete access to records for each agency.	
508	The system will enable each agency to define user and group access rights to records and the functions that can be performed by each user or group of users.	
509	The system shall have the ability to limit access to specific cases based on individuals or groups defined in the application security administration.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
510	The system shall have the ability to maintain a detailed audit trail of all changes made to any record in the system.	
511	The system shall have the ability to maintain an application security system, which can be modified quickly with no programming required.	
512	The system shall have the ability to maintain a detailed audit trail of all changes made to the database. The log shall include the user identifier, the database and tables accessed, the action performed (add, change, delete), data before and after the changes.	
513	Audit records shall provide the following information about each action; date and time, user, IP address of workstation and before and after values of the changed fields.	
514	The system shall notify the user when their password has expired.	
515	The system shall prevent a single user from logging into concurrent sessions.	
516	All login attempts; successful or failed, shall be logged for auditing by the system.	
517	The system administrator shall have the ability to remove administrative users from personnel dropdown lists.	
518	User Interface	
519	Data-entry for an incident shall be accomplished with minimal keystrokes, closing no windows and without switching windows.	
520	Users shall be able to search the database using full or partial data strings.	
521	The RMS system shall support geographic designators such as zone, district, area, agency, reporting district, and map references.	
522	The system shall utilize an industry standard SQL structure accessible by a wide variety of ad-hoc reporting and query tools.	
523	The system shall present all documents in a standard uniform presentation.	

Law Records Management System & Field Based Reporting	Fully Comply
Requirement	
524 The system shall allow incident entries (people, property, offenses, etc) to be associated with other documents within the same investigation.	???
525 The system shall support "dynamic data entry" where fields are automatically added or removed (as needed by the report) from view based on the type of information being entered as the entry person completes the report.	
526 The system shall allow edits by an approver and allow the original author to review and accept edits in an automated workflow process.	
527 The system shall track validation errors (data and IBR/UCR) in real-time and create a dynamic onscreen "to-do" list containing hyperlinks to take the user to the invalid field for correction.	
528 Formatted screens shall be used for initiating database queries.	
529 The system shall allow each user to determine whether their data entry fields shall be displayed in a left to right manner or as a listing of fields in a column to promote rapid data entry.	
530 The system shall support real-time IBR/UCR validation during data entry to notify users when an IBR/UCR violation occurs.	
531 The system shall provide the user with standard form navigation.	
532 The system must have the ability to customize additional help screens in order to tailor help to agency needs.	
533 Case folder must be multi-media capable enabling the entry and association of multiple types of documents.	
534 The user interface shall be comprised of a GUI format that conforms to the Microsoft standard by utilizing both menus and short cut keys for navigation.	
535 The system shall provide standard GUI items like drop down menus to make selection easier for frequently used fields such as incident types, disposition codes, and agency ID's.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

Law Records Management System & Field Based Reporting		Fully Comply
	Requirement	
536	Users shall be able to correct command line errors using edit keys and resubmit the command without having to put the cursor at the end of the command.	
537	When errors are encountered within a data entry form, the system shall automatically place the cursor on the field in error and display a descriptive error message.	
538	When multiple errors are encountered, the system must provide a hot key to place the cursor on the field in error and sequence through each error.	
539	The user shall be able to enter a command on the command line without disturbing operations in the work areas.	
540	Ability to operate in a "window-like" environment to support concurrent processing (e.g., create a citation using a different "window" without losing initial working screen).	
541	System navigation shall be designed and laid out with easy to understand objects and links to navigate throughout the application.	
542	A rapid data entry user interface shall be included in the base system.	
543	A. The data entry interface shall allow the data entry operator to enter information rapidly in a "heads-down" mode.	
544	B. The primary means of data entry shall be the keyboard.	
545	The system shall have an on-line help function that may include instructions from user documentation.	
546	Users shall have the ability to move forward and backward to complete data fields.	
547	User Interface - Command Line	
548	The command line must allow a user to navigate to a specific module with a single command.	

Law Records Management System & Field Based Reporting

	Requirement	Fully Comply
549	The command line must allow an existing record to be edited with a single command and without requiring the user to navigate to the module.	
550	The command line must be controlled by security including security settings that have been manually overridden or set by the system workflow.	
551	The command line must support bar code readers to execute any command. For example, a case report could be printed with a bar code that would allow a user to open the report by scanning a bar code into the command line.	
552	The command line must allow a user to navigate to the main home screen with a single command.	
553	The command line should be separate from the main application window to allow it to remain available if the application is minimized.	
554	The command line should auto-complete commands to reduce keystrokes required.	
555	The system shall utilize an "intelligent command line" such that it will prompt the user for valid formatting of the command.	
556	The user shall be able to enter a command on the command line without disturbing operations in the work areas.	
557	The command line must allow a new record to be created with a single command and without requiring the user to navigate to the module.	
558	The command line must be available in both the desktop and mobile (FBR) clients.	
559	Data-entry for an incident shall be accomplished with minimal keystrokes, closing no windows and without switching windows.	
560	The system must provide the ability to create workflows for each module in the system, including those created by the agency.	

	Law Records Management System & Field Based Reporting	Fully Comply
	Requirement	
561	The system shall allow for process flows to be sent to external sources, including cell phones pagers, text messages, email, etc.	
562	The system shall have the ability to send messages, tasks, and bulletins to a person, group, organization, supervisor or group of supervisors, or down the chain of command.	
563	The system shall support a manual override option at any stage in the workflow.	
564	The system shall include a workflow stage to mark an IBR or UCR compliant report for state submission.	
565	The system shall include a workflow stage to verify state specific IBR or UCR compliancy.	
566	The system shall include complete document workflow history.	
567	The system shall have the ability to send any document to a person, group, organization, supervisor or group of supervisors, or down the chain of command.	
568	The system shall include manual and automated workflow branching.	
569	The system shall include a workflow tool designed to rapidly deploy complex document and process flows.	
570	The system must provide the ability to create workflows that are either global or agency specific.	
571	The system shall have the ability to generate complex process workflows.	
572	All information flows, whether through the message queue or the workflow, shall be based on the organization created in this utility.	
573	This utility will allow all documents, messages or tasks to be sent to individuals, supervisors, all subordinates of a supervisor, or the entire agency.	
574	This utility shall allow for the creation of templates and organization charts.	

Law Records Management System & Field Based Reporting

	Requirement	Fully Comply
575	The system shall provide a utility to represent each agency's structure, hierarchies and chain of command.	
576	In a multi-agency system, the system must allow individual agencies to either use the global workflow or configure their own.	
577	Workflows shall have the ability to route cases to particular precincts, or other administrative entities.	

Workforce Management Integration		Fully Comply
	Requirement	
1	**Workforce Management Integration**	
2	The CAD system must have the ability to automatically accept real-time updates to users (personnel) from an external workforce management system. This must allow the following:	
3	This must allow the creation of the user.	
4	This must allow the level of access that the user is allowed.	
5	This must allow modifications to the user's information or access level.	
6	This must allow the deletion of the user.	
7	The CAD system must have the ability to automatically accept real-time updates to vehicles from an external system. This must allow the following:	
8	This must allow the creation of a vehicle;	
9	This must allow the assignment of a vehicle to a person.	
10	The CAD system must have the ability to automatically accept real-time updates to radios from an external workforce management system. This must allow the following:	
11	This must allow the creation of a radio.	
12	This must allow the assignment of a radio to a person.	
13	This must allow the assignment of a radio to a vehicle.	
14	The CAD system must have the ability to automatically accept real-time updates to units from an external workforce management system. This must allow the following:	
15	This must allow placing a unit in service.	
16	This must allow associating a vehicle with the unit.	
17	This must allow associating personnel with the unit.	
18	This must allow associating radios with the unit.	
19	This must allow changing the vehicle, personnel, and radios associated with the unit while it is in service.	
20	This must allow placing a unit out of service.	
21	The CAD system must support the ability to automatically accept changes and update CAD when vehicles and vehicle capabilities are updated.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

Workforce Management Integration

	Requirement	Fully Comply
22	The CAD system must support the ability to automatically accept changes and update CAD when a vehicle capability is removed.	
23	The CAD system must support the ability to automatically accept changes to Units when a Unit gains a capability based on employees with particular certifications are assigned to the Unit.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

Motorola MCC 7500		Fully Comply
	Requirement	
1	**General**	
2	Strong integration with existing radio infrastructure: Radio Consoles	
3	The CAD shall have the ability to display the PTT (Push to Talk ID)	
4	The CAD shall have the ability to do a multi-channel select on the radio system	
5	The CAD shall have the ability to display channels in a group list	
6	The CAD shall have the ability to initiate a priority transmit	
7	The CAD shall have the ability to close multi-selections on the Radio system	
8	The CAD system shall support a multi select of radios upon incident dispatch allowing communication to all units regardless of talkgroup affiliation	
9	The system shall support Radio Devise Alias Synchronization between the CAD system and the Radio Device Manager	
10	The system shall support the automatic regrouping of radio talkgroups upon incident dispatch (all units dispatched will be regrouped to a new temporary talkgroup regards of their original talkgroup when dispatched to a common incident)	

	Requirement	Fully Comply
1	Advanced Messaging	
2	The CAD must support Text Based Dispatch between dispatchers and subscriber radio users across a Motorola ASTRO radio system's IV&D channels. Text based dispatch includes the capability to send the text based dispatch and accept a responders acknowledgment receipt of a dispatch with a short response message.	
3	The CAD must support the delivery of all text based dispatches to portable subscriber radios, whether the status is in or out of the vehicle, so that the responder has the information when out of the vehicle.	
4	The following information must be provided within the text based dispatch to the portable radio:	
5	User ID of the CAD dispatcher	
6	The Agency ID of the dispatcher	
7	Agency ID of the incident	
8	City of the incident	
9	Incident comments	
10	Streets of the incident	
11	Units which have already been assigned to the current incident	
12	Incident status (e.g. Active, Stacked, etc.)	
13	Incident type	
14	ID of the incident	
15	Location name of the incident	
16	Location of the incident	
17	Apartment or Unit where the incident happened	
18	Building where the incident happened	
19	Priority of the incident	
20	Beat where the incident happened	

Motorola ASTRO Radio Integration - Advanced Messaging	Fully Comply
Requirement	
21	One or more pairs of Unit ID (ID of the Unit to which the incident is to be dispatched) and Agency ID (Agency ID of the Unit)	
22	CAD must support the division of large messages (greater than 200 characters) into multiple smaller messages.	
23	CAD must support the removal of message attachments and the insertion of the message attachment file name inserted into the message sent to the radio.	
24	CAD must support the ability to extract the most important query information to send to the radio.	
25	CAD must support abbreviated dispatch fields on a field by field basis to send only the most important dispatch information to the radio.	
26	CAD must support user authentication to determine which services (messaging, query, etc.) the user is authorized to access and to identify which device an individual user is associated with to know where to deliver text base dispatch messages addressed to that individual user.	

Motorola ASTRO Radio Integration - Query	Fully Comply
Requirement	
1	Query	
2	The CAD must support RSA two factor authentication from the portable radio in order allow query.	
3	CAD must support user authentication to determine which services (messaging, query, etc.) the user is authorized to access and to identify which device an individual user is associated with to know where to deliver query messages addressed to that individual user.	
4	CAD must support the portable radio's ability to query or request information from an online database such as a local, state or national database.	
5	CAD must support the portable radio's ability to query or request information such as driver's license, license plate, name etc using pre-defined messaging available in the portable radio.	
6	CAD must suport the ability to adapt the query responses to the small display area available on the radio for ease of user viewing.	
7	CAD must support the ability to identify a "hot hit" query result made from a radio and distribute a hot hit notification to users on a "hot hit" distribution list.	
8	CAD must support the ability to provide additional query content to the radio that may become available based on the initial query. Ex. License query returns an owner name and the owner name is automatically run returning information on the owner.	
9	CAD must support the ability to provide BOLO (Be On the Look Out) with queries that contain a match on a Subject or Vehicle returned to the user.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Requirement	Fully Comply
1	**Responder Location**	
2	CAD must support the ability to track ASTRO® Subscriber radios with GPS receivers and IV&D data capability when outdoors on the CAD dispatcher map displays.	
3	CAD must support the ability to display the location of first responder's radio and first responder's associated vehicle with one icon.	
4	CAD must be able to support the ability to track the first responder on the CAD map once the first responder is away from the vehicle using the location provided by the first responder's GPS enabled portable radio. The icon tracking the first responder via the radio must change on the map signifying that the first responder has left the vehicle.	
5	The CAD must be able to control GPS updates based upon the following:	
6	Unit Status	
7	Emergency	
8	On Demand Request	
9	Time and /or distance traveled	
10	The CAD system just be able to configure map icons by agency type.	
11	The CAD system must be able to provide icons on the CAD map and status monitor for a "stale" location.	
12	The CAD system must be able to provide icons on the CAD map and status monitor for a no / stopped reporting location.	
13	The CAD must support the following when an on On Demand request is made:	
14	Add and clarify the location avaiability state to the dispatcher.	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Requirement	Fully Comply
15	If Last Known Location was available.	
16	When the system is attemping to retrieve the current location from the radio unit if the system was successful or not.	
17	If the radio is powered Off or is unreachable.	
18	If the radio received invalid satellite data	
19	if the radio us unable to obtain GPS lock	
20	The CAD must support an indicator that notifies the dispatcher whether a radio units last known location is older than a pre-determined amount of time.	
21	The CAD system must provide a button to track a unit which will automatically acknowledge a unit when it goes into "Emergency" and track the unit on the map.	
22	The CAD system must provide the ability for the dispatcher to track and follow a unit from their last known location from the emergency notification	
23	Mobile Application and Radio must work together to manage the Location Tracking of the Responder and the Unit based on in-vehicle and out-of-vehcile environments.	
24	Responder Location Tracking must be offered with Android application allowing the Person to be tracked from the iOS device and GPS coordinates be sent to CAD/ARL	
25	Responder Location Tracking must be offered with iOS application allowing the Person to be tracked from the iOS device and GPS coordinates be sent to CAD/ARL	
26	When a single user is logged on to multiple devices such as Mobile (in-vehicle), Handheld (iOS or Android Smart device), and a Radio, the mapping icons must be managed to intelligently display the most appropriate icon based on the unit's activity	
27	Both Vehicle Location and Responder Location must be visible on the Mobile (in-vehicle) map	

Motorola Solutions PremierOne R4.4 Functionality Matrix

	Requirement	Fully Comply
28	Both Vehicle Location and Responder Location must be visible on Android and iOS smart devices	
29	Must be able to select a Responder Location icon from a Mobile Map to obtain details on the User/Unit	
30	Must have ability to select a Responder Location icon from a Handheld (iOS and Android) Map to obtain details on the User/Unit	
	Must be able to activate an emergency alert from a Radio that will:	
31	Send notification to CAD/Dispatcher of the Unit in Emergency including single touch action to display the Responder's location on the CAD Map	
32	Send notification to Mobile Users of the Unit in Emergency including single touch action to display the Unit's location on the Mobile Map	
33	Send notification to Handheld (iOS and Android) user of the Unit in Emergency including single touch action to display the Responder's location on the Handheld Map	
34	Send textual notification to Other Radio Users of the Unit in Emergency	
	Must be able to activate an emergency alert from a Handheld (iOS and Android) client that will:	
35	Send notification to CAD/Dispatcher of the Unit in Emergency including single touch action to display the Responders location on the CAD Map	
36	Send notification to Mobile Users of the Unit in Emergency including single touch action to display the Unit's location on the Mobile Map	
36	Send notification to other Handheld (iOS and Android) users of the Unit in Emergency including single touch action to display the responder's location on the Handheld Map	
38	Send textual notification to Radio Users of the Unit in Emergency	

EXHIBIT 7
SAMPLE CUSTOMER & MOTOROLA RESPONSIBILITY MATRIX

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EXHIBIT 7

SAMPLE CUSTOMER & MOTOROLA RESPONSIBILITY MATRIX

The Sample Customer & Motorola Responsibility Matrix is on the following pages.

Summary Responsibility Matrix for PremierOne CAD, Mobile, Records and Common Services

Task	Customer Required Level of Experience	Approximate Project Month(s) for Task Activity	Motorola Duration	Customer Duration	Motorola Project Manager	Motorola Solutions Architect	Motorola System Technician	Motorola CAD/Mobile/Records AP	Motorola Mapping/Records Analyst	Motorola Interface Developer	Network Analyst	3rd Party Partner	Customer Project Manager	Customer CAD/Mobile Sys Admin	Customer Mobile Sys Admin	Customer GIS Admin	Customer IT Personnel	Customer Records Sys Admin	Customer Trainers	Subject Matter Experts
Project Administration																				
Project Management/Status Meetings	Thorough knowledge of project and contract	1 thru 15	Project	Project	✓							✓	✓							✓
Kickoff and Contract Design Review (CDR)																				
Project Kickoff	Knowledge of project and contract	2	5 days	5 days	✓	✓		✓				✓	✓	✓	✓	✓	✓	✓		✓
Develop/Review Project Schedule	Thorough knowledge of project and contract	2	5 days	.5 day	✓							✓	✓							
CAD/Mobile & Records Product Overview	CAD/Mobile and/or Records Domain knowledge (SMEs)	2	.5 day	5 day	✓	✓		✓				✓	✓	✓		✓				✓
Site Survey	Knowledge of the project; communications network; interfaces and other installation/ connectivity information	2	.5 day	.5 day	✓	✓						✓	✓							
Contract Design Review	Contract and system knowledge of functionality	3	3 days	3 days	✓	✓		✓				✓	✓	✓						✓
Records Functional Specifications Document (FSD) Review	Contract and system knowledge of functionality	2	3 days	3 days	✓	✓						✓	✓							✓
CAD/Mobile Functional Specifications Document (FSD) Review	Contract and system knowledge of functionality	2	3 days	3 days	✓	✓		✓				✓	✓	✓						✓
Network Analysis	Knowledge of network architecture, security, bandwidth, etc.	2	20 days	5 days	✓		✓					✓	✓							
Provisioning																				
CAD Business Process Review	Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations as they relate to the dispatch function	3 thru 4	45 days	27 days	✓		✓	✓				✓	✓	✓				✓	✓	✓
Records Business Process Review	Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations as they relate to the dispatch function	3	45 days	27 days	✓		✓	✓				✓	✓	✓				✓	✓	✓

Summary Responsibility Matrix for PremierOne CAD, Mobile, Records and Common Services

Task	Customer Required Level of Experience	Approximate Project Month(s) for Task Activity	Motorola Duration	Customer Duration	Motorola Project Manager	Motorola Solutions Architect	Motorola System Technician	Motorola CAD/Mobile Mapping/Records Analyst	Motorola Interface Developer	Network Analyst	3rd Party Partner	Customer Project Manager	Customer CAD/Mobile Sys Admin	Customer GIS/Mobile Sys Admin	Customer IT Personnel	Customer Records Sys Admin	Customer Trainers	Subject Matter Experts
Geofile Project Plan	Thorough knowledge of the agency GIS data, boundaries etc.	4	.5 days	.5 days				✓			✓	✓				✓		
GIS Data/Source Maps	Thorough knowledge of the agency GIS data, boundaries etc.	5	incl. above	incl. above								✓				✓		
Create Common Places	Thorough knowledge of the agency GIS data, common places, etc.	5	variable	variable								✓						
Create Boundaries	Thorough knowledge of the agency GIS data, boundaries etc.	5	variable	variable								✓						
Quality Assurance Checks, Verification reports if applicable	Thorough knowledge of the agency GIS data, boundaries etc.	5	.5 day	.5 day				✓				✓						
GIS Verification Review	Thorough knowledge of the agency GIS data, boundaries etc.	5	variable	variable				✓				✓				✓		
Build Staging file database and mxd documents for system staging	N/A	5	variable	variable				✓										
Deliver PremierOne GIS Import Training and Tools	Thorough knowledge of the agency GIS data, boundaries etc.	6	3 days	3 days				✓				✓						
Modify mxd documents on customer system	Thorough knowledge of the agency GIS data, boundaries etc.	6	5 days	5 days				✓				✓						
Motorola-led Provisioning (Remote, with 4 checkpoints)	Thorough knowledge of the Customer's dispatch and mobile data functions, processes and procedures	5 thru 6	Variable	Variable			✓				✓				✓	✓		
CAD/Mobile Provisioning Training	Thorough knowledge of the Customer's dispatch and mobile data functions, processes and procedures	6	6 days	6 days			✓				✓				✓	✓		
Records Provisioning Training	Thorough knowledge of the Customer's Records and mobile reporting operations, processes and procedures	8	6 days	6 days										✓	✓	✓		
Enter CAD/Mobile Provisioning Data	Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations	4 thru 6	variable	variable			✓				✓			✓	✓	✓		

Summary Responsibility Matrix for PremierOne CAD, Mobile, Records and Common Services

Task	Customer Required Level of Experience	Approximate Project Months for Task Activity	Motorola Duration	Customer Duration	Motorola Project Manager	Motorola Solutions Architect	Motorola System Technician	Motorola Mapping/Records Analyst	Motorola CAD/Mobile/Records Analyst	Motorola Interface Analyst	Motorola Interface Developer	Network Analyst	3rd Party Partner	Customer Project Manager	Customer CAD/Mobile Sys Admin	Customer Mobile Sys Admin	Customer GIS Admin	Customer IT Personnel	Customer Trainers	Customer Records Sys Admin	Subject Matter Experts
Enter Records Provisioning Data	Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations	7 thru 9	variable	variable	✓															✓	✓
Hardware and Software Infrastructure																					
System Staging	N/A	8	10 days	5 days	✓		✓											✓			
On-Site System Installation	Understanding of network configuration, facility infrastructure, wireless network, communications connectivity, 3rd party connectivity (interfaces)	9	15 days	15 days	✓	✓	✓						✓	✓	✓			✓			✓
Interfaces and Queries																					
CAD System Interface Requirements	Knowledge of contractual requirements and system knowledge of interfaces	3 thru 4	variable	variable	✓	✓				✓		✓	✓		✓						✓
CAD System Interface Installation, Configuration, Unit Testing	Knowledge of contractual requirements; liaison with 3rd party vendors	3 thru 6	variable	variable	✓	✓	✓			✓	✓	✓	✓	✓	✓						✓
Queries (State/Federal/RMS)	Knowledge of contractual requirements; liaison with State/NCIC/NLETS, etc.	3 thru 9	20	5 days	✓					✓	✓	✓	✓	✓							
Records System Interface Requirements	Knowledge of contractual requirements and system knowledge of interfaces	2	variable	variable	✓	✓	✓			✓		✓	✓	✓	✓						✓
Records System Interface Installation, Configuration, Unit Testing	Knowledge of contractual requirements; liaison with 3rd party vendors	3 thru 12	variable	variable	✓	✓	✓			✓		✓	✓	✓	✓						✓
CAD/Mobile Agency-Specific Activities																					
Intelligent Data Discovery	Ability to determine presentation of screens for all Mobile users.	11	15 days	15 days	✓								✓	✓							✓

MOTOROLA SOLUTIONS

EXHIBIT 8
ORGANIZATION CHART

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EXHIBIT 8

ORGANIZATION CHART

The Organization Chart is on the following pages.

MOTOROLA SOLUTIONS
Project Team Organizational Chart

Greg Brown
Chairman and Chief Executive Officer

Andrew Sinclair
Corporate VP and GM
Software Enterprise

Micah Applewhite
Territorial Vice President
Executive Sponsor

- - - Executive Oversight - - -

City of Irvine

Customer
Project Manager

Customer
System Administrator

Customer
Application SMEs

Customer
Technical SMEs

Customer
Trainers

Stefano Palocci
Project Manager

Hui Chong
Lead Solution Architect

John Rushing
Lead System Technologist

Shannon McNew
Lead Records Application Specialist

Diana Wendt
Lead CAD/Mobile Application Specialist

Paula Acosta
Lead GIS Business Analyst

Kelsey Proctor
Interface Development Team

Records
Application Specialists/Trainers

CAD
Application Specialists/Trainers

Mobile (MDC)
Application Specialists/Trainers

Geremy Farrell
Reporting Specialist/Trainer

Iain McDonald
Vice President
Software Deployment and System Integration

Chris Johnston
Solutions Delivery

Mike Wimberley
Regional Delivery Manager

John Netto
Solutions Architect Team

Shawn Summa
Systems Technician Team

James Hill
Business Process/ Training Team

Kimberly Bales
CJIS Security Coordinator

Christine Rapala
Vice President
Command and Control Software Solutions

Joshua Smith
Product Management

Alan Harker
SPSS Product Manager

Linda Hudson
System Support Center

Dan Twohig
Vice President
Smart Public Safety Solutions Sales

Chris Carroll
Vice President
North American Solutions Sales

Dave Allen
Senior Account Manager

Robin Ginther
SPSS Sales Account Specialist

Org Chart Key

Project Team

Support Team

Customer Team

Sales Acct Mgr

PM – Project Mgr
SA – Solution Architect
ST – System Technologist
BA – Business Analyst
AS – Application Specialist/Trainer

MOTOROLA SOLUTIONS

PROPOSAL TO
CITY OF IRVINE

EXHIBIT 9
JOB DESCRIPTIONS

REQUEST FOR PROPOSAL   **MARCH 22, 2019**

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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EXHIBIT 9

JOB DESCRIPTIONS

9.1 PROJECT MANAGER

Basic Qualifications:

Ability to manage large, complex CAD/Mobile/Records/Jail/NG911 Public Safety Applications deployment projects/programs in excess of $1 million plus, within the Motorola Solutions Smart Public Safety Solutions (SPSS) organization. Coordinates departmental or cross-functional teams, focused on delivering new or upgraded existing products or services. Directs and coordinates the work activities of the project team for a successful implementation of Motorola projects. Capable of managing/supervising other disciplines/technologies within a project. Able to effectively communicate with multi-tiered customers, which may include the State and/or City/County executives. Ability to work with sales teams on the overall strategy of the project which leads to increased revenue. Utilizes six sigma and project management methodologies to ensure maximum project effectiveness. Motivates project team to ensure optimal performance.

Candidate must be willing to travel 75% of the time.

Department Description:

The SPSS Systems Integration team is responsible for delivering complex public safety solutions for Computer Aided Dispatch, Mobile computing, Records Management, Jail Management and Next Generation 911. The projects contained in the SPSS portfolio include large Statewide, Regional or City/County public safety software solutions.

Scope of Responsibilities:

- Leads highly complex, large public safety applications (CAD/Mobile/Records/Jail/Next Generation 911) projects. Leads and directs the work activities of the program team across organizational boundaries. Ensures that programs progress according to schedule and budget.
- Procures internal and external resources. Allocates project staff with the required competencies to meet the project objectives.
- Drives strategic relationships between internal and external teams. Resolves issues between internal and external groups.
- Responsible for the profit level for all projects under their control. Duties include: Establishing and maintaining a project budget and schedule, establishing and maintaining a communication plan with project teams and customers, establishing and executing a risk assessment and mitigation plans, establishing and maintaining a quality plan, negotiating and writing subcontracts for internal and external subcontractors, Approving invoices, Preparing project documentation, Providing key guidance and support for proposal efforts, Providing system integration quotations and statements of work. Responsible to create, distribute and present various project status reports and results.
- Responsible for driving process improvement for large part(s) of project. Conducts project reviews through the life of the project.
- Candidate must be willing to travel 75%+ of the time.
- Conducts complex needs assessments and requirements gathering directly with clients.

- Defines and develops program scope, objectives, detailed plans, budgets and metrics for large complex projects. Develops forecasts and responses to variances and trends with the project.
- Monitors project execution to ensure all obligations are met. May pursue contract variations, when appropriate.
- Responsible for adherence to program plan and budgets for large projects. Recommends corrective actions and implements changes.
- Identifies and mitigates risks; develops and implements risk mitigation plans.
- May manage complex vendor relationships.
- Identify communication plan, hold internal and external kickoffs as needed.
- Responsible for direct communication to relevant senior stakeholders. Leads complex communications and negotiations with internal or external clients.
- May lead proposal preparation, statements of work, and estimation of costs. Evaluates project proposal against organization's strategic objectives.
- May also drive process improvement(s) across department and business group.
- Creates formal networks involving coordination among groups.
- Serves as organization spokesperson on specialized projects or programs.
- Conducts needs assessments and requirements gathering as necessary.
- Defines and develops program scope, objectives, detailed schedule plans, communications plans, budgets and metrics for large projects and/or portions of complex projects.
- Develops forecasts and proposes responses to variances and trends with the project.
- Monitor project execution to ensure all obligations are met. May pursue contract variations, when appropriate.
- Responsible for adherence to program plan and budgets for large projects.
- Recommends corrective actions and implements changes.
- Primary interface to internal teams.
- Create team environment with support, engineering, other SI resources and resources from other department (ASTRO) as needed for every upgrade.
- Proactively gather lessons learned throughout the project.
- Responsible for allocating all necessary resources to ensure projects meet financial and customer satisfaction goals.
- Responsible to act in conjunction with current policy and procedures as set forth by Resource Manager and Services Director.

Specific Skills:

- BA/BS degree required, from an accredited college or university.
- A minimum of 10+ years in Project Management, preferably in public safety, managing complex deployments and/or software application deployments for State and Local public safety government agencies.
- Skilled in using Microsoft Project for project schedule planning.
- Experience with project risk assessment and risk mitigation strategies.
- Must be a self motivated team player able to work effectively with general guidance toward objectives.
- Must have excellent interpersonal, presentation, and negotiation skills
- PMP Certification preferred.
- MBA is considered an asset

9.2   SOLUTION ARCHITECT

Department Description

Post Sales Solutions Architecture for complex Smart Public Safety Application projects

Job Description

This position will work directly with Motorola customers in mission-critical environments and help them solve problems. Entails working with key products from Motorola and ensuring they integrate into customer's existing environments and applications, providing complex solutions. Motorola needs world-class Delivery Architects energized by delivering solutions that truly make a difference.

- Should love challenges and have experience delivering complex IT projects. The ideal candidate will have the following qualifications and experience:
  - Must Love Travel; this position is a customer facing role and requires 75% travel.
  - Be a dynamic communicator and love working with people of all levels.
  - Have 10+ years' experience in multiple IT disciplines; Operating systems, databases, networking, MSSQL scripting, hardware and software troubleshooting, familiar with xml and other languages.
  - Must love developing solutions for integrating systems into complex environments.
  - Must thrive on problem solving and troubleshooting
  - Must be a US Citizen and able to pass extensive background check for CJIS certification.

Additional Qualifications

- Passionate about owning deliverables and driving them forward and ultimately closure.
- Strong collaborator and easily able to build a network of subject matter experts.
- Have a Bachelor's or Master's degree.
- More than willing to lead, but also know when to follow.
- Experience managing complex projects.
- Public Safety Domain experience; knowledge of operations and workflow within dispatch communications, mobile fleets, law records and jail.

Basic Requirements

- 10+ years IT or Engineering experience.
- Must be a U.S. citizen with ability to obtain necessary security clearance as required by government contract.

9.3 SYSTEM TECHNOLOGIST

Department Description

At Motorola Solutions, we help people be their best in moments that matter. We help firefighters see around buildings and police officers see around street corners. We provide solutions to first responders needs when a moment brings catastrophe. We help Statewide, Regional and major City network's Public Safety Applications (CAD, Mobile and Record's Management).

Job Description

The Sr. System Technologist is a systems integrator role within the Motorola Solutions - Technical Delivery Services team which is responsible for deploying mission-critical public safety solutions across the United States. Our System Technologists work closely with our customers and project teams at various stages of project deployments as a subject matter experts for a variety of architecture and infrastructure solutions. Our product integration includes applications, directory services, networking, security, servers, and storage across several hardware and virtualization platforms.

This position is remotely/home office based and open to candidates who reside in the continental United States.

Basic Requirements

- College degree (AS/BS/MS), industry certifications, OR related work experience
- Experience with installation, administration and troubleshooting of:
  - Server Virtualization, specifically with VMWare ESXi v.6+ and\or Microsoft Hyper-V 2012+
  - Database Servers, specifically with Microsoft SQL Server 2008 R2\2012
  - Server Operating Systems, specifically Windows Server 2008 R2\2012\2012 R2
  - Operations and Network Management, specifically with Microsoft System Center and SolarWinds Network Performance Monitor
  - Network Switches, preferably with Extreme XOS or HP
  - Network Load Balancers, preferably with BigIP F5 LTM and\\or Microsoft NLB
  - Firewalls and Routers, preferably with Fortinet Fortigate
  - Storage Systems (SAN\NAS\DAS), preferably with Nimble, HP 3PAR and StoreOnce
  - Server Hardware, including blade servers
- Excellent verbal and written communication skills.
- Experienced in creating positive working relationships with customers.
- Able to travel 75% or more.
- Able to multitask effectively in fast-paced demanding mission-critical environments both as an individual contributor and team member.
- Able to pass extensive criminal and\\or financial background checks as required by local, state, and federal organizations.

9.4 APPLICATION SPECIALIST

Department Description

The Integrated Command and Control (ICC) Integration Services team is responsible for the delivery of ICC projects on behalf of Global Solutions and Services. The projects contained in the ICC portfolio include large Statewide, Regional, or major City network's Public Safety Applications (CAD, Mobile, Record's Management, and Jail), Video, Next Gen 911 solutions, and other applications used in the command center.

Job Description

The Application Specialist is responsible for a variety of tasks beginning with responding to Requests For Proposal responses and Migration Quotes, understanding the customer's needs or current configuration, offer solutions or alternatives, understand new features and functions within the Public Safety Application software, enter defects against the application, create an Acceptance Test Plan and ultimately train the customer and the internal staff on how to configure and troubleshoot the applications. The most important duty is for the individual to provide business processes as it relates to the use of software applications - Computer Aided Dispatch (CAD), Mobile, Record Management System (RMS) and Jail.

This position requires understanding the customer's business requirements and translating them to specific software requirements and or configurations. This entails documenting and analyzing the customer's information, evaluating their business practices and transforming them into application and operational requirements. Such an individual is a channel of communication between the customer and Motorola.

They would be heavily engaged throughout the life cycle of the project and would be responsible for providing updates to the teams based on customer changes.

- Technical expert for a variety of proprietary Public Safety Applications including Computer Aided Dispatch (CAD), Mobile, Records and Jail systems.
- Needs to have excellent written and verbal skills in order to respond to Request for Proposals (RFP's) and or assist in the migration quotes or our current customer base.
- Must be able to create, review and modify Statements of Work (SOW) and Acceptance Test Plans (ATP).
- Must be able to understand the customer's needs in order to offer solutions and alternatives.
- Have excellent interpersonal communication skills in order to work with other internal organizations and the customer.
- Become Subject Matter Experts (SME) for the Public Safety Applications in order to provide a configuration that will meet the customer's expectation and or contractual requirements.
- Ability to install and provision the Public Safety Applications
- Participate in the Public Safety Application upgrades.
- Conduct training of the Public Safety Applications to the end user.

Basic Requirements

Specific Knowledge / Skills

- 3+ years experience in one of the following: Public Safety, Business Analysis, Field Service, CAD- Computer Aided Dispatch, Record Management Systems, and Jail Applications
- Knowledge of CAD, Mobile, Records and Jail systems.

- Software skills required are Windows-based Operating Systems, Microsoft SQL Server Reporting Service (SSRS), intermediate XML knowledge, Microsoft Word and Microsoft Excel.
- Need to enter defects in to multiple defects tracking systems – Clarify, ClearQuest, Quality Center (QC) and or Team Foundation Server (TFS).
- Need to be able to provide status reports to Project Managers and management on a weekly basis.
- Experience with Clarity to enter task related timesheets.
- Must be able to function effectively in a fast paced demanding environment that usually requires the ability to handle a variety of tasks simultaneously.
- Experience in Business Process Re-engineering as it relates to the use of Software applications for business purposes.
- Excellent verbal and written communication skills.
- Must be detail oriented.
- Need to be comfortable working in a team environment and understand the contractual obligations as well as personal responsibilities.
- Must be able to travel 75% or more
- Must be a U.S. citizen with ability to obtain necessary security clearance as required by government contract

9.5 SR SOFTWARE ENGINEER - INTERFACE DEVELOPMENT

Department Description

Smart Public Safety Solutions (SPSS), Systems Integration (SI) is a group that delivers solutions to the public safety sector. The group is committed to providing technology and tools which will allow customers to focus on their mission, and enable them to respond faster with smarter and safer decisions. SPSS deploys and supports products such as Computer Aided Dispatch, Records Management Systems, Jail Management Systems and Mobile Data Computing, among other offerings. The Interface Team is responsible for building interfaces between Motorola's products and third party applications.

Job Description

- This Senior Software Engineering position will be a member of the team that develops interfaces between Motorola's products and third party products.
- Strong communication skills required, both written and verbal. This position requires extensive communication within the team, as well as Solution Architects, Project Managers, Technical Support, Customers, and Third Party Vendors.
- Ability to learn quickly is required, as this position requires programming to multiple third party APIs that vary widely in technology.
- MUST be able to pass a criminal background check for CJIS requirements as this position requires access to sensitive customer data.

Basic Requirements

C#, Microsoft .NET Framework 4.5, WCF, web services, Microsoft Visual Studio 2013 Team Edition, Xml/Xslt/Xsd knowledge is critical, strong background in Service Oriented Architecture (SOA), automated Unit Tests (ideally with VS 2013 but nUnit or similar also acceptable), Microsoft SQL Server 2012/2014/2016, familiarity with Microsoft Reporting Services and Analysis Services is a plus, experience with Agile Software Development practices is also desirable.

- Bachelors Degree with 5+ years of software development experience.
- Strong background in Microsoft technologies, especially .Net Framework, C#, WCF, and SQL Server.
- Strong knowledge of Xml/Xslt/Xsd.
- Experience with Microsoft Team Foundation Server for source control is desired.
- Knowledge and understanding of agile software development lifecycles.

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EXHIBIT 10

PREMIERONE GIS DATA REQUIREMENTS

10.1 OVERVIEW

This document contains information regarding Motorola PremierOne GIS data requirements.

A Geographic Information System (GIS) is a system used to collect, manage, analyze, and display geographic data. This document is intended for use by personnel who are responsible for administering the GIS components of the PremierOne suite. System administration requires an understanding of both current agency system administration rules and procedures and how PremierOne functions. For more information about specific applications, see the *PremierOne CAD User Guide,* the *PremierOne Mobile User Guide*, and the *PremierOne Provisioning Guide*.

10.2 PREMIERONE SERVICES GEODATABASE

A "Geodatabase" is the common data storage and management framework for ArcGIS. Among other things, it provides the ability to define table columns that use a spatial, or geometric, data type. Database tables used to implement the Geodatabase are stored in an underlying RDBMS, such as Microsoft SQL Server. Geodatabase tables that contain a spatial data type are called "Feature Classes". Feature Classes with the same spatial reference can be logically grouped within a "folder"-like entity called a "Feature Dataset". The PremierOne Data Import Tools import the customer' GIS data into an SQL Server environment. The schema of the PremierOne Geodatabase has been designed to provide optimal performance of the GIS services required by PremierOne.

10.3 GIS DATA REQUIREMENTS AND RECOMMENDATIONS

This document will describe the data values that must be available in any feature class that will be imported into PremierOne. The names of the source feature classes and their fields do not need to follow any standard. The data import tools will prompt the user to specify the source field name associated with a logical value, such as "street name" or "city".

There are two categories of GIS data utilized by PremierOne:

- **Services data** – Data imported from the customer's GIS source for access by PremierOne's application services. This data is in a schema that is optimized for PremierOne's address verification, geocoding, routing, and jurisdiction determination services. Because this data is in a specialized schema, it is not intended to be displayed on a map for visualization by dispatch or mobile users.

- **Map data –** Data that is displayed as geographic features on a map. As such, a map data source must contain a spatial attribute. Map data sources are copied into the PremierOne database using a customer-defined schema and are used as data sources for layers in a map document (.mxd). In addition to the spatial attribute, map data sources typically contain text/numeric attributes, such as feature names and other information of operational value.

It is expected that PremierOne customers already maintain GIS data in ArcGIS. A customer's GIS data may represent data that is used for a variety of municipal purposes such as growth planning, zoning, utilities, public safety, et cetera.

10.4 GIS DATA SUPPORTED BY PREMIERONE SERVICES

The following GIS feature types that can be utilized by PremierOne are:

- Street Centerlines
- Address Points
- Common Places
- Response Boundaries
- Reporting District Boundaries
- Contractor Boundaries
- Map Book Page Boundaries
- Premise Hazard Areas

The following is a high level description of the required data used for PremierOne and the optional data that is not required but may be included by the customer. An in depth discussion of data structure and formats is covered during the Customer Kickoff meeting.

10.4.1 Street Centerline

The **Street Centerline** data source **must** contain at a minimum the following data (Table 10-1):

Table 10-1. Street Centerline Minimum Data:

Field	Required	Data Type	Description
Left Low House	Yes	String(25)	Field contains the starting house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Left High House	Yes	String(25)	Field contains the ending house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Right Low House	Yes	String(25)	Field contains the starting house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Right High House	Yes	String(25)	Field contains the ending house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Street Name Part Fields	Yes	String(100)	A list, in order, of the fields in the source Feature Class that make up the street name. This may include parsed fields containing the prefixes, suffixes, and name or the street name may be stored entirely in a single concatenated field.
Left CITY	Yes	String(150)	City Name. ** *Postal City Name is required for PremierOne Records*
Right CITY	Yes	String(150)	City Name. ** *Postal City Name is required for PremierOne Records*
Left Zip Code	Yes	String(20)	Postal Zip Code *Required for PremierOne Records*

Field	Required	Data Type	Description
Right Zip Code	Yes	String(20)	Postal Zip Code *Required for PremierOne Records*
Cost (Time)	Yes	Double	There must be a field in the source street centerline feature class that represents the average time required to traverse the segment. There may be separate values for the left and right side of the street segment if necessary. A formula to determine the travel cost: Minutes: (length of segment in feet x .0114) / speed (mph) or Seconds: (length of segment in feet x .682) / speed (mph)
State	Yes	String(50)	The State/Province in which the street exists. *Required for PremierOne Records*

The following table (Table 10-2) exhibits the additional data fields that are not required but may be used with PremierOne:

Table 10-2. Additional Data Fields

Field	Required	Data Type	Description
Left Subdivision	No	String(150)	The name associated with a small area (neighborhood, business park, etc) within a city on the left side of the street.
Right Subdivision	No	String(150)	The name associated with a small area (neighborhood, business park, etc) within a city on the right side of the street.
Description	No	String(100)	The field in the source Feature Class containing a free-text description of the street segment. This can be used to differentiate street segment features with similar names and address ranges.
Low Cross Street Override	No	String(100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different low cross street is desired it must be entered in this field to override the automatic assignment.
High Cross Street Override	No	String(100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different high cross street is desired it must be entered in this field to override the automatic assignment.
Cross Street Bypass Field	No	String(2)	Denotes which cross street fields need to be protected – L represents the Low Cross Street Name, H represents the High Cross Street name, and LH represents both the Low and High Cross Street names.
Routing Fields			
FromElevation	No	Long Integer	Specifies the 'elevation' of a segment FROM node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.

Field	Required	Data Type	Description
ToElevation	No	Long Integer	Specifies the 'elevation' of a segment TO node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.
OneWay	No	Double	Specifies the allowed traffic flow on a street segment with respect to the **FROM** and **TO** nodes. Valid Values are : **FT** that specifies the traffic may only flow in the direction from the FROM node to the TO node. **TF** which specifies the traffic may only travel from the TO node to the FROM node. **NT** which specifies that traffic does not flow on the segment. **NULL** or any other designation defines that traffic may flow in either direction (FROM node to TO node, TO node to FROM node)

10.4.2   Street Name Alias Table

Street Name Aliases are maintained in a separate table. The GIS BA provides a blank Street Name Alias table to the customer. The schema definition for this table is exhibited in the table below (Table 10-3):

Table 10-3. Street Name Aliases Schema Definitions

Field	Data Type	Description
GRID	String (8)	Alpha "grid" part – required for alphanumeric house numbers
LOW_HOUSE	Long integer	The low house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
HIGH_HOUSE	Long integer	The high house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
REAL_PRE_DIR	String (4)	Prefix Direction of "real" street name
REAL_PRE_TYPE	String (8)	Prefix Street Type of "real" street name.
REAL_STREET_NAME	String (76)	"Real" street name
REAL_SUF_TYPE	String (8)	Street suffix type of "real" street name
REAL_SUF_DIR	String (4)	Street suffix direction of "real" street name
ALIAS_PRE_DIR	String (4)	Prefix direction of "alias" street name
ALIAS_PRE_TYPE	String (8)	Prefix street type of "alias" street name
ALIAS_STREET_NAME	String (76)	"Alias" street name
ALIAS_SUF_TYPE	String (8)	Street type of "alias" street name
ALIAS_SUF_DIR	String	Suffix direction of "alias" street name

Field	Data Type	Description
CITY	String (150)	Name of the city in which the street belongs. Aliases will only be applied to street segments where the street name parts **and** the city name match **exactly**

10.4.3 Street Name Standardization Exceptions Table

The Street Name Standardization Exception table is used to assure that street names that match a predefined directional name are parsed correctly when loaded into the PremierOne data schema. For instance, a street name of **W ST** would be interpreted as a prefix of **W** and street name of **ST** when loaded into the PremierOne data schema.

- Example of predefined directionals are: **S, N, W, E, NW, NE, SW, SE**, etc.

Street Name Standardization Exceptions are maintained in a separate table. The GIS BA provides a blank Street Name Standardization Exceptions table (Table 10-4) to the customer. The schema definition for this table is:

Table 10-4. Street Name Standardization Exceptions

Field	Data Type	Description
Full_Street	String(100)	The entire street name with prefixes and suffixes.
Pre_Dir	String(4)	Prefix Direction.
Pre_Type	String(8)	Prefix Street Type
Street_Name	String(76)	Street Name.
Suf_Type	String(8)	Street Type.
Suf_Dir	String(4)	Suffix Direction

10.4.4 Location Point Layer Requirements

There are two Location Point layers that can be used with PremierOne – **Address Points** and **Common Place Points**.

10.4.4.1 Address Point Feature

Address Points are optional, however if they are used it is Motorola's recommendation that they are used sparingly and only for those locations where house numbers do not follow standard addressing rules (i.e. odd/even addresses on the same side of the street, etc) or where they would provide better geocoding accuracy than interpolating a location using a street centerline feature.

NOTE: the street naming conventions for the address points must match the street naming conventions on the street centerline file and both the city and zip code must match the street centerline data.

The source feature class containing Address Points must contain the following information (Table 10-5):

Table 10-5. Address Points Required Information

Description	Required	Data Type	Description
Address	Yes	String(100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields.
CITY	Yes	String(150)	City name. *Postal City Name is required for PremierOne Records* *Data in this field must match the CITY data in the Street Centerline and the Common Place feature classes*
Zip Code	Yes	String(20)	Zip (Postal Code) in any format. *Required for PremierOne Records*
State	Yes	String(50)	Name of State, Province, etc. *Required for PremierOne Records*

The following are additional data fields that are not required but may be used with PremierOne (Table 10-6):

Table 10-6. Additional Non-Required Data Fields

Description	Required	Data Type	Description
SUBHOUSE	No	String(18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
BUILDING	No	String(20)	Used to store building name or number (if applicable)
Subdivision	No	String(150)	A well-known name associated with a small area (neighborhood, business park, etc) within a city.
Description	No	String(256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.

10.4.4.2   Common Place Point Feature

It is Motorola's recommendation to use Common Place points for locations commonly referenced by a name instead of an address (i.e. Government Buildings, Churches, Grocery Stores, Malls, Retail Stores, etc). These types of common places have valid addresses but are not often referenced by the caller using the address. In the chart below the **Address** field is noted as **Required = No** however, if there is a known address it should be included with the record for address validation purposes.

There are common places that do not have a valid address. This would include locations that are known by a specific name such as mile markers. Other types are locations that are well known in the community similar to locations like 4 corners, the bronze statue, the Towers, etc, where the address field would be blank.

NOTE: the naming conventions for the street names in the address field must match the naming conventions on the street centerline file, and both the city and zip code must match the street centerline data.

The source feature class containing Common Places must contain the following information (Table 10-7):

Table 10-7. Common Places Required Information

Description	Required	Data Type	Description
Place Name	Yes	String(100)	The name used to refer to the location.
Address	No*	String(100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields. *It is recommended that if the location has a valid address that it be included with the record.*
CITY	Yes	String(150)	The name of the city for which the address point belongs.
Zip Code	No	String(20)	Zip (Postal Code) in any format.
State	No	String(50)	Name of State, Province, etc.

The following are additional data fields that are not required but may be used with PremierOne (Table 10-8):

Table 10-8. Non-Required Data Fields

Description	Required	Data Type	Description
Place Type	No	String(25)	A user-defined category for which the location belongs (i.e. SCHOOL, BUSINESS, POLICE STATION, etc)
SUBHOUSE	No	String(18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
BUILDING	No	String(20)	Used to store building name or number (if applicable). If the location represents a store in a mall, the BUILDING value could be used to store the name of the mall. This allows for alternate search methods by Place Name or Building Name.
Subdivision	No	String(150)	A well-known name associated with a small area (neighborhood, business park, etc) within a city.
Description	No	String(256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.
Place Name Alias	No	String(100)	One or more fields containing place name aliases can be defined.

10.4.4.3   Common Place Alias Table

Common place aliases may reside in the common place feature class or they may be maintained in a separate table. Maintaining alias names in the common place feature class requires one column per alias (i.e. a common place with 3 alias names would require 3 alias fields, a common place with 5 alias names would require 5 alias fields, etc). There is no limit to the number of aliases per record.

Common place alias names may be maintained in the Common Place Alias table (Table 10-9). The GIS BA provides a blank Common Place Alias table to the customer. The schema definition for this table is:

Table 10-9. Common Place Alias Table

Field	Data Type	Description
ALIAS_PLACE_NAME	Text (100)	Alias common place name
REAL_PLACE_NAME	Text (100)	"Real" common place name
REAL_PLACE_ADDRESS	Text (100)	"Real" common place address.
REAL_PLACE_CITY	Text (150)	"Real" common place city identifier

10.4.5   Response Boundaries

Response Boundaries are represented by closed shape polygons in the GIS data. The purpose of creating boundaries, for use in CAD, is to recommend the streets, intersections, and common places to the boundaries they fall within. The polygons will represent the smallest named geographic area used to determine agency and beat-assigned resource responsible for responding to incidents. The boundary layers are user-defined and may include law beats (for agencies requiring law dispatch), fire zones (for agencies requiring fire dispatch), EMS zones (for agencies requiring emergency medical dispatch, etc.

The source feature class(es) containing Response Boundaries must contain the following information (Table 10-10):

Table 10-10. Response Boundaries Required Information

Column	Required	Data Type	Description
NAME	Yes	String(100)	The name of the boundary(beat), such as "BEAT 100", F10, "STATION 5", or "WEST SUBURBS"
AGENCY	Yes	String(25)	The PremierOne Agency ID corresponding to the agency responsible for responding to incidents created within this boundary

10.4.6   Reporting District Boundaries

Reporting District Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas used for reporting. Each reporting district boundary feature is specific to a single agency. Motorola Solutions recommends that all reporting district boundaries for a particular agency type (i.e. Law, Fire, Medical, et cetera) be maintained in a single GIS data source.

The source feature class(es) containing Reporting District Boundaries must contain the following information (Table 10-11):

Table 10-11. Reporting District Boundaries Required Information

Column	Required	Data Type	Description
Name	Yes	String(50)	The name of the boundary, such as "A100", NW14, 362, etc…
Agency	Yes	String(25)	The PremierOne Agency ID corresponding to the agency associated with the reporting district.

10.4.7   Contractor Boundaries

Contractor Boundaries are features represented geometrically by a polygon (area). These features represent the geographic areas used to define Contractor rotations. Each Contractor boundary feature is specific to a single agency. Motorola recommends that all Contractor boundaries for a particular contractor type (i.e. Tow, Taxi, Board Up, etc) be maintained in a single GIS data source per agency type. Using Contractor Boundaries is optional.

The source feature class(es) containing Contractor Boundaries must contain the following information (Table 10-12):

Table 10-12. Contractor Boundaries Required Information

Column	Required	Data Type	Description
Name	Yes	String(25)	The name of the boundary, such as "BEAT 100", "STATION 5", or "WEST SUBURBS"
Agency	Yes	String(20)	The Agency ID corresponding to the agency responsible for responding to incidents create within this boundary

10.4.8   Map Book Features

Map Book Page Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas defined in a paper map book. Typically, these polygons are square or rectangular depending on the pages of the physical map book. Map Book boundaries are not specific to an agency or agency type.

The source feature class containing Map Book Boundaries may contain the following information (Table 10-13):

Table 10-13. Map Book Boundaries Required Information

Field	Required	Data Type	Description
BOOKNAME	Yes	String(25)	The name of the map book
PAGE NUMBER	No	String(8)	
GRID REFERENCE	Yes	String(8)	The grid name specific to the page (for example, "A1").

10.4.9   Premise Hazard Areas

Premise Hazard Areas are features that are represented geometrically by a polygon (area) which represent geographic areas associated with specific premise/hazard information. The purpose of the Premise Hazard area(s) is to provide the ability to assign the same premise hazard information (i.e. gate code, etc) to multiple addresses within a polygon area instead of provisioning each address within that area manually on CAD. Premise Hazard areas are not specific to an agency.

A premise hazard boundary data source requires the following attributes:

- Premise Hazard Area Layer Name – Unlike the other Data Import Tools, the Premise Hazard Area Import tool does not accept a geodatabase feature class as the input source. Rather, it accepts a layer file which can be exported from a layer item in ArcMap. By using a layer file, the color and transparency properties configured for the map layer can be imported along with the data, allowing the layer display properties to be carried over when the premise hazard areas are displayed on the PremierOne Client maps.

- Area Name – Field containing a short name associated with the Premise Hazard Area

PremierOne also supports an attribute for a Description. This can be used to associate a longer description to describe the premise hazard area than the Area Name value supports.

10.4.10   Map Display

The PremierOne map display uses ArcMap documents (*.mxd files). The ArcMap document should contain all layers used for the PremierOne data upload and may include additional layers not required for dispatching (i.e. parks, fire hydrants, water, railroads, etc). The data for the Map Display is not required for the initial data upload and will be reviewed during the PremierOne Import Tool training class.

PROPOSAL TO
CITY OF IRVINE

EXHIBIT 11
CUSTOMER PERSONNEL RESOURCE TEMPLATE

REQUEST FOR PROPOSAL	MARCH 22, 2019

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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EXHIBIT 11

CUSTOMER PERSONNEL RESOURCE TEMPLATE

The Customer Personnel Resources Template is on the following pages.

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Customer Personnel Resources Template

The table below describes, at a high level, the implementation responsibilities that would be handled by State personnel during the deployment of the PremierOne Suite of products. As the State may choose to purchase specific PremierOne products rather than the full suite, the tasks may vary.

Implementation Services

Phase	Customer Role	Responsibilities	Estimated number of City resources (and allocation of time required)	Duration during which allocation of time is required
Project Administration				
	Project Manager	• Facilitate making the right resources available as per the time schedule reflected in the project plan • Agree upon templates • Oversee the City's acceptance of Milestones • Act as a point of contact with Supplier's project manager	1 (75%)	15 months
Kickoff and Contract Design Review				
Project Kickoff	Project Manager	• Must have knowledge of project and contract. • Review contract with Motorola project team.	1 (4 days)	Month 2
	System Administrator	• Must have knowledge of project and contract. • Review contract with Motorola project team.	2 (4 days)	Month 2
	GIS Administrator	• Review contract to understand role of GIS in the project	1 (2 days)	Month 2
	IT Personnel	• Review contract to understand installation plan and BOM	1 (4 days)	Month 2
	Training Manager	• Review training plan	2 (4 days)	Month 2
	Others (SMEs)	• Review contract with Motorola project team	TBD (4 days)	Month 2
Develop/Review Project Schedule	Project Manager	• Thorough knowledge of project and contract • Availability of City resources	1 (1 day)	Month 2
Site Survey	Project Manager	• Knowledge of the project;	1 (.5 day)	Month 3
	IT Personnel	• Knowledge of communications network; interfaces and other installation/ connectivity information	1 (.5 day)	Month 3
Finalize hardware requirements	Project Manager	• Review BOM	1 (1 day)	Month 2

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Task	Role	Description	Quantity (Duration)	Timeframe
	IT Personnel	• Review BOM. Must have knowledge of the project deliverables, hardware requirements, operating system and third party software requirements.	1 (1 day)	Month 2
Network Analysis	IT Personnel	• Assist Motorola personnel. • Must have knowledge of network architecture, security, bandwidth, for both primary and disaster recovery sites.	1 (5 days)	Month 4
Provisioning				
CAD/Mobile/Records Business Process Review	Project Manager	• Schedule meetings, observation opportunities	1 (5 days)	Month 4
	System Administrator	• Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations as they relate to the dispatch function	2 (5 days)	Month 4
	GIS Administrator	• Contribute knowledge of agency's GIS data and how it relates to public safety operations	1 (5 days)	Month 4
	Training Manager	• Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations as they relate to the dispatch function	2 (5 days)	Month 4
	Others (SMEs)	• Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations as they relate to the dispatch function	TBD (5 days)	Month 4
Motorola-Led Provisioning	System Administrator	• Thorough knowledge of the Customer's dispatch function and processes/procedures related to department operations as they relate to the dispatch function • Answer provisioning questions as needed with Motorola AS • Complete provisioning (as necessary)	2 (5 days as needed for training class) 2 (60 days as needed to complete provisioning – 20%)	Month 4 - 6
	GIS Administrator	• Consult as necessary if GIS changes are needed	1 (1 day as needed)	Month 4
	Trainers	• Thorough knowledge of the Customer's dispatch and mobile data functions, processes and procedures • Answer provisioning questions as needed with Motorola AS	1 (5 days as needed)	Month 4
	Others (SMEs)	• Thorough knowledge of the Customer's dispatch and mobile data functions, processes and procedures • Answer provisioning questions as needed with Motorola AS	1 (5 days as needed)	Month 4
Provisioning Checkpoints	System Administrator	• Thorough knowledge of the Customer's dispatch and mobile data functions, processes and procedures • Review provisioning progress with Motorola AS	2 (3 days)	Month 4
	Training Manager	• Thorough knowledge of the Customer's dispatch and mobile data functions, processes and procedures • Review provisioning progress with Motorola AS	2 (3 days)	Month 4
	Others (SMEs)	• Review provisioning progress with Motorola AS • Review provisioning progress with Motorola AS	TBD (3 days)	Month 4

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Task	Role	Description	Quantity	Timeline
Geodatabase Project Plan	Project Manager	• Understand the role GIS data plays in PremierOne CAD and Mobile	1 (.5 day)	Month 2
	GIS Administrator	• Thorough knowledge of the agency GIS data, boundaries etc.	1 (.5 day)	Month 2
	System Administrator	• Give input into the interaction between PremierOne and the geodatabase unit recommendations, shortest path routing, and use of maps in both CAD and Mobile	2 (.5 day)	Month 2
GIS Data Source Maps	GIS Administrator	• Thorough knowledge of the agency GIS data, boundaries etc.	.5 day	Month 2
	Others (SMEs)	• Provide input on GIS usage in City, if necessary	.5 days	Month 2
Create Common Places	GIS Administrator	• Thorough knowledge of the agency GIS data, boundaries etc.	Variable – 10%	Months 2 - 4
Create Boundaries	GIS Administrator	• Thorough knowledge of the agency GIS data, boundaries etc.	Variable – 10%	Month 4
Quality Assurance Checks	GIS Administrator	• Thorough knowledge of the agency GIS data, boundaries etc.	1 (.5 day)	Months 2 - 4
PremierOne GIS Import Tool Training	GIS Administrator	• Attend training class to learn upload process • Apply updated geodatabase	1 (3 days)	Month 9
Modify mxd documents on City system	GIS Administrator	• Modify and apply updated mxd files	1 (5 days)	Month 9
Hardware and Software Infrastructure		•		
On-site system installation	IT Personnel	• *(Tasks will vary depending on whether Motorola or City provides hardware and 3rd-party software)* • Ensure network connectivity between primary and disaster recovery sites and troubleshoot any issues • Provide IP addresses	6 days if Motorola-provides hardware Estimated 20 days if City provides hardware	Month 7
	System Administrator	• Assist with failover testing by creating of test incidents	2 (1 day)	Month 7
Interfaces and Queries		•		
Queries (State/Federal)	Project Manager	• Knowledge of contractual requirements; liaison with State/NCIC/NLETS, etc.	1 (3 days)	Month 5
	System Administrator	• Assist with query testing	1 (3 days – police only)	Month 5
	IT Personnel	• Work with State to ensure line and access is available	1 (3 days)	Month 5
Interface Requirements	Project Manager	• Knowledge of contractual requirements and system knowledge of interfaces	1 (15 days)	Month 3
	Customer IT Personnel	• Create demarcation points for entry and exit of data	1 (15 days)	Month 7
	Others (SMEs)	• Must have deep knowledge of the purpose and desired functionality of each interface • Work with the Motorola Solutions Architect to determine the requirements for each interface	TBD (15 days)	Month 3
System Interface Installation,	Project Manager	• Knowledge of contractual requirements; liaison with 3rd party vendors	1 (60 days)	Months 4 - 12

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Configuration, Unit Testing				
	IT Personnel	• Ensure connectivity to 3rd-party vendors as necessary • Ensure connectivity to other City systems as necessary	1 (60 days – 5%)	
	Others (SMEs)	• Assist with testing to ensure functionality meets interface requirements documents	TBD (60 days – 20%)	
Agency-Specific Activities		•		
Intelligent Data Discovery	System Administrator	• Ability to determine presentation of dashboards • Determine design of custom dashboards with Motorola AS	2 (3 days)	Month 7
	Others (Report Writers and/or Consumers)	• Knowledge of any existing dashboards • Determine design of custom dashboards with Motorola AS	2 (3 days)	Month 7
Legacy Data Access *(Tasks will vary depending on solution)*	System Administrator	• Thorough understanding of legacy systems, data structures, data elements	1 (15 days)	Month 3, Month 13
	Others (Crime Analysts)	• Determine usage of legacy data		Month 3, Month 13
Training		•		
User training curriculum development	System Administrator	• Work with Motorola Application Specialist to develop curriculum for State to conduct CAD/Mobile/Records end user training • Thorough knowledge of the Customer's dispatch function and processes/procedures • Attendance at CAD, Mobile and Records Train-the-Trainer classes required	2 (3 days)	Month 12
	Trainers	• Thorough knowledge of the Customer's dispatch and/or mobile functions and processes/procedures • Attendance at CAD, Mobile and/or Records Train-the-Trainer classes required	1 – 12 (3 days)	Month 12
	Others (SMEs)	• Thorough knowledge of the Customer's dispatch and/or mobile functions and processes/procedures • Thorough knowledge of the Customer's records operations, both in a records department and in the field • Attendance at CAD, Mobile and/or Records Train-the-Trainer classes required	TBD (3 days)	Month 12
SSRS Report Builder Training	System Administrator	• Be proficient in Windows and possess database administration knowledge. • Attend	2 (3 days)	Month 9
	Others (Report Writers)	• Be proficient in Windows and possess database administration knowledge.	2 (60 days, as needed – 20%)	Month 9 - 11

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Intelligent Data Discovery Training for CAD	System Administrator	• Be proficient in Windows and possess database administration knowledge. • Participate in SSRS Report Builder training prior to IDD class	2 (3 days)	Month 9
	IT Personnel	• Troubleshoot any connectivity and security issues if dashboards are published	2 (3 days)	Month 9
	Others (Report Writers)	• Be proficient in Windows and possess database administration knowledge. • Participate in Ad Hoc SSRS Report Builder training prior to IDD class • Develop and publish any additional dashboards	2 (3 days) plus time needed to create additional dashboards if needed (3 days per dashboard)	Month 9 - 11
CAD Train the Trainer	System Administrator	• Thorough knowledge of the Customer's CAD management functions and processes/procedures related to department operations	1 (3 days - Fire) 1 (5 days - Police)	Month 12
	Trainers	• Learn CAD system in order to be able to train other users	12 (3 days - Fire) 12 (5 days - Police)	Month 12
Mobile Train-the-Trainer	Trainers	• Must be proficient in City's operations in order to learn new Mobile system	Up to 24 (1 day - Police) Up to 24 (1 day - Fire)	Month 11
Mobile end user training	Trainers	• Develop Mobile end user training materials • City Police and Fire trainers train end users on mobile functionality	Up to 24 (40 days)	Month 12
Records Train the Trainer	System Administrator	• Thorough knowledge of the Customer's Records management functions and processes/procedures related to department operations	1 (3 days - Fire) 1 (5 days - Police)	Month 13
	Trainers	• Learn Records system in order to be able to train other users	12 (3 days - Fire) 12 (5 days - Police)	Month 13
Acceptance Testing				
CAD/Mobile Interface Acceptance Testing (some tests can be performed as the work on the interface is completed)	Project Manager	• Thorough knowledge of CAD/Mobile interface functional requirements • Sign off on completed tests • Work with Motorola PM to develop punch list for any issues	1 (20 days)	Month 13
	System Administrator	• Observe and assist with interface testing	1 (20 days – 25%)	Month 13
	IT Personnel	• Verify connectivity to third-party products if issues arise during testing	1 (20 days – as needed – 20%)	Month 13
	Others (SMEs)	• Subject Matter Experts to assist PM to verify that the interface is working per the Interface Requirements Documents	TBD (20 days – as needed – 20%)	Month 13
CAD System Integration Testing	Project Manager	• Thorough knowledge of CAD/Mobile functional requirements • Sign off on completed tests • Work with Motorola PM to develop punch list for any issues	1 (5 days)	Month 13

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Phase	Customer Role	Responsibilities	Estimated number of City resources (and	Duration during which allocation of
	System Administrator	• Observe and assist with testing	1 (5 days)	Month 13
	IT Personnel	• Verify connectivity to third-party products if issues arise during testing • Troubleshoot network issues	1 (20 days – as needed – 20%)	Month 13
Records Interface Acceptance Testing *(some tests can be performed as the work on the interface is completed)*	Project Manager	• Thorough knowledge of Records interface functional requirements • Sign off on completed tests • Work with Motorola PM to develop punch list for any issues	1 (10 days)	Month 13
	System Administrator	• Observe and assist with interface testing	1 (10 days – 25%)	Month 13
	IT Personnel	• Verify connectivity to third-party products if issues arise during testing	1 (10 days – as needed – 20%)	Month 13
	Others (SMEs)	• Subject Matter Experts to assist PM to verify that the interface is working per the Interface Requirements Documents	TBD (10 days – as needed – 20%)	Month 13
Records System Integration Testing	Project Manager	• Thorough knowledge of Records functional requirements • Sign off on completed tests • Work with Motorola PM to develop punch list for any issues	1 (5 days)	Month 13
	System Administrator	• Observe and assist with testing	1 (5 days)	Month 13
	IT Personnel	• Verify connectivity to third-party products if issues arise during testing • Troubleshoot network issues	1 (10 days – as needed – 20%)	Month 13
Go Live		•		
CAD/Mobile Go Live	Project Manager	• Understand Cut-over Plan, Records Functions and I/F's	1 (5 days)	Month 13
	System Administrator	• Correct any provisioning issues that arise	1 (5 days)	Month 13
	IT Personnel	• Troubleshoot any hardware or connectivity issues	1 (5 days)	Month 13
	Trainers	• Provide floor support during transition for all shifts	12 (5 days)	Month 13
	Others (SMEs)	• Provide floor support during transition for all shifts	TBD (5 days)	Month 13
Records Go Live	Project Manager	• Understand Cut-over Plan, Records Functions and I/F's	1 (5 days)	Month 14
	System Administrator	• Correct any provisioning issues that arise	1 (5 days)	Month 14
	IT Personnel	• Troubleshoot any hardware or connectivity issues	1 (5 days)	Month 14
	Trainers	• Provide floor support during transition for all shifts	12 (5 days)	Month 14
	Others (SMEs)	• Provide floor support during transition for all shifts	TBD (5 days)	Month 14
Final System Acceptance	Project Manager	• Understanding of contractual deliverables, acceptance criteria	1 day	Month 15

Maintenance Services (if applicable)

Phase	Customer Role	Responsibilities	Estimated number of City resources (and	Duration during which allocation of

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		allocation of time required)	time is required
Post-live Maintenance			
	System Administrator	1 (20%)	Perpetual
	• Maintain CAD/Mobile/Records provisioning • Investigate and report issues to Customer Support		
	GIS Administrator	1 (20%)	Perpetual
	• Maintain and upload updates to street files, common places, address points		
	IT Personnel	1 (25%)	Perpetual
	• Conduct regularly scheduled backups • Apply OS patches		
	Customer Trainers	1 (10%)	Perpetual
	• Train new users as necessary		
	Others (Reporting)	1 (20%)	Perpetual
	• Run existing SSRS reports • Write additional SSRS reports or IDD dashboards as needs are identified		

EXHIBIT 12
PREMIERONE CAD & RECORDS SAMPLE CUTOVER PLAN

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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EXHIBIT 12

PREMIERONE CAD & RECORDS SAMPLE CUTOVER PLAN

The Motorola Solutions Sample PremierOne CAD and Records Cutover Plan is on the following pages.

Customer PD

PremierONE™ Suite 4.1 Deployment
Cutover Plan

March 21, 2019
Motorola Solutions Inc.
7237 Church Ranch Boulevard, Ste 406
Westminster, CO 80021
(303) 527-4000

Publication History:	Publication	Version	Date
	Cutover Plan Created	1	January 21, 2017
	Update to CAD cutover location	2	May 30, 2017

This document was printed on   **March 21, 2019**

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Version	Date	Author	Description of Changes
1	01/21/17	Motorola PM	Initial document creation
2	05/30/17	Motorola PM	Update to CAD cutover location

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1. INTRODUCTION

A successful upgrade and cutover to PremierCAD™ v4.1 is contingent upon the successful completion of a number of tasks by Customer and Motorola. At this point in the implementation process all milestones are critical.

The purpose of this cutover plan is to document the tasks to be accomplished during the weeks prior to and including the cutover to the PremierONE™ SUITE System. This plan was developed based a system-wide upgrade commencing on **June 6, 2017** for the PremierONE™ CAD and RECORDS Applications. The Customer System will be considered in Beneficial Use after the Production Server begins utilization on 6/6 at 1400hrs. *Field users of the PremierOne Mobile™ Application will begin using the mobile field application after they have received their training in May and will start receiving created incidents from dispatchers using the PremierONE™ CAD application at a designated time to be determined.*

Under adverse circumstances and in the event that there are complications associated to the upgrade a Fallback Plan will be activated. The current PCAD system will remain in operation throughout the deployment of PremierONE™ CAD and will be readily available should the need arise to roll clients back to that system. Both the PremierCAD and PremierONE™ CAD applications are installed on each of the client workstations. Should the need arise, Joseph Pontillo of Customer will approve the activation of the Fall Back Plan once cleared through the executive decision maker(s) – which will require the immediate re-launch and connection to the PremierCAD by each workstation. This plan shall be utilized as a contingency plan for system degradation, failure or in the event of inadequate performance.

Case numbers will be tracked and will be coordinated internally within Customer. Customer is expected to coordinate the movement of individual incidents from one system to the other, should a critical incident exist in the legacy system after the move to PremierOne™ production.

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Cutover will include the following applications and interfaces:

      PremierONE™ CAD v.4.1 CU03

      PremierONE Mobile™ v.4.1 CU03

      PremierONE Records™ v.4.1 CU02

      E911 Interface

      Alarm Permits (Cry Wolf Base)

      Query Service: FDLE queries: Article, Boat, Driver's License, Gun, and Vehicle Registration

      Paramount (ProQA)

      SMTP Alerting (Email Paging)

      CrimeView

      Records specific interfaces:

      TraCS

      ThinkStream

2. STAFFING

Proper staffing during the cutover period is critical to the success of the cutover itself. There are two key components to staffing. The first is Motorola staffing and the second is staffing by Customer. Cutover support for the upgraded application will include at least 8 hours per day on site, with after-hours support arranged by the PM.

Motorola staff will setup a work location in a conference room or designated space that has been reserved by Customer at each dispatch/records location. Motorola staff will be onsite to support Customer's resources in the event application issues arise. Motorola will require a dedicated space at Customer's dispatch location. **The expectation is for Customer's staff to be the first line of defense for all application, network, hardware and training issues. Only after questions and issues have been triaged by the Customer's staff should issues or questions be directed toward Motorola's staff.**

2.1 MOTOROLA CUTOVER STAFFING

Motorola will provide onsite project management and technical support as listed on the below schedules. In addition to the Motorola staff on-site, the team will have access to additional resources throughout the company through the Motorola Support Center.

After the initial 6-day on-site coverage, Customer will have direct access to the Motorola Support Center 24 hours/day, 7 days/week. Commencing on Thursday, June 15, 2017 – Motorola Support will resume full coverage of the Customer system.

The below schedule summarizes those supporting the PremierOne™ Suite Live-Cut and connection of the application and hardware.

Motorola Resources

Resource Name	Onsite/ Remote	Role	Contact #
Motorola Resource	**On Site**	**Sr. Project Manager**	**(xxx)-xxx-xxxx**
Motorola Resource	**On Site**	**Project Manager Back UP**	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	CAD Application Specialist Mgr.	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	CAD Application Specialist Lead	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	CAD Application Specialist	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	CAD Application Specialist	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	CAD Application Specialist	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	CAD Application Specialist	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Records Applications Specialist Mgr.	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Records Applications Specialist Lead	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Records Applications Specialist	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Sr. System Technologist Lead	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	System Technologist	**(xxx)-xxx-xxxx**

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Motorola Resource	On Site	Sr. Solutions Architect Lead	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Sr. Solutions Architect	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Sr. Solutions Architect	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Support Technician/CAD	**(xxx)-xxx-xxxx**
Motorola Resource	On Site	Support Technician/Records	**(xxx)-xxx-xxxx**

2.2 CUSTOMER STAFFING

It is expected that Customer will provide sufficient staff to do any necessary data entry to sufficiently show active use of the system. It is also assumed that Customer will assemble a team to support live-cut activities at the dispatch center and records location(s).

It is also expected and necessary for Customer's staff to triage issues prior to reporting them to onsite staff during cutover and ongoing support. All training issues must be addressed by Customer's staff.

2.3 CUSTOMER RESOURCES

Resource Name	Application	Role	Contact #
Customer Resource	CAD/Mobile/Records	Project Mgr/IS Mgr.	**(xxx)-xxx-xxxx**
Customer Resource	CAD/Mobile/Records	IT	**(xxx)-xxx-xxxx**
Customer Resource	CAD/Mobile	Sr. Supervisor - CAD	**(xxx)-xxx-xxxx**
Customer Resource	Records/GIS	Sr. Supervisor - Records	**(xxx)-xxx-xxxx**
Customer Resource			**(xxx)-xxx-xxxx**
Customer Resource			**(xxx)-xxx-xxxx**

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2.4 MOTOROLA RESOURCE RESPONSIBILITY MATRIX

2.4.1 ROLES AND RESPONSIBILITIES MATRIX PURPOSE AND GOALS

The purpose of this matrix is to assign departments or individuals to activity categories, define role responsibilities, and define relationships between groups.

The goals of the roles and responsibilities matrix are to:

- Define roles and responsibilities of project stakeholders.
- Improve overall project team and stakeholder communication.
- Proactively identify gaps in assignments, accountability, or resources.
- Clarify cross-functional interactions between project team members.
- Document project interdependencies with other enterprise initiatives.
- Define project team interactions with supporting resources and departments.

KEY:

A – Accountable for successful completion of task.
R – Responsible for completion of task. (Task can be delegated to this person.)
S – Supports task.
C – Requires communication about the task.

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2.4.2 ROLES AND RESPONSIBILITIES MATRIX – DEPLOYMENT

Organization Title	Project Activity				
	Planning	Upgrade Deployment Tasks	Live-Cut Support	Technical Preparation Tasks	Customer Communications
Program Manager	A/R	A/R/S/C	A/R/S/C	A/R/S/C	A/R
Deployment Applications Specialist	C	R/S	R/S	S/C	C
Software System Architect	C	A/R/S	R/S	A/R/S	C
Hardware System Engineer	C	A/R/S	R/S	A/R/S	C
Support Technician	S/C	S/C	S/C	S/C	S/C

Title	Role	Responsibilities
Program Manager	The **Program Manager** is responsible for developing, in conjunction with the **Project Sponsor**, the project deployment plan. The Program Manager ensures that the project is delivered on time, within budget, and to the required quality standards. The Program Manager will oversee the all projects involving Motorola at Customer and will coordinate the planning, resource allocation and deployment of tasks through **Project Managers**.	- Manage and lead the project teams. - Manage the coordination of the partners and the working groups. - Develop and maintain a detailed project plan. - Communicate with Project Sponsor.

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Title	Role	Responsibilities
Project Manager	The **Project Manager** will aid the Program Manager in the day to day tasks associated to the deployment initiative and will help to coordinate project teams and their responsibilities. He/She will attend project status meetings and aid in the design of the deployment plan. During Cutover activities the Associate Project Manager will help to support the Program Manager confirm that tasks are completed and information is accurately recorded for reporting to the Project Sponsor.	• Assist in managing and leading project teams • Aid in the creation of cutover plan tasks • Attend project meetings • Assist and guide technical resources during cutover • Ensure technical preparation tasks are completed by resources • Ensure key tasks are complete and on schedule
Deployment Project Manager	The Deployment Project Manager is key to the successful completion of Deployment Tasks. He/She is responsible for the creation and delegation of tasks to technical deployment resources, including the Support AS, System Hardware Engineer and System Software Engineer. He/She will lead these resources in planning and preparation and will coordinate the required upgrade tasks during the cutover. The Deployment Project Manager will coordinate the events during the upgrade event and communicate plans, status and other critical information to the project teams.	• Coordinate, prepare and delegate responsibility to Support Resources • Provide detail as to the technical tasks that support resources will complete during the cutover • Assume responsibility for the completion of cutover activities and ensure that critical tasks are completed as planned • Update the Program Manager with critical information throughout the initiative.
Deployment Applications Specialist	The Deployment Applications Specialist will support the cutover team as a technical resource. The DAS will aid the project sponsor in coordinating the installation of P1 CAD Clients and will be present in Dispatch Centers, providing support to the Customer dedicated Super Users. The DAS will report progress and critical needs to the Project Managers and or the Program Manager.	• Support Super Users with client installations • Provide assistance to end-users and super users as instructed by the Assc. PM and or Deployment PM. • Report critical communications, updates, and needs to Assc. PM and Dep. PM.

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Title	Role	Responsibilities
Software System Engineer	The Software Engineer will complete application related deployment tasks associated to software applications, interfaces and supporting applications. The Software Engineer is the primary technical point of contact for the deployment staff and will analyze and report on the health of the system, advising the Program Manager of significant milestones and or issues as they arise.	• Complete Primary Application tasks • Configure/test supporting applications and interfaces • Monitor system health and coordinate interface data flow • Troubleshoot as needed • Test P1 system to ensure compatibility and operation
Hardware System Engineer	The Hardware System Engineer is responsible for hardware related tasks, installations, connections and testing. This engineer will complete prep for and complete the hardware, OS and application related tasks specific to the deployment of P1. The Hardware Engineer is the primary point of contact to deployment staff, for hardware and OS related issues and will provide reports to the Program Manager regarding progress, significant milestones and or issues as they arise.	• Complete preparation tasks associated to the install of the Operating System and P1 App. as described in the SOW • Complete the deployment tasks associated to the Operating System as described in the SOW • Complete DR site prep and deployment tasks • Act as primary point of contact for the project team for hardware, OS and DR related topics
Support Technician	The Support Technician provides a vital link to the Motorola Solutions Support Center. The Technician is responsible for aiding the Support Project Manager in collecting reports of issues, triaging them, prioritizing issues fixes and then coordinating solutions for the issues. The Support Technician will provide support to the technical deployment resources during the upgrade and then will be the primary point of contact for ticketing after the upgrade is completed. Together the Support Technician and Deployment Project Manager will create, maintain and manage both an Issues/.Ticket Log and Project Punch List.	• Provide Technical Remote support to deployment resources as necessary, during the upgrade • Act as the primary point of contact for issues ticketing after the upgrade • Work with the Deployment Project Manager to maintain an Issues/Ticket Log and Project Punch List.

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3. PRE-CUTOVER

This section defines, in general terms, each pre-cutover item to be completed, reviewed, and confirmed at the Live-Cut Readiness Review Meeting.

3.1 PRE-CUTOVER ACTIVITIES

User Training – This is Customer's responsibility. Customer must ensure that all users are properly trained and prepared for the cutover to the new system.

It is also highly recommended that the end users, who will be affected by any of the changes in the system, receive a "Cutover Briefing" prior to the live cut. Common items to be addressed by such a briefing are:

1. Explanation of any workflow changes since training
2. Overview of the cutover schedule and activities
3. How to request assistance during the cutover
4. How to report trouble tickets during the cutover (and beyond)
5. To whom SOP questions should be directed/resolved

User Security Profiles- This is Customer's responsibility. Customer must ensure that all users have workable security profiles which have been adequately tested. Super Users should be well-informed as to how to handle end-user issues with such.

Workstation & Mobile installs- The installation of PremierOne™ CAD or Records on each workstation is the responsibility of Customer. During the deployment it is important that Customer has coordinated the appropriate staffing level to complete client upgrades to each workstation. The components included with the client upgrade are detailed in Section 1 of this document. Motorola Staff will be on hand to assist with the Deployment Tool – should the need arise to push new builds out to client workstations during the cutover.

Third Party Advisement – This is Customer's responsibility. Customer should advise any third party agency, third party vendor or Executive Staff of critical live cut activities and their timeframes, should their applications be affected.

On Site Logistical Support - A Cutover Command Post "WAR Room" must be established at the client's primary facility for Motorola and Client support staff. The Command Post must be accessible during cutover hours and set up for at least five (5) Motorola staff members. It is ideal that a telephone extension be located at this location so that Motorola staff can contact external support as needed and authorized users within the Customer network can contact Motorola as needed. Motorola support staff will need clearance throughout the client facility to provide necessary support wherever an end user may require assistance.

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3.2 PRE-CUTOVER TASKS

The following checklist will be used at the Live-Cut Readiness Meeting to ensure completion of items. Each incomplete item will be evaluated to determine its potential impact to the system cutover. That evaluation will be made jointly between Motorola and Customer at the Live-cut Readiness meeting.

Task Description	Owner	Completed (✓)
All Motorola Documentation Provided	Motorola	✓
PremierONE™ CAD software on-site and ready for install	Motorola	✓
PremierONE™ CAD Workstations installed and readied at communications center	Motorola/Customer	✓
End-User Training Completed for all end-users (by 5/31)	Customer	✓
Super User's schedule defined – placement at center to support live-cut activity (by 6/2)	Customer	✓
Go-Live Support (AS, SA, ST, PM) schedules defined, confirmed and ready to support live-cut activity (by 5/31)	Motorola	✓
Issues List Review Meetings (Thurs) each week.	Motorola/Customer	✓
Remote Access policy defined, provided and provided to Motorola - w/ steps for remote access	Customer	✓
System		
Edit all provisioning modules to delete test entries and data (40hrs)	Moto (AS)	✓
System audit and corrective action (8hrs)	Moto (ST)	✓
Database partitioning (8hrs) (Scheduled for June 1, 9am ET)	Moto (DBA)	✓
HP Hardware, Firmware and Driver Update. (16hrs)	Moto (ST)	
Windows Updates (8hrs per site)	Customer	
Deploy final patch/hotfix (2hrs)	Moto (ST)	✓
Final Provisioning lockdown (5/31/17 at 5pm ET)	Moto/Customer	✓
Export current production DB and import to training (2hrs)	Moto (ST)	
Test Purge functionality on Training system (4hrs)	Moto (ST)	✓
Final export of current production DB and import to training (2hrs)	Moto (ST)	
Purge production DBs of all test/training data using the Purge tool in the provisioning console (4hrs)	Moto (ST)	✓
Ensure all data feed and other interface RDW database objects are backed up (2hrs)	Moto (ST)	✓
Drop and recreate the production Reporting RDW database (1hr)	Moto (ST)	✓
Correct any SCOM alerts (6hrs)	Moto (ST)	
Defragment all system disks and others reported by SCOM (8hrs)	Moto (ST)	✓
Reboot all servers after all other tasks are completed. (1hr)	Moto (ST)	
System Lock Down – No Access until Go Live (5/31/17)	Moto/Customer	✓

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		r	
Mapping			
Go-Live CAD & Mobile maps provided	Customer GIS		✔
Deploy final maps to machines to be used for Go Live	Customer GIS		✔
Clients			
Delivery of final patch/hotfix	Moto (ST)		✔
Build & test deployment packages for final patch/hotfix (4hrs)	Moto (AS)		✔
Deploy final patch/hotfix to identified clients (2hrs)	Moto (ST)		✔
Export Go Live CAD and Mobile PRData files (2hrs)	Moto (ST/SA)		
Run client config tool with PRData from purged production system in order to purge client databases and avoid provisioning data mismatches.	Moto (ST/SA)		✔
Provide list of Console ID# List (Provide Example)	Customer		
CAD Workstations Installed and Tested	Customer		✔
Certify that CAD Workstations are Ready for Go-Live	Customer		✔
Before Purging the RDW database (confirmed that Customer is not making any changes to the RDW custom tables that built for data feeds). Also there are two tables in the Unified CAD database data need to be copied once Data Provisioning and other usage is stopped by customer or Motorola – This task need to be done before Purging the RDW database.	Moto (DBA)		✔
Interfaces			
Interfaces – tested / ATP Completed	Moto (SA)		✔
Miscellaneous			
Turn off debugging, logging et cetera for servers and clients prior to Go-Live (– just prior to production live)	Moto (ST) Customer		
Client Update Push Process Ready	Customer		
Ops Mgr Monitoring Proper Services, Notifications are Turned on	Moto (SA)		

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3.3 PREMIERONE DEPLOYMENT - SOW TASKS

TASK NUMBER AND DESCRIPTION	DATE	STATUS	Owner / Notes
5B. 14.2 Project Kickoff	5/21/2016	Complete	Motorola/ Customer
5B. 14.3 Functional Scope Review / IRD's	2/2017	Complete	Motorola/ Customer
5B. 14.4 Infrastructure Planning / DDR Meet	8/2016	Complete	Motorola/ Customer
5B. 14.5 Pre-Provisioning Workshop	6/5/2016	Complete	Motorola/ Customer
5B. 14.6 Motorola Factory Staging Activities	12/06/16	Complete	Motorola
5B. 14.7 Site Install Activities	1/19/17	Complete	Motorola
5B. 14.8 Site System Configuration w/ 4.1 ECD	1/19/17	Complete	Motorola
5B. 15 Site Test and Completion Activities	5/24/17	Complete	Motorola
5B. 16 Training Services		Complete	Motorola
- Provisioning - Mobile	3/6/17	Complete	Motorola
- Train the Trainer	4/24/17	Complete	Motorola
- Test P1 Standard Reports	5/1/17	Complete	Motorola
- Sequel Server Reporting Services (SSRS)	4/24/17	Complete	Motorola
- P1 CAD/RMS Syst. Admin/Syst. Reporting Training	5/8/17	Complete	Motorola
- Managing GIS w/ PremierONE™	2/27/17	Complete	Motorola
- ArcGIS / Map Configuration In PremierONE™	5/1/17	Complete	Motorola
Added Activity – not called out in the SOW			
-			
-			
- *System Upgrade from to*			
-			
5B. 18 Live Cut	6/06/17		
- Go Live – Stakeholder's Briefing (5/31)	5/31/17	Complete	Motorola/Customer
- Go Live – Readiness Review Meeting (6/1)	6/1/17	Complete	Motorola/ Customer
- Go Live – Final Task Review Meeting (6/05)	6/6/17		Motorola/ Customer
- Go/No-Go Decision Meeting (5/31)	5/31/17	Complete	Motorola/ Customer
- Production Move	6/06/17		Motorola/ Customer
5B. 19 Project Closure – Transition to Support	6/6/17		Motorola/ Customer
- Declaration of Beneficial Use	6/6/17		Motorola/ Customer
- Handover Meeting	6/12/17		Motorola/ Customer

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Post Live-Cut Delivery Items			
- ACT Training Class	6/26/17		
- IDD Training Class	TBD		
-			

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LIVE-CUT READINESS REVIEW MEETINGS (05/31/17 1000HRS ET TO 1030HRS)

Cutover activities will begin with the Live-Cut Readiness Meeting, scheduled prior to the cutover. During this meeting, specific items from the Pre-Cutover Checklist will be reviewed for completeness.

In addition to the items on the Pre-Cutover Checklist, user readiness should also be assessed. The following table provides a sample checklist for assessing the readiness of the Customer users to proceed with the cutover.

READINESS CRITERIA	*YES/NO*
1. Have all functional groups been trained?	Yes
2. Are the majority of the users in a functional group comfortable with system use?	Yes
3. Do these users know how to properly assess and report a trouble ticket?	Yes
4. Do these users understand all modified SOPs with regards to use of the new system?	Yes
5. Does this group have a contingency plan for reverting operations in the event the Motorola system becomes unavailable after the cutover?	Yes

Customer's team should be able to answer "yes" to the above items to confidently proceed with the cutover.

During the meeting, the Pre-Cutover checklist and the User Readiness Assessment will be reviewed. Items that have not yet met the completion criteria will be reviewed, and their potential impact to the cutover will be discussed and assessed. Assuming there are no significant outstanding items, the teams will proceed with cutover/upgrade activities initiating on **Tuesday, June 6 at 11pm ET** for the PremierONE™ Suite applications and the interfaces and components that support this system.

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4. T-3 WEEKS OF LIVE-CUT

4.1 SCHEDULED TASKS (WEEK OF 5/15/17   )

Task Description	Owner	Completed (✓)
Interface Validation Testing	Motorola	✓
System Validation Check	Motorola	✓
Coordination of Remote Access using VPN	Customer/Motorola	✓
Reserve Meeting Space for Pre-Live Cut Activities	Customer	✓
Reserve Meeting Space for Live-Cut Activities	Customer	✓
Preparation for Delivery of Live-Cut Plans/Announcement to Field and support staff	Customer	✓
Preparation / Training of Live-Cut Plan w/ Comm. Center Leaders	Customer	✓
Book Travel Arrangements	Motorola	✓
Preparation for Delivery of Live-Cut Plans/Announcement to Field and support staff	Customer	✓
Preparation / Training of Live-Cut Plan w/ Comm. Center Leaders	Customer	✓
-		

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5. T-2 WEEK OF LIVE-CUT

5.1 SCHEDULED TASKS (WEEK OF 5/22/17   )

Task Description	Owner	Completed (✓)
SYSTEM FREEZE – No additions to PremierOne™ Databases	Customer/Motorola	✓
Delivery of Cumulative Update in "TST" ( )	Motorola	NA
Basic Functionality testing of CU03 in "TST" ( )	Customer/Motorola	
Delivery of Cumulative Update CU03 in "PRD" ( )	Customer/Motorola	✓
Review of CU__ Release Notes – Validation Testing	Motorola	✓
Critical Path – Issues Review Meeting (Thurs)	Customer/Motorola	✓
System Validation – System Preparation Tasks	Motorola	✓
Interface Validation – Testing – Preparation Tasks	Motorola	✓
Review Cutover Plan – Produce updated draft	Motorola	✓
Provide Final Travel Plan to Motorola Resources	Motorola	✓
Review and Acceptance of Cutover Plan & Schedule	Customer/Motorola	✓
Delivery of Post Live-Cut Deliverable features	Motorola	**N/A**
Sign-off and Acceptance of Performance Schedule for Post Live-Cut Deliverables	N/A	N/A
Load Testing	Customer	✓
Issues Resolution	Customer/Motorola	✓

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6. T-1 WEEKS OF LIVE-CUT

6.1 SCHEDULED TASKS (WEEK OF 05/29/17 – HOLIDAY WEEK – MON – MEMORIAL DAY, WORK TUES - THURS)

Task Description	Owner	Completed (✓)
Live Cut Readiness Review Meeting (Date: 5/31/17)	Customer Motorola	✓
Final Task Review Meeting (Date: 6/1/17)	Customer Motorola	✓
Go / No-Go Decision (Date: 5/31/17)	Customer Motorola	✓
Full Functional Test of CU03_ in "PRD"	Customer, Motorola	✓
Zach Beckner (CAD AS) final ticket cleanup /site prep	Customer Motorola	✓
Curry Russell, Omar Newland (Software Deployment Specialist) – CAD/RMS Interfaces review	Customer, Motorola	✓
Dwayne Sisk (System Tech.) – System Checklist	CustomerMotorola	✓
Jackie Thomas (PgM) priority ticket review/system check	Customer, Motorola	✓
Set-up and finalize the Plan for Remote Access to Customer's System	Customer, Motorola	✓
***** Validate State Interface connection is operational *****	Customer /Motorola	✓
Load Testing	Customer	✓
System Validation – System Preparation Tasks	Motorola	✓
Interface Validation – Testing – Preparation Tasks	Motorola	✓
Mobile		
- Obtain IT/Mobile desk # for field users to call with issues	Customer	✓
-		
-		

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7. PREMIERONE LIVE-CUT WEEK

During cutover week while Motorola staff is in the area but may have left site, if issues escalate beyond the Customer Support Staff, a call should be made to the on-site Program Manager Jackie Thomas, depending on the on-call agreement, to assess the situation and determine the correct individual or team to assign the issue.

Resource Name	Role	Agency
Jackie Thomas	Project Manager	Motorola
Zach Beckner, Kris Perkins	Applications Specialist	Motorola
Dwayne Sisk	System Technologist	Motorola
Curry Russell (CAD), Omar Newland (RMS)	Solutions Architect	Motorola
Joe Pontillo	Project Manager	Customer
Alberto (Junior) Fernandez	Ops Manager, RMS Manager	Customer
Luz Ponce	CAD Supervisor	Customer

Note: Motorola Go Live Team Members will fly to Customer on Sunday, 6/04/17   and will be on site on Monday, 6/05/17 for a Go Live prep day and last minute activities.

7.1 MONDAY, 06/5   - PREP DAY

Task Description	Owner	Completed (✓)
Core Project Team Motorola Staff Arrive @ Customer EOC 0830	Motorola	✓
Daily Standup Meeting – 1000hrs Remote Go Live Team attend via Conference Bridge	Customer/Motorola	✓
Validate State Interface connection is operational	Customer	✓
System Tasks	Motorola	✓
Motorola team leaves site at 1700.	Motorola	✓

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7.2 TUESDAY, JUNE 6 -   SYSTEM GO LIVE

Task Description	Owner	Completed (✓)
Prep -- Assigned Motorola Staff Arrive @ Customer Comm Center 0830	Motorola	✓
Motorola Staff depart site at 1400 hours	Motorola	
Mobile – Support Line - 000-000-0000 (Customer Contact)	Customer	
Validate State Interface connection is operational		
- Relocation of Primary Production State Switch to P1	Customer	
Validate E911 Interface is connected and operational	Motorola	
Motorola Staff arrive 2200 – CAD AS Team at Fire Academy, Records AS team, SA, ST Teams at PD location	Motorola	
Set CAD Incident Number	Motorola	
Production Cutover of PremierOne™ CAD @ 2300	Motorola/Customer	
Core Team – Cutover Support On Site Till 0500hrs	Motorola/Customer	
- A Motorola AS will be on site for each shift		
Motorola On-Site Schedule: (Staff On Site 0500am)		
- – Depart to hotel 0500		
-		
Day Shift Coverage:		
-		
-		
-		
Swing Shift Coverage:		
-		
- (Part On Call – As needed)		
- (Part on Call – As needed)		
Graveyard Shift Coverage:		
-		

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7.3 WEDNESDAY, JUNE 7 - SYSTEM LIVE

Task Description	Owner	Completed (✔)
Assigned Motorola Staff Arrive @ Customer COMM Center 0700	Motorola	
Daily Standup Meeting – 0900hrs	Customer/Motorola	
	Motorola	
- A Motorola AS will be on site for each shift	Motorola	
Motorola On-Site Schedule:		
-		
-		
Day Shift Coverage:		
- 0600 - 1600		
- 0800 – 1700		
- 0800 – 1700		
Swing Shift Coverage:		
- 1400 - 0000		
- 1400 - 0000 (Part On Call – As needed)		
- 1400 - 0000 (Part on Call – As needed)		
Graveyard Shift Coverage:		
- TBD AS 2200 - 0800		

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7.4 THURSDAY – JUNE 8   SYSTEM LIVE

Task Description	Owner	Completed (✓)
-		
-		
-		
Assigned Motorola Staff Arrive @ Customer Comm Center 0800	Motorola	
Daily Standup Meeting – 0900hrs	Customer/Motorola	
	Motorola/Customer	
- A Motorola AS will be on site for each shift	Motorola	
Day Shift Coverage:		
- Zach Beckner 0600 – 1600 CAD/Mobile		
- 0600 – 1600 Records		
- Curry, Omar, Dan 0800 – 1700		
- Dwayne, Don 0800 – 1700		
Swing Shift Coverage:		
- Connie Palmore 1400 - 2400		
- Tiffany Trusty 1400 - 2400		
- 1330 – 2130 (Part On Call – As needed)		
- ST 1330 – 2130 (Part on Call – As needed)		
Graveyard Shift Coverage:		
- TBD AS 2200 - 0800		

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7.5 FRIDAY – JUNE 9   SYSTEM LIVE

Task Description	Owner	Completed (✓)
Assigned Motorola Staff Arrive @ Customer Comm Center 0700	Motorola	
Daily Standup Meeting – 0900hrs	Customer/Motorola	
	Motorola/Customer	
-		
Day Shift Coverage:		
- DeeDee Wilson 0600 – 1600 CAD/Mobile		
- Ryan Romberg Records		
- Curry, Omar, Dan 0800 – 1700		
- Dwayne, Don 0800 – 1700		
Swing Shift Coverage:		
- Tiffany Trusty 1400 - 2400		
- Connie Palmore 1330 – 2130 (Part On Call – As needed)		
- Rich Castleberry 1330 – 2130 (Part on Call – As needed)		
Graveyard Shift Coverage:		
- AS - TBD		
-		
-		
-		

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8. POST P1 CUTOVER (6/10 – 6/15/17)

8.1 SCHEDULED TASKS - ONSITE

Task Description	Owner	Completed (✓)
Monitor System Activities	Motorola	
Conduct Daily Standup Meetings	Motorola	
Attend Daily Standup Meetings	Customer	
Maintain Post-Live Cut Issues Punch List	Motorola	
Review Tickets w/ Motorola Support Team	Motorola	
Engage in Testing and Validation Activities as needed	Customer	
Complete System Health Checks and Proactively Monitor system Health	Motorola / Customer	

8.2 SCHEDULED TASKS - OFFSITE

Task Description	Owner	Completed (✓)
Motorola Support will continue to Monitor Progress	Motorola	
Trouble Tickets should be put in w/ Motorola Support starting Monday, June 12, 2017	Customer	
Support PM will review Punch list and Issues Log on final weekly call	Motorola	
Program Manager will host calls where issues can be discussed and resolution reports will be made – between the Deployment Resource Team and Motorola Support Team	Motorola	

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9. PREMIERONE LIVE-CUT LOGISTICS

9.1 MOTOROLA PREMIERONE TEAM CUTOVER SCHEDULE

All resources will be onsite from 0800 until 1700 unless otherwise indicated within the aforementioned plan. Motorola AS resources will not be on site after 1700hrs on 6/15/17 unless otherwise agreed upon or stated within the deployment plan. Post Live-Cut Support will include key resources and the scheduling of such will be communicated by the program manager. Resources w/ "(R)" indicate remote support, while resources w/ "(OS)" will be On Site.

Dates	Program Manager	PremierONE™ (Technical)	PremierONE™ (Resources)
6/05/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/06/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/07/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/08/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/09/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/10/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/11/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/12/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/13/17	Motorola PM (Off Site TRAVEL)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/14/17	Motorola PM (Off Site TRAVEL)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)
6/15/17	Motorola PM (OS)	Solutions Architects and System Technologists (OS)	Application Specialists (OS)

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6/16/17	Motorola PM TRAVEL	Solutions Architects and System Technologists (OS)	Application Specialists (OS)

10. USER MANAGEMENT

A very important facet of the cutover activities involves the management of Customer's end users. To avoid confusion, consistent communication with the users is imperative. Customer should develop plans to address the following potential user scenarios. The information within this section is vital to the success of the live cut activities in the Production Environment. Fall-Back plans are in place to roll-Back the production environment to the previous stable build, but it is also important that formal Degradation Plans have been adopted and are available for execution during both the associated Live-Cut "expected" down time and in the event of an unplanned outage.

10.1 PROJECT SPONSOR CHECKLIST & PREPARATION

In preparation for the Live-Cut activities it becomes imperative that the project sponsor and or project leadership delegates become proactive in the preparation approach. Live-cut activities can become significantly stressful; therefore, the appropriate education for those involved is critical to the success of the deployment. If the expectations of end users, supervisors, administrative spectators, field users and other individuals and or groups involved with the project are aligned appropriately the propensity for failure, acute stress and communication breakdown is decreased significantly. The leadership throughout the organization should be exposed to the following items and exercise a "sanity check" of sorts to insure the most complete preparation efforts are implemented and the required logistics are in place.

10.1.1 COMMUNICATIONS CENTER STAFFING

- o There should be at least one individual who is prepared to log in all on duty units at the time of live-cut. This process must be carried out swiftly and must be completed accurately, insuring that each unit is properly logged on, bears the appropriate areas and capabilities and is positioned in the appropriate status.
- o Managers are encouraged to include at least 1-2 more individuals per every 5 regularly scheduled individuals to aid in the handling of go-live tasks.
- o Super Users should be scheduled based on the size of the center – with at least one "Super User" per every 5 end-users, on each shift for the first several days after the cutover.
- o While these items are discretionary, they are highly recommended.

10.1.2 EXECUTIVE COMMITTEE & DECISION MAKING

- o It is required that the organization delegate an individual or group of individuals who will be tasked with following the project and who will be readily available, knowledgeable of the project, bear the appropriate authority and who will be ready to act in the executive decision making process.
- o This person or persons should be capable of making the Go/No-Go Decision and available at all times during the deployment, should the need arise to enact a fall-back or contingency plan.
- o The Motorola Program Manager and Deployment Team will provide daily briefings to the organization's project sponsor, IT Lead and designated deployment team, which will be inclusive of critical information regarding the product, present status of the deployment and recommendations for action; however, those acting in this capacity, for the organization, will need to be able to immediately communicate to the executive committee or decision making delegate, so that decisions are made with the highest regard for the organization and project as immediately as possible.

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10.1.3 HANDLING INCREASED TRAFFIC, NOISE AND BODIES ON THE DISPATCH FLOOR

o The Customer center will be host to approximately 10 individuals during the live-cut activity, it will be important that there is a defined area at the first couple of centers where on-lookers are able to stand/sit.

o Upgrades of this magnitude happen very few times for organizations, so it is important that interested and authorized individuals are allowed into the center to observe the operations, but it will also be necessary to prepare end-users for an influx of both bodies and noise during the live-cut activity.

o In addition to on-lookers, there are a number of required individuals who will be communicating with one another, utilizing cellular telephones, and observing the operations of end-users. These individuals and their actions are critical to the deployment process. While they understand the magnitude of the operations within the center and will act as quickly and quietly as possible, it is important that end-users are aware of their importance to the tasks at hand and are prepared to tolerate their existence throughout the live-cut process.

10.1.4 END-USER STRESS MANAGEMENT

o It is important that the most prepared individuals are scheduled during cutover hours. Sometimes this means moving work schedules around so that the strongest individuals are present at the most critical times. It will be important that those who are most capable of handling high stress, high noise levels and the presence of critical issues be present during the cutover periods.

o Degradation Plans need to be exercised before the live cut and all end-users need to understand how to operate without a computer system. Although highly unlikely the need to operate without P1 CAD or PCAD may become necessary. This means that users should understand the internal processes required to operate in a degraded mode for an extended period of time.

10.1.5 WAR SPACE FOR MOTOROLA AT CENTERS

o Most live-cuts are relatively uneventful after the first hour or so of the system being "Live" – at this time it is important that Motorolans have a place to set up their computer workstations, so they can enter trouble tickets, communicate via email and IM w/ other team members and access VPN to the Motorola Network.

o Ideally these spaces would include:
  ▪ Access to Internet (if possible)
  ▪ Telephone Line (w/ Speaker or conference telephone)
  ▪ White Board
  ▪ Markers
  ▪ Overhead projector
  ▪ Be close to or overlooking the dispatch floor

10.1.6 CONTINGENCY PLAN FOR ROLL-BACK

o Motorola's PgM has scheduled adequate staff – consisting of individuals who will be remaining over the weekend following the live-cut activity. These individuals will provide on-call support and will become available for post live-cut support, and can also be repurposed to support the contingency plan for an extension of the live-cut activity.

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       Deployment teams should take every measure to avoid such, but in the event that movement is absolutely unavoidable – a contingency plan to move portions of the live-cut activities into the following week can be arranged.

- o Motorola will have at least one ST, SA, AS and PM available on-call over the weekend.
- o An on call schedule for Motorola will be produced and distributed by the Project Manager prior to live-cut activities commencing.

10.1.7 EXPECTATIONS FOR THE PUBLIC, FIELD-USERS AND END-USERS

- o It is essential that field personnel and support staff (dispatchers, secretaries, supervisors, IT Staff) are notified and educated on the plans for the weeks prior to, the week of and those following the live cut.
- o Users should be advised to expect a certain level of issues and the need to work with the deployment team to resolve those issues. Prepare for the worst and hope for the best.
- o There should be firm policies in place outlining the procedures that end-users are supposed to exercise when reporting issues. A process should be defined, which details the procedures for implementing resolutions and should include plans for distributing the fix as well as validating its effectiveness once implemented.
- o Field staff should expect some delay in the way that information is being distributed. Dispatchers may take longer to complete tasks that once took far less time. Troopers will need to be understanding of this and expect that processes may take longer for several weeks after the live-cut.
- o Supervisors should be prepared to accept policy and or procedure changes. If a procedure that once worked is deemed no longer applicable or needs to be altered, staff should be willing and ready to alter that practice and should have a well-defined plan for communicating the change process.
- o Work Around procedures will almost definitely become required for some processes. As users begin utilizing the new CAD system it will become evident that some processes that used to work a certain way are no longer accomplishable in the same manner – in this case, the deployment leaders for Customer will work w/ Motorola to define a work-around solution that will need to be executed and communicated to the masses. This process should be well defined and ready for execution when necessary.
  - ▪ Some agencies have an internal website that end-users can access and read up on the progress of the system – which includes changes and or developments
  - ▪ Some agencies put out a daily briefing- that eventually decreases in frequency to a weekly and then monthly bulletin that will provide this distribution
  - ▪ There should be a defined "Help" email or portal for suggestions and or assistance and a defined "telephone number" and process for reporting emergent issues.
- o During the live-cut activities end-users at centers need to understand that the times specified within the cutover plan represent estimations of both the time of day and duration that each live-cut will encompass, if something takes longer some tasks will inevitably and subsequently be delayed.

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10.2 TROUBLE TICKET REPORTING DURING CUTOVER

All end users should be briefed on what a Trouble Ticket is, and how to report one to the administrative staff. This is important not only for the cutover period, but for post-production operation as well. If a user suspects they have encountered an issue that needs to be reported, they should first confirm it with their assigned trainer or supervisor. The trainer or supervisor should conduct the following simple triage:

1. Can the problem be reproduced? NO

    ☐   NO - User forgot or is unsure of what they did. Instruct them to notify a trainer/supervisor immediately if repeated.

    ☐   NO - User tries it again and the problem fails to reoccur. Instruct them to notify a trainer/supervisor immediately if repeated.

2. Can the problem be reproduced? YES

    ☐   YES – Trainer must determine if this is a user error and provide corrective instruction.

    ☐   YES – Trainer must determine if this is a SOP issue. Provide alternative instruction for user to keep them going and bring SOP to attention of Project Management Team.

    ☐   YES – System does not behave as expected and demonstrated during training classes. Trainer must document steps of what creates the problem and provide a screen shot and description of the problem.

This simple triage scenario assumes the following are in place:

1. Users are assigned a training contact from Customer.
2. Users know how to contact their trainer to report the problem.
3. Trainers know how to do screen captures and properly document a Trouble Ticket.
4. Trainers know who to contact for SOP issues; and
5. Trainers have been instructed in how to bring Trouble Tickets to the project team's attention.

If it is confirmed that this is a problem that should be reported to Motorola, Customer shall designate a single person responsible for submitting Trouble Tickets.

10.3 DEPARTMENT POLICY ISSUES

During the transition to the new system, users may bring up a myriad of Department Policy or Standard Operating Procedure (SOP) issues. It is assumed that the majority of these issues will be addressed through training preparation sessions and End User Training. In instances where a policy issue does come up, it should be documented and acknowledged immediately by the Project Team. A solution to a policy issue may not be readily available, but acknowledgement of the item minimizes the chances of the users becoming disgruntled with system functionality.

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10.4 USER STRESS

Customer should be prepared to identify and handle users who may become overly stressed during the first hours of using the system. There are numerous ways of handling stressed users and this should be left up to Customer. In some cases, removing these users from the area may be appropriate.

10.5 SYSTEM MANAGEMENT

Other than Trouble Tickets, there may be some system management issues that arise during the cutover that need to be addressed relatively quickly. Customer will have primary responsibility for the following items:

- ☐   User security changes
- ☐   Workstation configuration/setups
- ☐   Network issues

10.6 MEDIA/PUBLIC NOTIFICATION

Motorola understands that each agency has its own policies regarding public announcements or notification to the media of significant events within the agency. Motorola *strongly* recommends that no formal announcement be released sooner than 24 hours after the cutover. Also, any requests for comments from Motorola should be presented to the Motorola Project Manager, who will forward the request to the Motorola Executive Management Team.

10.7 CUTOVER CONTINGENCIES

The occurrence of a worst-case scenario could lead to a "Back-out" of the cutover, hours or even days after it has occurred. Two major categories or causes for backing out of a cutover are:

- An event which causes a prolonged period of system unavailability (hardware, software, or network)

- Lack of user preparedness.

If a Back-out event should occur, all parties will:

- Meet and mutually agree to the Back-out

- Determine/estimate the duration of the "down" period

- Define the conditions under which the system will again be brought live

It will be Customer's option to return to the pre-live "paper" operations, or resume the use of the existing system. The severity and duration of the Back-out event would dictate this decision. It is the responsibility of Customer to have a contingency plan to revert back to pre-PremierOne operations.

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10.8 TROUBLE TICKET REPORTING

During live cutover and during production operations, it is extremely important that Trouble Tickets be properly documented, categorized and reported. This means the following:

1. All Tickets must be triaged by Customer (trained staff) before being reported to Motorola.
2. The designated Customer person should report all Trouble Tickets to Motorola as soon as possible. During go live operations in person and following go-live by phone or Internet.
3. Trouble Ticket Categories will be assigned per the Category definitions of the Warranty/Maintenance Agreement.
4. All Customer staff that will report Trouble Tickets to Motorola during cutover and after should be familiar with the Priority Levels listed below and determine the priority level prior to reporting the issue.

Motorola Solutions Customer Support organization includes a staff of Support Analysts whom are managed by Motorola Solutions Customer Support Managers and are chartered with the direct front-line support of our 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 Solutions 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 Solutions 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.

ACCESSING CUSTOMER SUPPORT POST LIVE-CUT

THE MOTOROLA SOLUTIONS SYSTEM SUPPORT CENTER OPERATIONS

Motorola Solutions Public Safety Applications Technical Support personnel in cooperation with Motorola Solutions System Support Center ("SSC") provide the gateway to technical support for all of Motorola Solutions Public Safety Application systems. Accessing support through Motorola Solutions 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

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accurate customer and problem details and by directing your 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 Solutions 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 Solutions 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 Solutions and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola Solutions:
1.   **Motorola Solutions System Support Center 1-800-323-9949**
2.   **eCase Management through Motorola Solutions On-Line**
3.   **Email Case Ticketing**

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 Solutions technical support team member.   A unique tracking number will be provided to your agency for future reference.

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MOTOROLA SOLUTIONS

EXHIBIT 13
INTERFACE SPECIFICATION DOCUMENTS

REQUEST FOR PROPOSAL   MARCH 22, 2019

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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Exhibit 13

City of Irvine
Request for Proposal
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March 22, 2019

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EXHIBIT 13

INTERFACE SPECIFICATION DOCUMENTS

Motorola Solutions' Interface Specification Documents are on the following pages.

PremierOne CAD E911/TDD Interface
PremierOne CAD – ASAP Alarm Interface
PremierOne CAD – ASTRO Radio Push-to-Talk Interface
PremierOne Records – Two-Way AFIS LiveScan Interface
PremierOne Records – Outbound Data Interface
PremierOne CAD – Outbound Data Interface
PremierOne CAD – CADfusion (FATPOT) Interface
PremierOne CAD – Inbound Incident Creation Interface
PremierOne CAD – ASTRO Radio Console (MCC 7500) Interface
PremierOne Records – CopLogic DORS Interface
PremierOne Suite – External Query Interface
PremierOne Records – State Query Submission Interface
PremierOne Suite – State Query Interface
PremierOne Records – DIMS Interface
PremierOne Records – CopLink Interface

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PREMIERONE™ CAD - E911/TDD INTERFACE

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of the PremierOne CAD E911/TDD Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

The Interface allows Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to be passed from the 911 system to PremierOne CAD, so Call Takers have the essential data to initiate a call. When the 911 system receives the ANI/ALI data feed from the provider, it passes it to PremierOne CAD, via a Lantronix device. When the call is picked up by a Call Taker, the call handling system determines the call position and routes the parsed data to the associated PremierOne CAD Workstation, where the data is displayed in the Incident Initiation form.

If the E911 telephone system supports the Telecommunications Device for the Deaf (TDD) over the ANI/ALI Interface, PremierOne can associate the transcripts of the conversation with an incident. This occurs when the call is disconnected from the phone system.

The interaction between the call taker and the caller occurs on the phone system. The phone system will be used to view whatever the caller is saying and to type responses. Upon the phone system sending a disconnect message to PremierOne CAD, PremierOne CAD prompts the call taker to enter an incident number to which to attach the TDD conversation.

Figure 1-1 shows the connectivity and primary data flow across the system.

PremierOne™ CAD - E911/TDD Interface
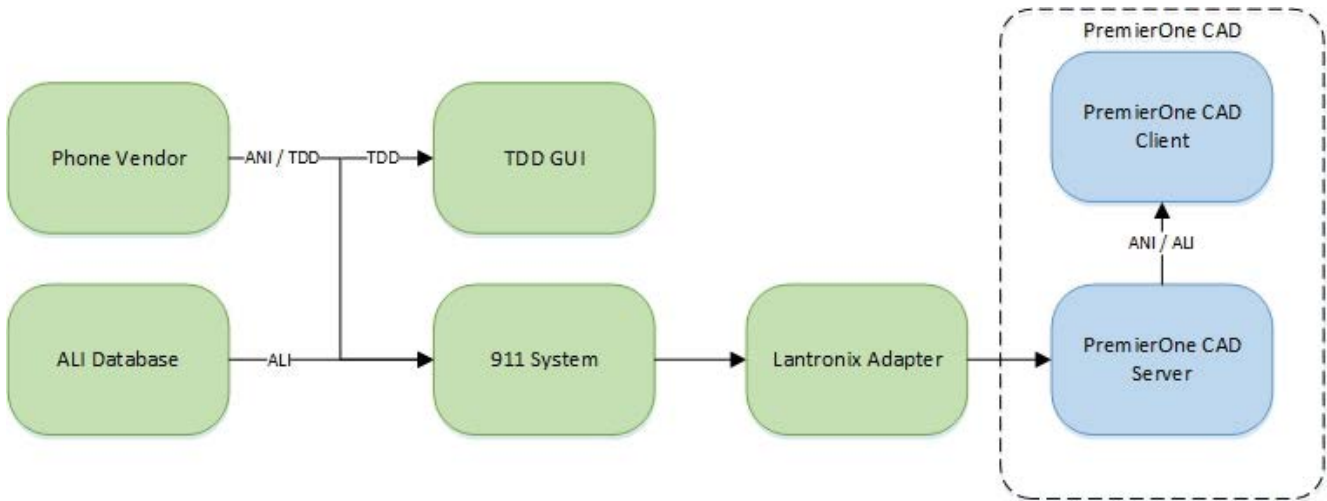
Figure 1-1. E911/TDD Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

The 911 system requires a RS-232 serial interface. Lantronix xDirect Single Port RS232 10/100 Device Server is used to facilitate network connectivity between PremierOne CAD and the 911 system. The Lantronix adapter converts the serial data to TCP/IP and transmits it to PremierOne CAD, over the Customer Enterprise Network.

The Interface in PremierOne CAD is configured to accept, parse and store the ANI/ALI data from the 911 system.

The data flow diagram captures the events, triggers and message exchange between the systems.
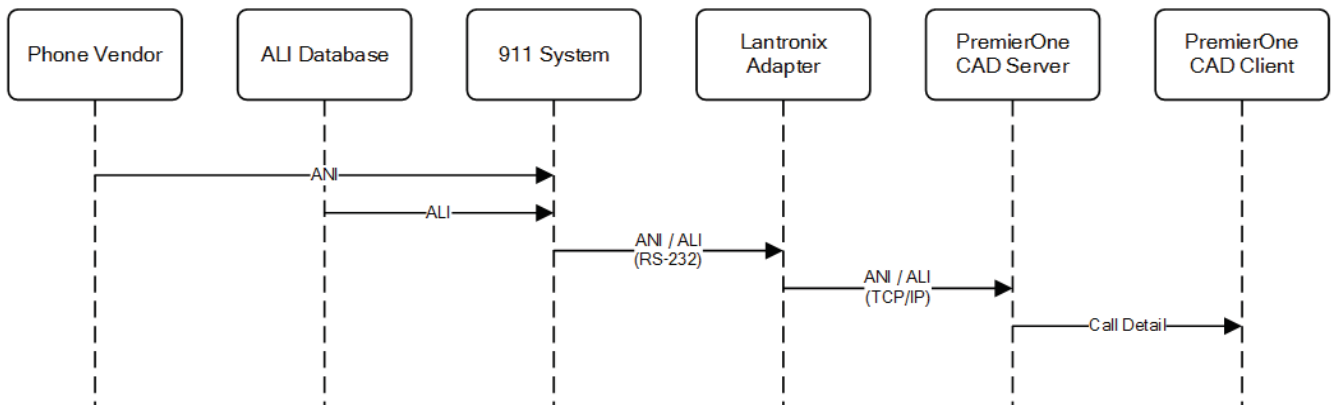
Figure 1-2. E911 Interface Data Flow Diagram
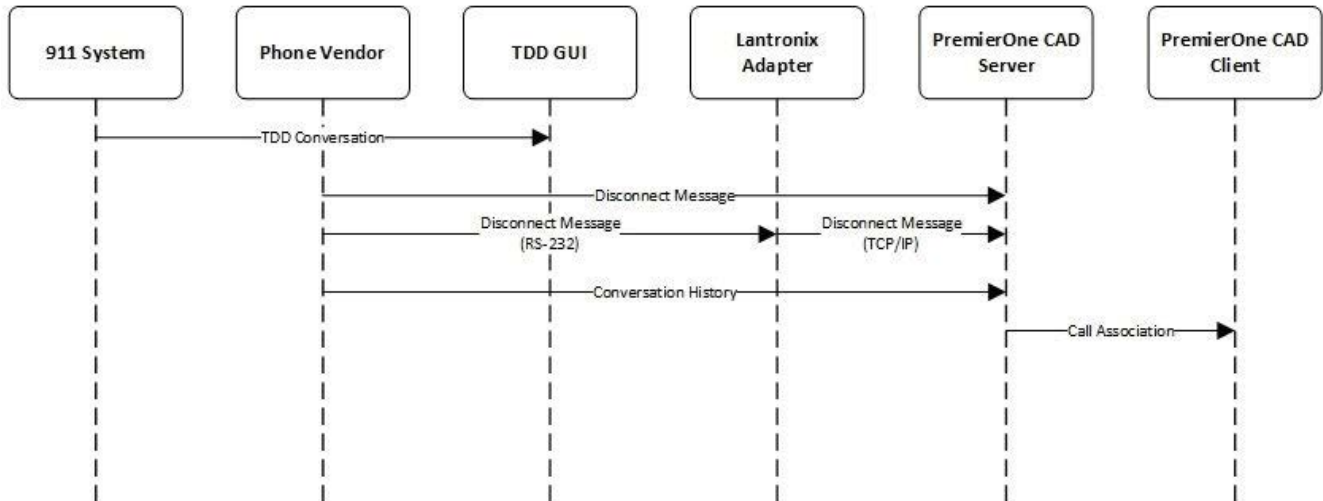
Figure 1-3. TDD Data Flow Diagram

Data Mapping

The table provides details about the ANI/ALI data from the 911 system and their display on the General and Subject tabs in the Incident Initiation form in PremierOne CAD.

Table 1-1. User Interface Data Mapping

ANI/ALI Data	General Tab in Incident Initiation Form	Subject Tab in Incident Initiation Form	Description
Type of Service	Services	Service	Type of services: WPH1, WPH2, RESD, BUSN, VOIP, WRLS.
Street Address	Location - Location Caller – Address	Address	For landline calls, it is the caller address received For wireless calls, PremierOne locates the nearest address for the coordinates received within the search radius and displays the approximate location (prefixed with APPROX LOC) Subject tab is not automatically populated for wireless calls.
City	Location - City Caller – City	City	City field in the Subject tab is not automatically populated for wireless calls.
Location Information - Location	Location - Loc Name	N/A	Landline Location Information (e.g. Business Name). Also placed in the Caller First Name field.

PremierOne™ CAD - E911/TDD Interface

ANI/ALI Data	General Tab in Incident Initiation Form	Subject Tab in Incident Initiation Form	Description
Caller Name	Caller - First, Middle, Last	First, Middle, Last ANI/ALI Data - Name	For residential and VoIP calls, Name is expected to be in the LAST, FIRST MIDDLE format. For other landline calls, the Location Information (e.g. Business Name) might be placed in the Caller First Name field in the General tab Subject tab is not automatically populated for wireless calls.
Caller Phone	Caller – Phone	Phone ANI/ALI Data - Phone	Phone number.
Class of Service	Caller – Service	ANI/ALI Data – Service	Class of Service – i.e. residential, business, wireless phase 1, wireless phase 2, etc.
ESN	Caller – ESN	ANI/ALI Data – ESN	Emergency Service Number.
Mobile Carrier	N/A	ANI/ALI Data - Carrier	Wireless only.
Latitude and Longitude	Location – Description	ANI/ALI Data - Lat/Lon	Wireless only.
Mobile Cell Site	N/A	ANI/ALI Data - Cell Site	Wireless only.
Mobile Uncertainty Factor	N/A	ANI/ALI Data - Uncert Factor	Wireless Phase II only.
Mobile Confidence Factor	N/A	ANI/ALI Data - Confid Factor	Wireless Phase II only.

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

When a 911 call is answered, the ANI/ALI information is passed to the PremierOne CAD client. The system will automatically populate the Incident Initiation form or user can request a manual refresh using shortcut keys (e.g. Shift + F11).

Refer to User Interface Data Mapping for more details on ANI/ALI data displayed in the Incident Initiation form.

PremierOne™ CAD - E911/TDD Interface

TDD User Experience

When the phone system receives a request for a TDD call/session, the method of interacting with the TDD caller will vary according to vendor brand phone system, but in no case does this interaction occur on PremierOne CAD. Upon completion of the TDD call and the receipt of a disconnect message from the phone system, the PremierOne CAD user can associate the conversation transcript to an incident, by waiting on the automatic pop-up and specifying an incident number.

The PremierOne CAD user can then view the conversation as a TDD/SMS message in the in the Incident History.

Figure 1-4 shows the dialog box that allows the call taker to attach the conversation history to an incident.
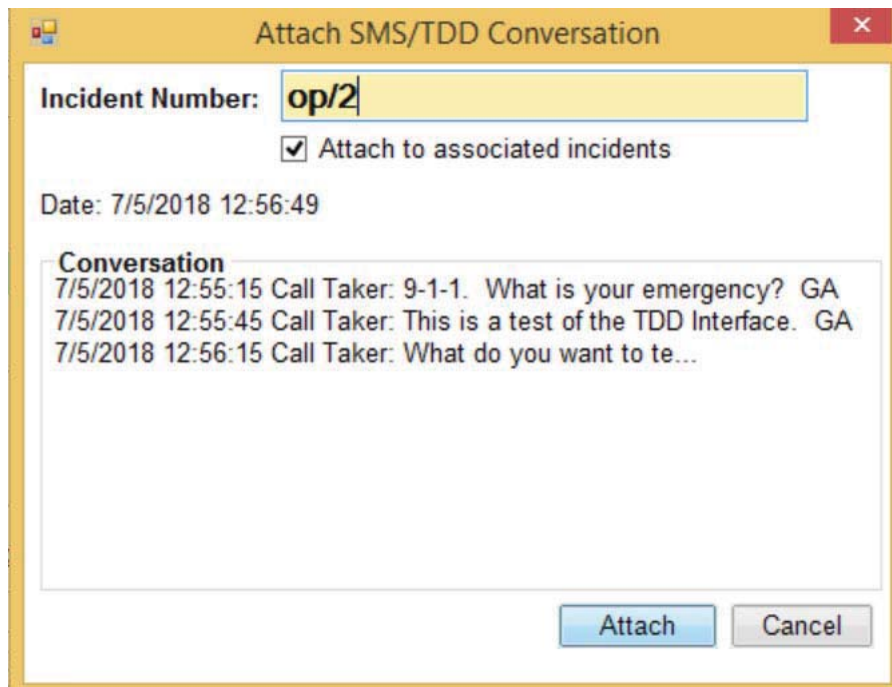
Figure 1-4. Attaching the conversation history.

PremierOne™ CAD - E911/TDD Interface

Figure 1-5. Conversation history

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-2. Use Cases

Use Cases	Description
UC-01	PremierOne system can populate Incident Initiation form with ANI/ALI data.
UC-02	PremierOne system can display services for WPH1, WPH2, RESD, BUSN, VOIP and WRLS.
UC-03	PremierOne user can populate Incident Initiation form with ANI/ALI data using shortcut keys.
UC-04	PremierOne system can place ALI data in CAD Incident Queue, when user is working on an active incident.
UC-05	PremierOne system can process re-bid request for wireless call.
UC-06	PremierOne user can associate a TDD conversation to an incident.
UC-07	PremierOne user can view the TDD conversation of an incident.

PremierOne™ CAD - E911/TDD Interface

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the E911 data feed via the Lantronix xDirect adapter, over the Customer Enterprise Network, using TCP.

The 911 system is connected to the Lantronix xDirect adapter and communicates using RS-232 serial protocol. The Lantronix adapter is assigned a static IP address on the Customer Enterprise Network. The Lantronix adapter translates the 911 calls and TDD messages to TCP/IP for PremierOne CAD.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

If ALI data is not available for a call, PremierOne CAD will display one of the following messages in the ALI data field

- No communication with database

- No information available

- ALI receive error, press RTX

- Conversion NPA-NPD error

PremierOne CAD can be configured to log incoming messages from the 911 system.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

PremierOne™ CAD - E911/TDD Interface

2.5   HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for the Interface.

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network, which might affect the Interface.

SECTION 3
STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding location of E911 equipment and whether TDD is going to be utilized.

b) Implement the Interface.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Provide test call routing (secondary feed) for interface implementation testing and functional demonstration.

e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

f) Witness the functional demonstration of the Interface.

g) Protect the Enterprise Network against unauthorized access.

h) Provide secure connections between PremierOne and the Interface.

i) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

j) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Procure Lantronix xDirect Adapter.	Motorola Solutions
Provide static IP for the Lantronix Adapter on the Customer Enterprise Network.	Customer
Provide physical serial port on the 911 system for the Lantronix Adapter.	Customer
Install and configure the Lantronix Adapter.	Motorola Solutions
Establish network connectivity between PremierOne CAD and the Lantronix Adapter.	Motorola Solutions
Configure Lantronix Adapter to connect to PremierOne CAD.	Motorola Solutions
Configure the Interface in PremierOne CAD.	Motorola Solutions
Provision 911 Positions and their associated PremierOne CAD Workstations in PremierOne CAD.	Customer
Provide sample data for WPH1, WPH2, RESD, BUSN, VOIP and WRLS.	911 Vendor / Customer
Provide test call routing for testing (secondary feed).	Customer

PremierOne™ CAD - E911/TDD Interface

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD and the Automated Secure Alarm Protocol (ASAP) and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

Many fire and burglar alarm systems are connected to an alarm monitoring company. When an alarm occurs, these companies verify the alarm and then contact the Public Safety Answering Point (PSAP) responsible for the location. The Monitoring Association (formerly known as the Central Station Alarm Association (CSAA)) has defined a standard protocol that can be used to electronically communicate information between alarm monitoring companies and PSAPs. This protocol, called the Automated Secure Alarm Protocol (ASAP) allows an alarm monitoring company to communicate a request for a response to a PSAP, and for the PSAP to keep the alarm monitoring company advised as to the status of the resulting incident.

Alarm monitoring companies that support ASAP connect with a central message broker which uses the existing National Law Enforcement Telecommunications System (NLETS) network to transport messages to the state message switches. These message switches then communicate with the PSAPs. The same connections between the PSAP and the state message switches are used both for state queries and ASAP transactions.

The ASAP interface in PremierOne uses CommSys ConnectCIC to connect with the state message switch. All messages from the state are routed to the Common Services Interface (CSI) which separates the ASAP messages from the other state query messages, and routes the ASAP messages to special components which process them. When the message requires that an incident be created or updated, CSI uses the PremierOne CAD-to-CAD components to perform the necessary actions on the incident

Figure 1-1 shows the connectivity and primary data flow across the system.

PremierOne™ CAD - ASAP Alarm Interface
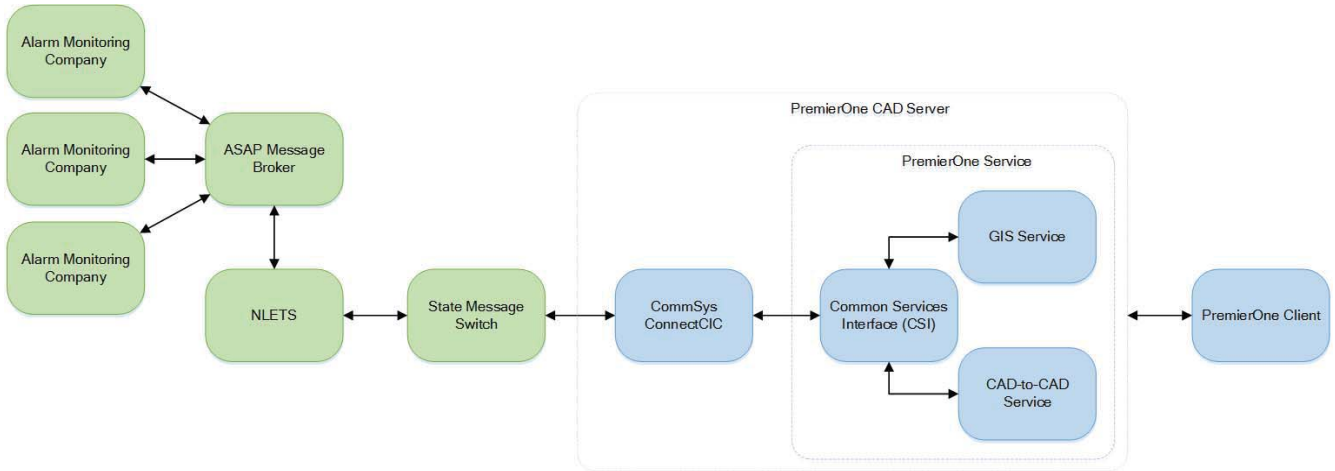
Figure 1-1. ASAP Interface Diagram

Information required for installation, configuration, test and support purposes regarding this ASAP interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

Inbound Messages from the Alarm Monitoring Company

- **Address Verification Request**

    When a new alarm is installed, the alarm monitoring company will send an address verification request to PremierOne to confirm that the address of the alarm can be validated using the GIS information.

    The results of the address validation are sent back to the alarm monitoring company. If the address is invalid, it is the alarm monitoring company's responsibility to correct the address before submitting an alarm request for this location.

    The data flow diagram captures the events, triggers and message exchange between the systems.
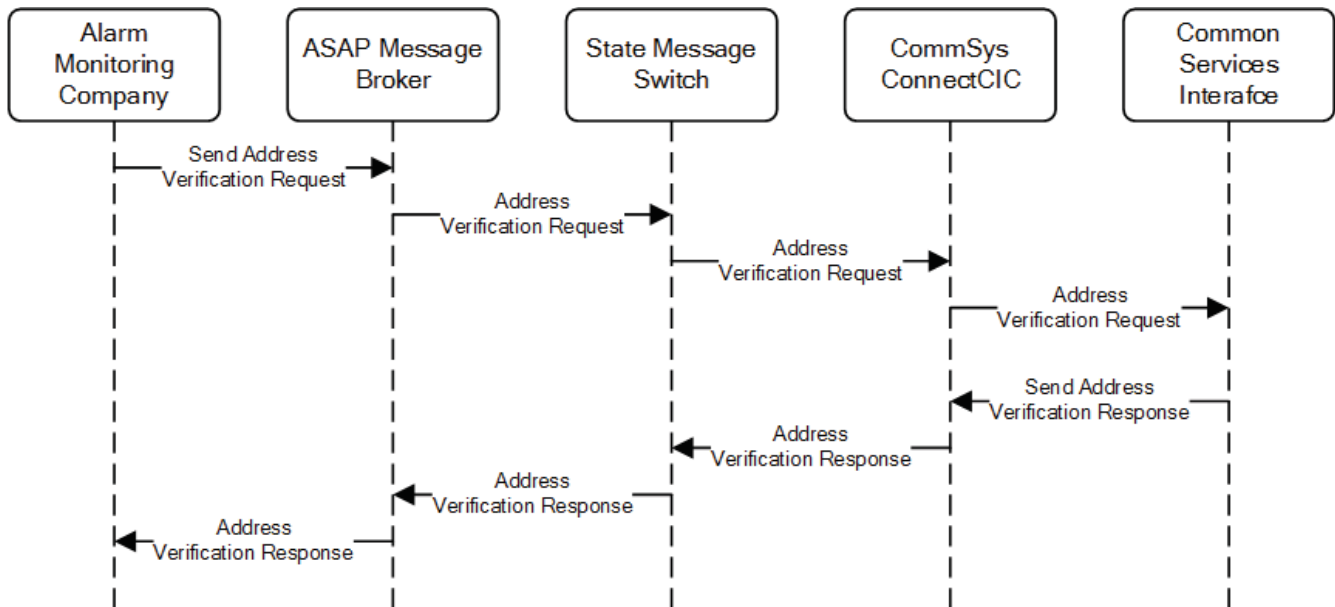
Figure 1-2 Address Verification Request Data Flow Diagram

- **New Alarm Request**

  When an alarm monitoring company has an alarm that requires a response, it will send an alarm request message to the PSAP. PremierOne will validate the information in the request. If the location in the alarm request cannot be validated against the current GIS data, or if the location is outside of the agency's response area, the alarm request will be rejected and a reject message will be sent back to the alarm monitoring company.

  ASAP includes two fields which are used to identify the nature of the alarm:

  o   Alarm Category: specifies the type of device that raised the alarm

  o   Location Category: identifies the type of property where the alarm is located.

  These two values are combined to produce a PremierOne incident type and modifying circumstance code.

  The results of a valid alarm request will be a pending incident. This will appear in the pending status monitor of the dispatcher and processed as any other incident. A message will be sent back to the alarm monitoring company confirming the incident has been created and providing it with the PremierOne incident number.
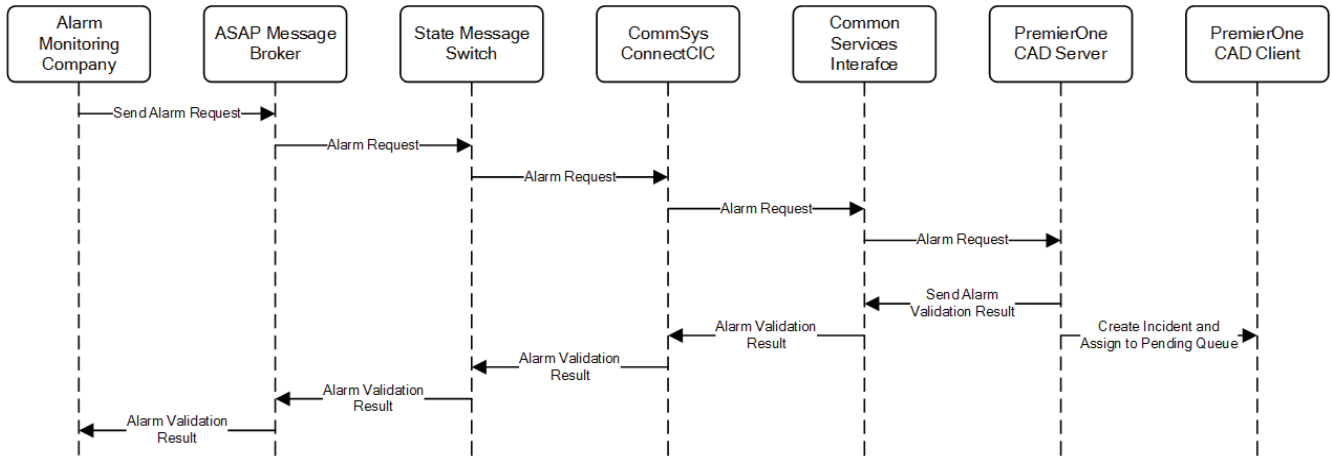
Figure 1-3 New Alarm Request Data Flow Diagram

- **Alarm Company Incident Update**

  The alarm monitoring company may update incident information status with notes, such as "key holder ETA 5 minutes."

  All alarm monitoring company updates will be added to the incident as a priority.
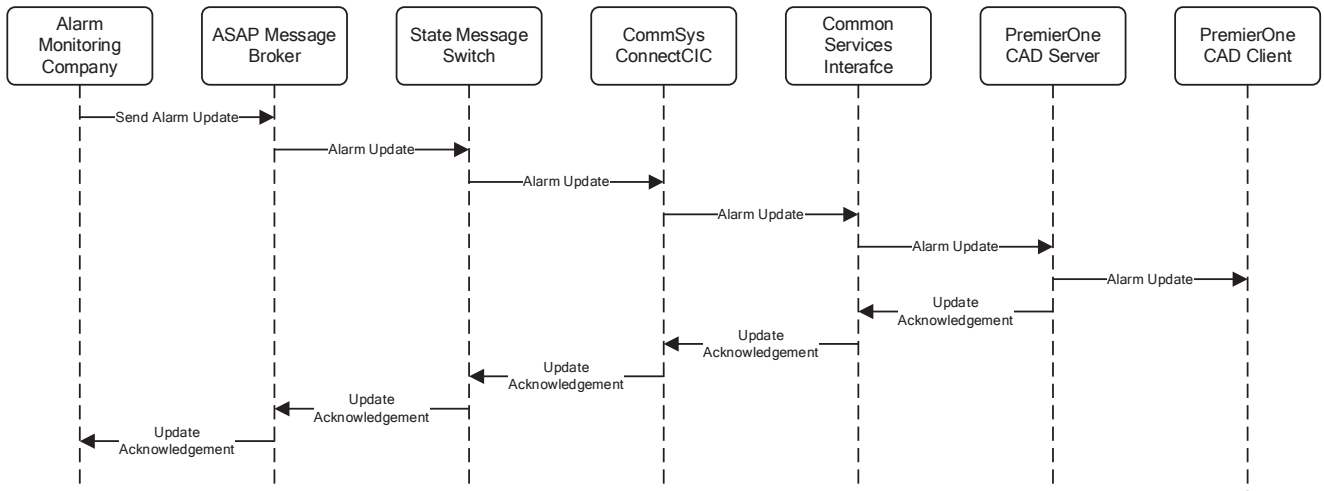
Figure 1-4 Alarm Company Incident Update Data Flow Diagram

Outbound Messages to the Alarm Monitoring Company

- **Ad Hoc Comments to the Alarm Company**

  Comments may be added to the incident, and if prefixed with "###" characters, the comment will be sent to the alarm monitoring company. The alarm monitoring company will not see the "###" characters in the text - these are removed by the interface before sending.

PremierOne™ CAD - ASAP Alarm Interface
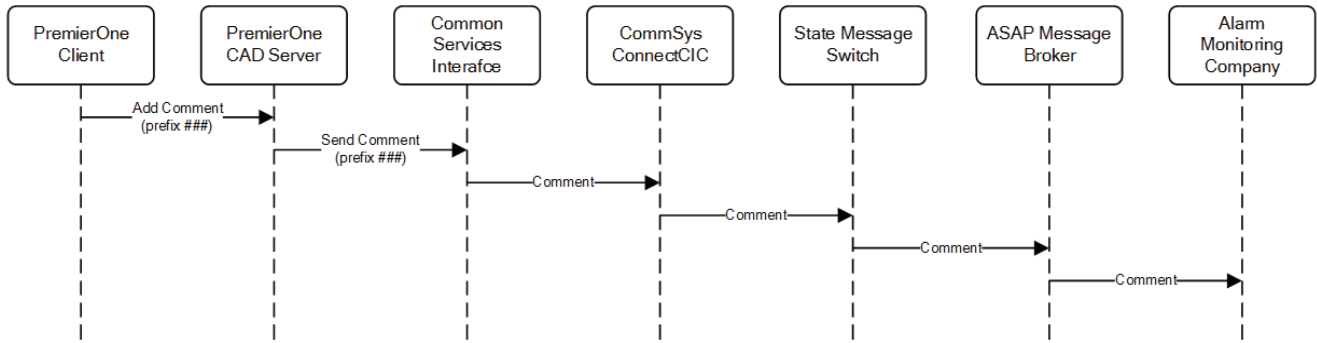
Figure 1-5 New Comment Data Flow Diagram

- **Unit Dispatched**

  The alarm monitoring company will be notified when units are dispatched to the incident. This action is performed in the background without requiring any additional user actions.

- **Unit On-Scene**

  The alarm monitoring company will be notified when a unit arrives on-scene of the incident. This action is performed in the background without requiring any additional user actions.

- **Incident Closed**

  The alarm monitoring company will be notified when the incident is closed. This action is performed in the background without requiring any additional user actions.
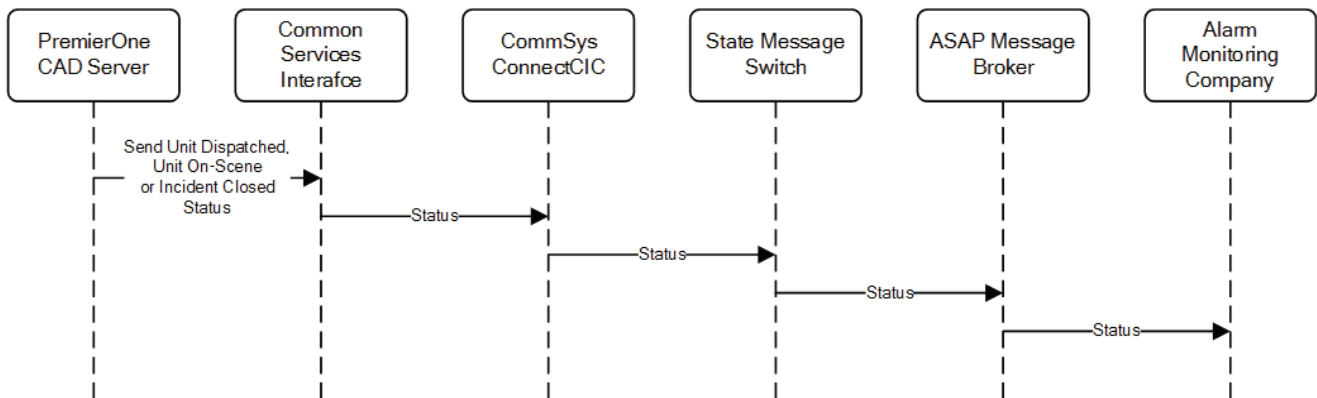
Figure 1-6 Status Update Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

A valid alarm request message results in a pending incident containing the information supplied by the alarm monitoring company. This incident appears in the dispatcher's pending status monitor and is handled in the same fashion as any other incident.

Supplemental information provided by the alarm monitoring company is added to the incident as a priority comment.

A user may send information to the alarm monitoring company by adding a comment to the incident prefixed with the string "###" (three hash symbols). All other incident comments remain within PremierOne.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can create an alarm incident and place it in the pending queue for valid requests from the alarm monitoring company
UC-02	PremierOne system can receive updates from the alarm monitoring company and update the alarm incident
UC-03	PremierOne system can send alarm incident comments prefixed with "###" to the alarm monitoring company
UC-04	PremierOne system can send a unit dispatched incident message to the alarm monitoring company
UC-05	PremierOne system can send a unit on-scene incident message to the alarm monitoring company
UC-06	PremierOne system can send an incident closed message to the alarm monitoring company
UC-07	PremierOne system can validate address request from the alarm monitoring company

PremierOne™ CAD - ASAP Alarm Interface

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne and the State Message Switch over the Customer Enterprise Network. Appropriate network configuration must be performed to allow this communication.

The ASAP interface communicates with the State Message Switch in the same manner as that used by the State Query interface. A separate Originating Agency Identifier (ORI) must be established for the purpose of the ASAP interface.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

CommSys ConnectCIC logs connection errors and parsing issues to the ConnectCIC log file on the PremierOne CAD application server.

2.3 SECURITY

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the interface. The timing of the data received from ASAP is dependent on the Third-Party.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD.

Availability of ASAP interface on the DR server is dependent on the connectivity to the State. Additional connection and equipment might be required to establish this connection.

PremierOne™ CAD - ASAP Alarm Interface

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the State Message Switch or Customer Enterprise Network, which might affect the interface.

Customer is responsible for contacting Motorola Solutions when State or the Monitoring Association changes the parameters or the response formats of ASAP.

Customer is responsible for maintaining user credentials, ORIs and Mnemonics as required by the State.

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a)   Conduct an ISD review session with the Customer subject matter experts to obtain details regarding ASAP interface.

b)   Implement the interface.

c)   Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d)   Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a)   Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b)   Familiarize themselves with this ISD and Interface Test Procedure for the interface.

c)   Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d)   Coordinate with State to establish the connection to the State Message Switch, if required.

e)   Obtain Originating Agency Identifier (ORI), device identifier (Mnemonics) and user id from the State to allow the ASAP interface to send messages to the message broker.

f)   Coordinate with Monitoring Association to enable the ASAP interface.

g)   Coordinate with alarm monitoring companies to resolve address issues.

h)   Provide translations from ASAP alarm types and location types to PremierOne incident types.

i)   The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

PremierOne™ CAD - ASAP Alarm Interface

j) Witness the functional demonstration of the interface.

k) Protect the Enterprise Network against unauthorized access.

l) Provide secure connections between PremierOne and ASAP interface.

m) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

n) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Establish network connectivity between PremierOne and the State Message Switch, if required	Customer / Motorola Solutions
Provide ORI, Mnemonic, State User Id for ASAP	Customer
Procure ConnectCIC Transactions and Licenses from CommSys for ASAP	Motorola Solutions
Configure ConnectCIC on PremierOne servers for ASAP	Motorola Solutions
Configure CSI component for ASAP interface on PremierOne servers	Motorola Solutions
Configure ASAP Interface in PremierOne	Motorola Solutions
Test ASAP interface with Alarm Monitoring Company	Customer / Motorola Solutions / Alarm Monitoring Company

PREMIERONE™ CAD - ASTRO RADIO PUSH-TO-TALK INTERFACE

INTERFACE SPECIFICATION DOCUMENT
IRVINE PD

VERSION 1.1.2

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD ASTRO Radio Push-To-Talk Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

The Interface allows PremierOne CAD to receive Push-To-Talk (PTT) and Emergency button messages from Motorola Solutions ASTRO Radio. PremierOne CAD user can view the radio status in the PTT Status Monitor with additional information about the unit or personnel associated with the radio. This Interface also triggers any Emergency or Unit Status Change processing provisioned in PremierOne CAD.

When the radio key is toggled or the emergency button is pressed, the message is sent through the ASTRO Radio System to the CADICAD server. The CADICAD application processes the message and stores it in the database on the CADICAD server and sends each radio event to the PremierOne CAD system.

The Interface only supports integration with a single ASTRO Radio System. But multiple zones from the single radio system are supported by the Interface.

Note: A distributor (like Genesis) forwards messages from the ASTRO Radio System to multiple systems. In this case, the CADICAD server will connect to the distributor, and the distributor will need to be configured to forward data to the CADICAD server.

Figure 1-1 shows the connectivity and primary data flow across the system.

PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface
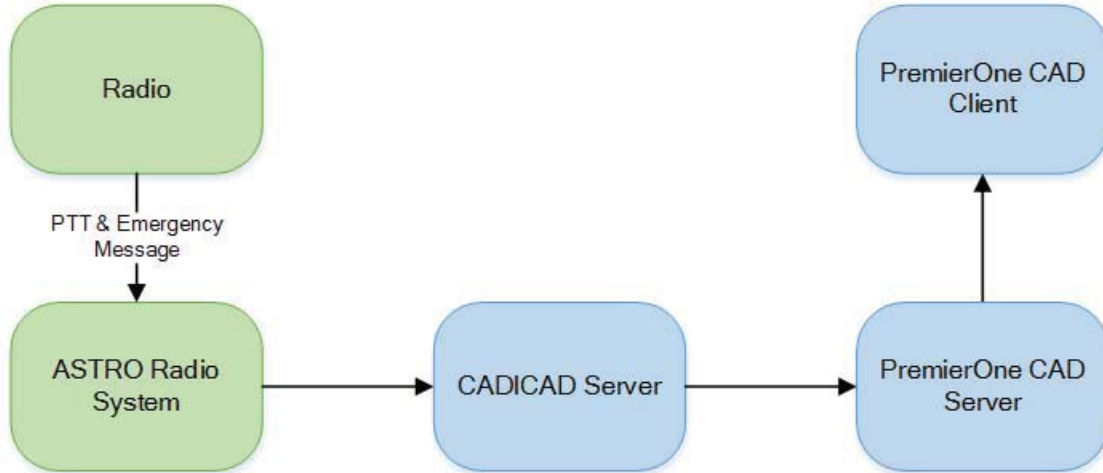
Figure 1-1. ASTRO Radio PTT Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

The CADICAD program manages the data exchange between the ASTRO Radio System and PremierOne CAD.

PremierOne CAD requires PTT data in one of the standard formats, ATIA, CADI or AIS.

The data flow diagram captures the events, triggers and message exchange between the systems.
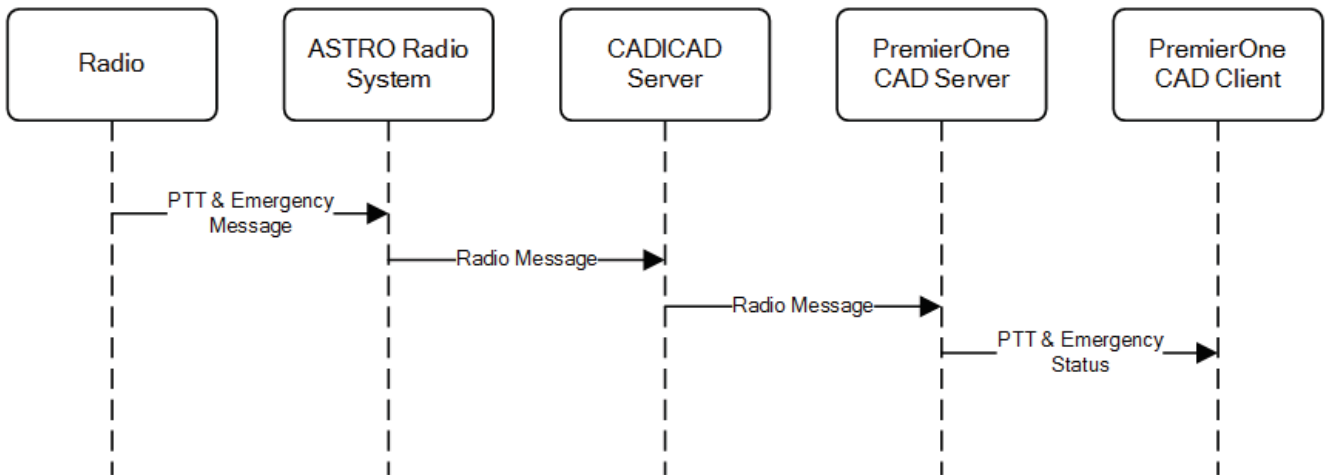
Figure 1-2. ASTRO Radio PTT Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

PremierOne CAD user can view the PTT and Emergency information of the talk groups that they currently monitor in the PTT Status Monitor. "CT" command can be used to select specific talk groups to monitor. The Emergency messages are highlighted in the monitor.

CALLER	TIMESTAMP ▲	CALLER...	CALLTYPE	DETAILS	TALKGROUP
RADIO700...	11/4/2009 11:31:29...		G		GROUP800001
NU88	12/4/2009 1:00:51...	U	G	ADMIN06	TG$800001
00700002	12/4/2009 10:07:23...		G		TG$800001
00700002	12/4/2009 10:18:44...		E		TG$800001
00700002	12/4/2009 10:23:52...		E		TG$800001
00700002	12/4/2009 10:26:07...		E		TG$800001
00700002	12/4/2009 10:47:26...		G		TG$800001
00700002	12/4/2009 11:07:10...		G		TG$800001
00700003	12/4/2009 11:07:54...		E		TG$800001
00700002	12/4/2009 11:07:58...		E		TG$800001
00700002	12/4/2009 11:34:28...		E		TG$800001
00700002	12/4/2009 11:34:48...		E		TG$800001
00700002	12/4/2009 11:35:27...		E		TG$800001
00700002	12/4/2009 11:35:49...		G		TG$800001
00700002	12/4/2009 11:45:38...		G		TG$800001
ADMIN01	12/4/2009 11:57:03...	P	G		TG$800001
RADIOALI...	12/4/2009 11:57:42...		G		TG$800001
ADMIN02	12/4/2009 11:58:26...	P	G		TG$800001
ADMIN01	12/4/2009 12:00:20...	P	G		TG$800001
NU99	12/4/2009 12:50:57...	U	G		TG$800001
NU99	12/4/2009 12:51:47...	U	G		TG$800001
ADMIN06	12/4/2009 12:54:42...	P	G		TG$800001
ADMIN06	12/4/2009 12:56:05...	P	G		TG$800001
ADMIN06	12/4/2009 12:56:46...	P	G		TG$800001
ADMIN06	12/4/2009 12:56:46...	P	G		TG$800001

Figure 1-3. PTT Status Monitor Sample

An Emergency Notification window pops up on PremierOne CAD and Mobile when the emergency button is pressed. The message includes the radio identification information and the last known location of the unit. This message needs to be acknowledged by all the recipients and reset using the "RE" command or the Reset Emergency Notifications form.

Acknowledging or resetting emergency notification in PremierOne CAD does not acknowledge or reset it in the ASTRO Radio System.
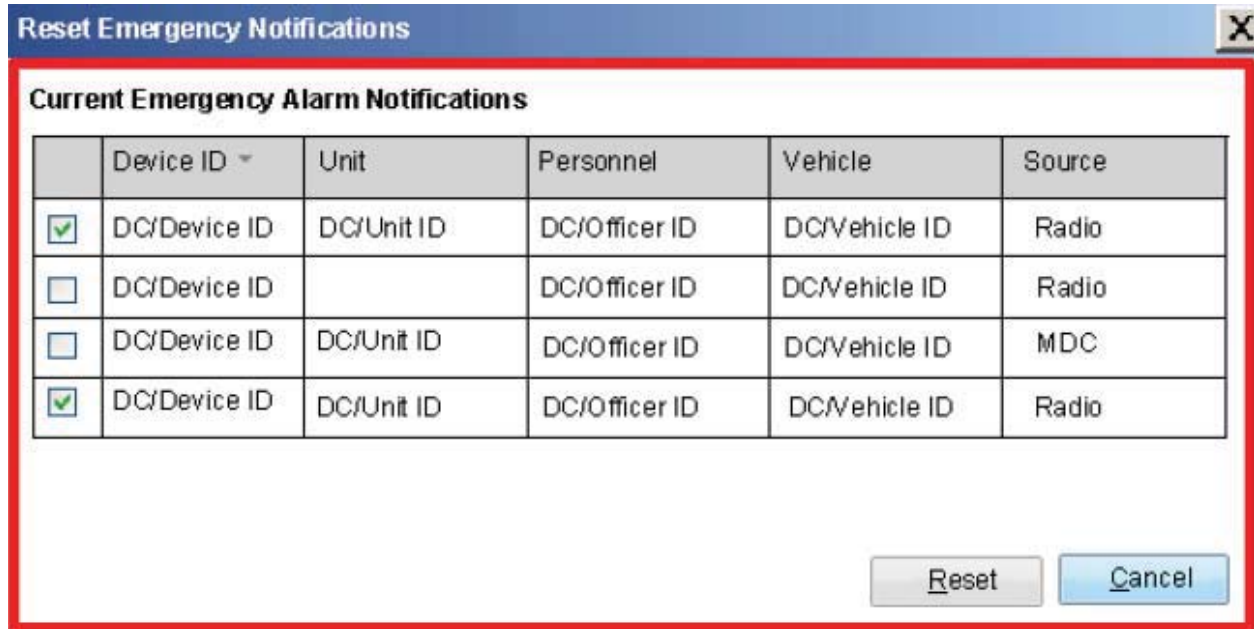
Figure 1-4. Reset Emergency Notification Sample

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can receive PTT and Emergency messages.
UC-02	PremierOne user can view PTT and Emergency information.
UC-03	PremierOne user can select a specific talk group to monitor.
UC-04	PremierOne system executes Emergency processing, like highlight emergency message and notification pop-up, when Emergency message is received.
UC-05	PremierOne user can acknowledge the Emergency notification.
UC-06	PremierOne user can reset the Emergency notification.
UC-07	PremierOne system updates unit status and executes Unit Status Change processing when unit status change message is received.

PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface

SECTION 2
OPERATIONAL CONSIDERATIONS

2.1   CONNECTIVITY

The ASTRO Radio System and the PremierOne CAD are connected to the CADICAD server, over the Customer Enterprise Network.

If a distributor (like Genesis) exits, then the CADICAD server will be connected to it.

Connectivity details will be defined by the Motorola Solutions Radio Systems Engineer, Motorola Solutions Architect and Customer Infrastructure Team.

2.2   EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

Radio Network connectivity issues are logged in the CADICAD database. PremierOne CAD users are not notified of connectivity issues; they will just not see any PTT or Emergency information in the PTT Status Monitor.

PremierOne can be configured to log incoming messages from the Radio system.

2.3   SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4   PERFORMANCE

There are no explicit performance requirements for the Interface. The Emergency, PTT and Status Change messages are sent over the control channel. Therefore, the ASTRO Radio System data network capacity is not impacted by these messages.

2.5   HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

The CADICAD server is not setup for high-availability. In case of failure, user will use the MCC7500 Radio Console to monitor the PTT and Emergency information. The Unit Status Change option will not be available to the radio users.

PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface

A separate CADICAD server will be deployed at the DR site.

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network, which might affect the Interface.

New radios will need to be provisioned in PremierOne CAD.

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.

b) Implement the Interface and configure for operation with a single ASTRO Radio System.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Provide PTT data in one of the standard formats, ATIA, CADI or AIS. Procure and configure distributor, like Genesis, that may be needed for providing the PTT data.

c) Familiarize themselves with this ISD.

d) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

f) Witness the functional demonstration of the Interface.

g) Protect the Enterprise Network against unauthorized access.

h) Provide secure connections between PremierOne and the Interface.

i) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface

j)   Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Procure CADICAD license.	Motorola Solutions
Provide IP address for the CADICAD Server on the Customer Enterprise Network.	Customer
Provide talk group filters for the CADICAD.	Customer
Build and configure CADICAD Server.	Motorola Solutions
Establish network connectivity between CADICAD Server and PremierOne CAD.	Motorola Solutions
Establish network connectivity between CADICAD Server and Radio Network.	Customer / Motorola Solutions
Provision radios in PremierOne CAD - Radios, Alias, Talk Groups, Assignments.	Customer
Provision Status Monitor and Off-Duty Radio Emergency in PremierOne CAD.	Motorola Solutions
Configure the Interface in PremierOne CAD.	Motorola Solutions
Program Radios for Unit Status Change selections.	Customer / Motorola Solutions
Provide Radio Unit Status code and their associated PremierOne Unit Status mapping.	Customer / Motorola Solutions
Configure Radio Unit Status code and their associated PremierOne Unit Status mapping.	Motorola Solutions
Provide Radio for Testing.	Customer

PREMIERONE™ RECORDS - TWO-WAY AFIS LIVESCAN INTERFACE

VERSION 1.1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne Records Two-Way AFIS Livescan Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

Inmate information will be entered in the Inmate Booking document within PremierOne Records. A new field will be created within the PremierOne Inmate Booking Document to provide a pick-list of available LiveScans available to the user's agency. This field must be populated for the Interface to send data to a LiveScan. Once the booking officer determines that the information is complete and ready to be sent to the LiveScan application, the user will submit the document to Workflow. Through this Interface, the submitted data is now transferred to the selected LiveScan via web services.

After the collection of mug shot, fingerprints and palm prints, LiveScan will send the NIST formatted information to the PremierOne Records system to update the inmate's booking record.

Figure 1-1 shows the connectivity and primary data flow across the system.
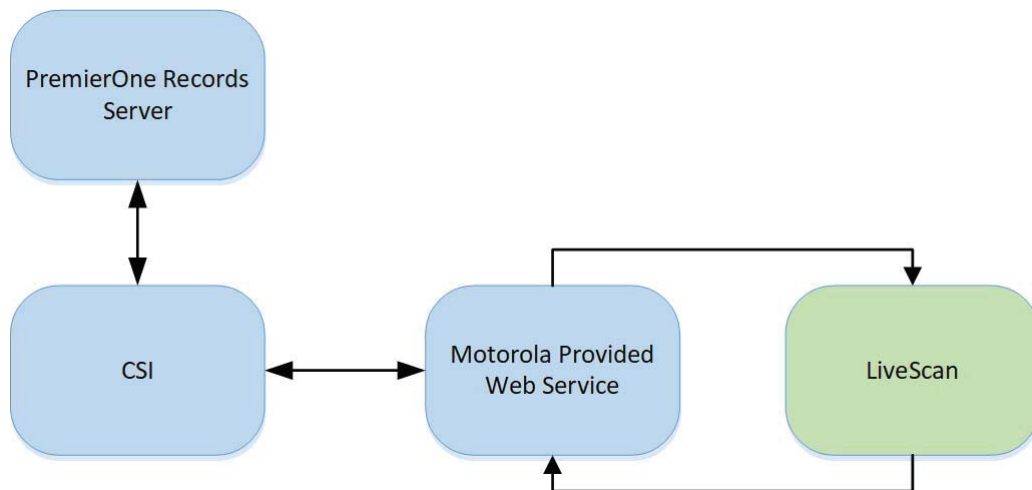
Figure 1-1. Two-Way AFIS Livescan Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

PremierOne™ Records - Two-Way AFIS Livescan Interface

1.3   DATA EXCHANGE

When a completed Inmate Booking Document is successfully sent to workflow, CSI will read the document and send to the AFIS LiveScan in the agreed upon XML schema and route to the PremierOne Outbound Web Service.

The AFIS LiveScan vendor will be listening on the PremierOne Outbound LiveScan Web Service on the defined port for incoming messages from PremierOne. As messages are received, AFIS will process the documents and route the documents to the designated LiveScan and make available to LiveScan users for import into the LiveScan System.

After the collection of mug shot, fingerprints and palm prints, LiveScan sends the NIST formatted information to the PremierOne Records system to be added to the inmate booking record. The AFIS LiveScan vendor will send the XML document to the PremierOne Inbound Web Service in the agreed upon XML schema. PremierOne will be listening on the defined address/port and retrieve any messages delivered across the web service.

The data flow diagram captures the events, triggers and message exchange between the systems.
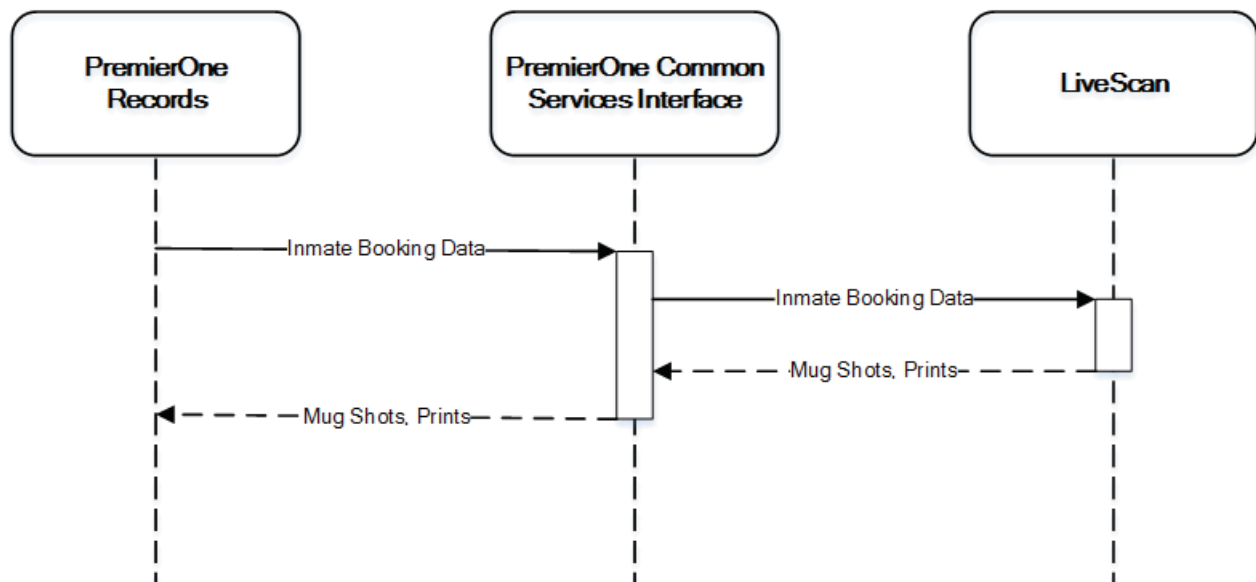
Figure 1-2. Two-Way AFIS LiveScan Data Flow Diagram

1.4   BUSINESS PROCESS

Inmate demographics will be exported to the LiveScan machine for the process of inmate photos and prints.

Once the images and prints have been processed, the AFIS LiveScan vendor will make the photos available for PremierOne CSI to import these back into the inmate booking record.

PremierOne™ Records - Two-Way AFIS Livescan Interface

1.5   USER EXPERIENCE

When an inmate booking record is created in the PremierOne Records system, the user enters the inmate's demographic information, arrest information and charge data. During data entry into the PremierOne Inmate Booking Document, the user will have the opportunity to select a LiveScan system. The LiveScan field will be a required data element for the user to be able to complete and submit the document to the LiveScan workflow process in PremierOne. If a value is not entered in the LiveScan field (e.g. value = NULL, or configured to a default value for the agency), the workflow will either fail due to LiveScan = NULL, or send to the default agency LiveScan; depending on the specific agency configuration.

A user at a LiveScan station may choose to select an inmate booking record that has been sent through the Interface. From the LiveScan, the user will select the PremierOne Interface which will provide a list of documents that have been sent to the specific LiveScan station from PremierOne Records.

The LiveScan user will review the Inmate Booking documents available on the LiveScan Station and select the desired record. If found, the user can select the record for import to the LiveScan Station for further processing which will pre-populate the LiveScan booking demographic information with details previously entered in PremierOne.

The LiveScan user may continue to complete the LiveScan process. This action will make the images available for import into PremierOne Record.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Case	Description
UC-01	PremierOne Records can submit inmate demographic data to AFIS LiveScan Web Service.
UC-02	The user can have the option to select any LiveScan available to that user's agency.
UC-03	If a value is not selected in the LiveScan field, the record will not become available on any LiveScan.
UC-04	The PremierOne Record submitted to a LiveScan will be available to the LiveScan user for import.
UC-05	Updated booking documents can be submitted back to PremierOne upon completion of the LiveScan workflow.
UC-06	The updated records will update the PremierOne Inmate Booking record.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1   CONNECTIVITY

Connectivity needs to be established between PremierOne Records and the Two-Way AFIS Livescan Interface over the Customer Enterprise Network.

2.2   EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3   SECURITY

Inmate Booking privileges need to be granted for each security group inside of PremierOne for use of this feature.

2.4   PERFORMANCE

The Booking record data should be available in the LiveScan queue within 5 minutes of submittal.

2.5   HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne Records.

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in Two-Way AFIS Livescan Interface or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne and AFIS Livescan Interface system.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.

b) Implement the Interface.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Procure all customer third-party licenses and API documentation, as required.

e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

f) Coordinate Customer third-party involvement with the implementation and testing of the Interface, as required.

g) Witness the functional demonstration of the Interface.

h) Protect the Enterprise Network against unauthorized access.

i) Provide secure connections between PremierOne and the Interface.

j)   Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

k)   Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Establish network connectivity between PremierOne Records and AFIS.	Customer
Provision the Inmate Booking workflow and list management tables in PremierOne.	Customer
Develop CSI component for the AFIS Interface.	Motorola Solutions
Install and configure CSI service for the PremierOne application server.	Motorola Solutions
Configure the AFIS application to consume PremierOne Records data.	Customer / AFIS LiveScan vendor
Provide Inmate Booking data for testing.	Customer

PremierOne™ Records - Two-Way AFIS Livescan Interface

PREMIERONE™ RECORDS - OUTBOUND DATA INTERFACE

INTERFACE SPECIFICATION DOCUMENT
IRVINE PD

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne Records Outbound Data Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

The Interface is designed to support the transfer of record data from the PremierOne Records Management System (Records) to a third-party system.

Motorola will design and implement the records interface during the project implementation. PremierOne will connect to the record system via an interface exchange server. Alternative connection methods (i.e. web-service), specific functionality and exchanged data will be defined during the interface ISD review process.

Common Services Interface (CSI) is accessing information from DHStoreAnalysis.

Figure 1-1 shows the connectivity and primary data flow across the system.
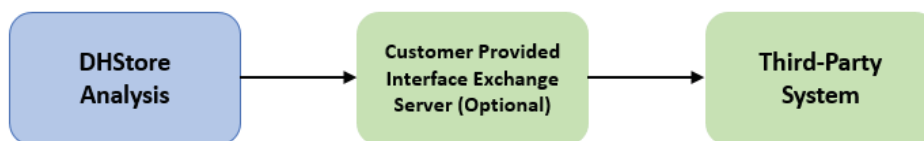
Figure 1-1. Records Outbound Data Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Records Outbound Data Interface will be gathered during the ISD review.

PremierOne™ Records - Outbound Data Interface

1.3   DATA EXCHANGE

Records data associated with the third-party system will be captured in the PremierOne records module by the users. The specific data exchange process and data fields will be defined during the interface ISD review.

The PremierOne CSI component will package the associated records data in an agreed upon document format (XML or flat file) and forward the document to the interface exchange server hosted by the customer.

The third-party system will monitor the interface exchange server for the availability of new documents to be imported into the application. Once accepted by the third-party system, it will be used to complete the intake process and track the activity of the arrestees from that point forward.

The data flow diagram captures the events, triggers and message exchange between the systems.
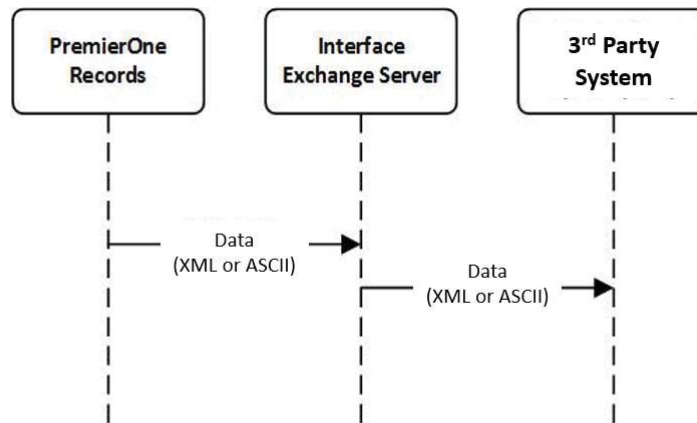
Figure 1-2. Records Outbound Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

Depending on the customer's desires, the interface trigger can use one of two methods defined below:

Option 1:

A user will use PremierOne Records to capture the data associated with a record. Once all of the required data has been entered and saved into a records document, the document will be submitted to workflow. Workflow will contain a stage to trigger PremierOne Common Services Interface to initiate the process of transferring the records data for the associated record type to the third-party system. The stage to send to the third-party system is configurable as part of

PremierOne™ Records - Outbound Data Interface

Motorola Solutions Confidential Restricted

workflow. Once accepted in the third-party system, the third-party vendor will be responsible for tracking the record from that point forward.

Option 2:

A user will use PremierOne Records to capture the data associated with a record. Once all of the required data has been entered and saved and closed into a valid records document (not in draft), the document will automatically flow to the exchange server in the PremierOne schema. CSI listens to the PremierOne pipeline and extracts messages that meet the criteria set forth in the detailed design document, thereby initiating the process of transferring the records data for the associated record type to the third-party system. Once accepted in the third-party system, the third-party vendor will be responsible for tracking the record from that point forward.

The selection of the option will be identified during the ISD review.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne User can enter arrest data collected for a specific case into a Booking document.
UC-02	Records information collected in a records document can be electronically forwarded to the third-party system.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne Records, the interface exchange server and Record Outbound Data over the Customer Enterprise Network.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne Records.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne Records.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne and Records Outbound Data Interface system.

Customer is responsible for regularly purging data and files from the servers and maintaining optimal system performance.

PremierOne™ Records - Outbound Data Interface

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.

b) Implement the Interface.

c) Modify the PremierOne Records module per Customer specifications and the ISD.

- Motorola will modify (add, hide, change) up to 20 unique fields from the "Base" records module. If more changes are required, Motorola will work with the Customer and third-party to evaluate the additional requirements, determine the level of effort, and provide a change order to cover the additional development costs

d) Motorola will provide the Records XML schema files and code tables to the Customer for the third-party vendor.

e) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

f) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Configure the third-party application to monitor the interface exchange server and import new documents

e) Procure all Customer third-party licenses and API documentation, as required.

PremierOne™ Records - Outbound Data Interface

f) The Customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

g) Coordinate Customer third-party involvement with the implementation and testing of the Interface, as required.

h) Witness the functional demonstration of the Interface.

i) Protect the Enterprise Network against unauthorized access.

j) Provide secure connections between PremierOne and Records Data Export Interface.

k) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

l) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Build module-based requirement document for the records interface.	Motorola Solutions and Customer
Modify document manager in PremierOne Records Advanced Configuration Tool for the records interface.	Motorola Solutions
Provide message format definition and schema for third-party system documents.	Customer and Motorola Solutions
Provide interface exchange server for use in this Interface.	Customer
Create Windows Service Accounts (for PremierOne and the third-party system) and grant read/write privilege on the interface exchange server.	Customer
Establish network connectivity between PremierOne Records and the interface exchange server.	Customer and Motorola Solutions
Establish network connectivity between third-party system and the interface exchange server.	Customer and third-party vendor
Develop and deploy the CSI for the records interface.	Motorola Solutions
Configure third-party application to accept documents from PremierOne Records.	Third-party vendor
Manage archiving/purging of files on the interface exchange server.	Customer

PremierOne™ Records - Outbound Data Interface

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD Outbound Data Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

The Interface allows PremierOne CAD to provide PremierOne data to the third-party system. The PremierOne CAD system is setup to post transactional updates to the RDW database within 30 seconds. The PremierOne Common Services Interface (CSI) will be scheduled to extract the required data from PremierOne CAD RDW. The CSI service can provide the data in a file format, update the external system database directly, send emails or call an Application Programming Interface (API) published by the third-party system. The CSI service has built-in connectors for Open Database Connectivity (ODBC), File Transfer Protocol (FTP), Secure File Transfer Protocol (SFTP), Simple Mail Transfer Protocol (SMTP), REST Web Service and Transmission Control Protocol (TCP) connection.

Figure 1-1 through Figure 1-4 show the connectivity and primary data flow across the system for each Outbound Data option.

In the file extract option, the CSI service will upload the data file on a file Server. The third-party system would monitor the file Server and import the PremierOne data. The CSI service can provide the data as fixed or delimited records or as XML messages.
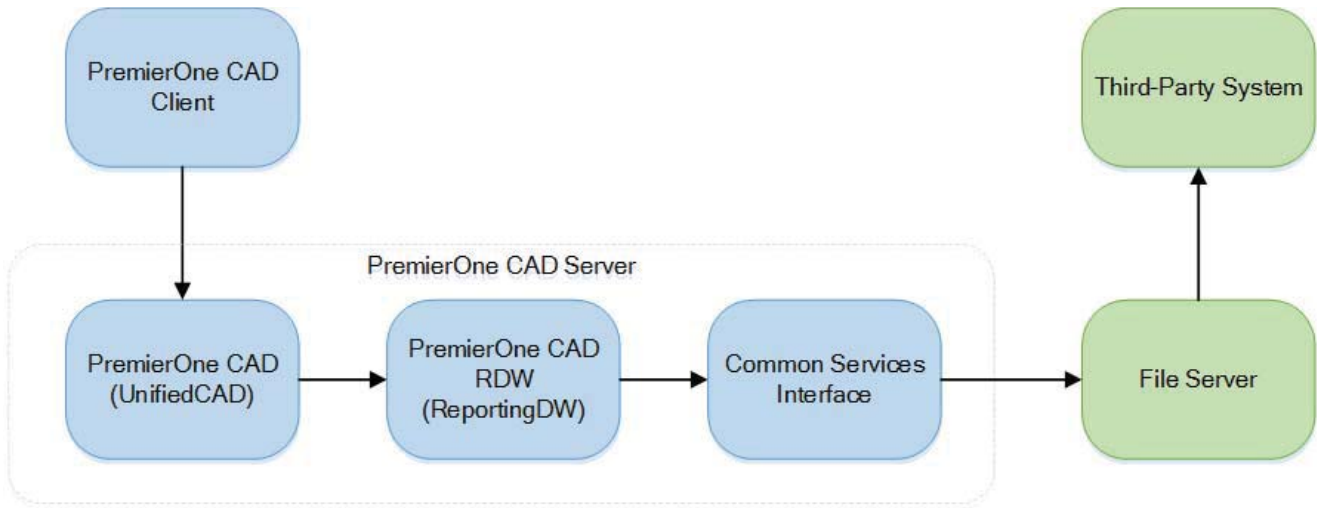
Figure 1-1. Outbound Data Interface Diagram

In the database update option, the CSI service can be configured to call a Stored Procedure provided by the third-party system, to insert PremierOne data into the third-party system database.
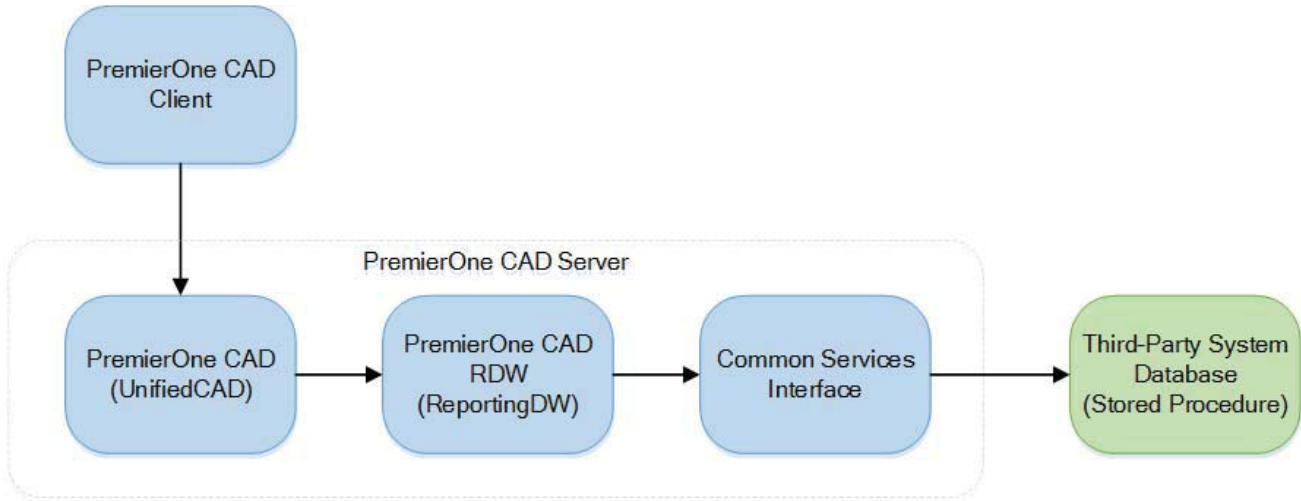
Figure 1-2. Database Update Interface Diagram

In the send email option, the CSI service can be configured to send the PremierOne data in an email, via the SMTP interface. SMTP interface is not in scope of the Outbound Data interface implementation. The SMTP interface will need to be implemented as a separate interface, prior to the Interface implementation.
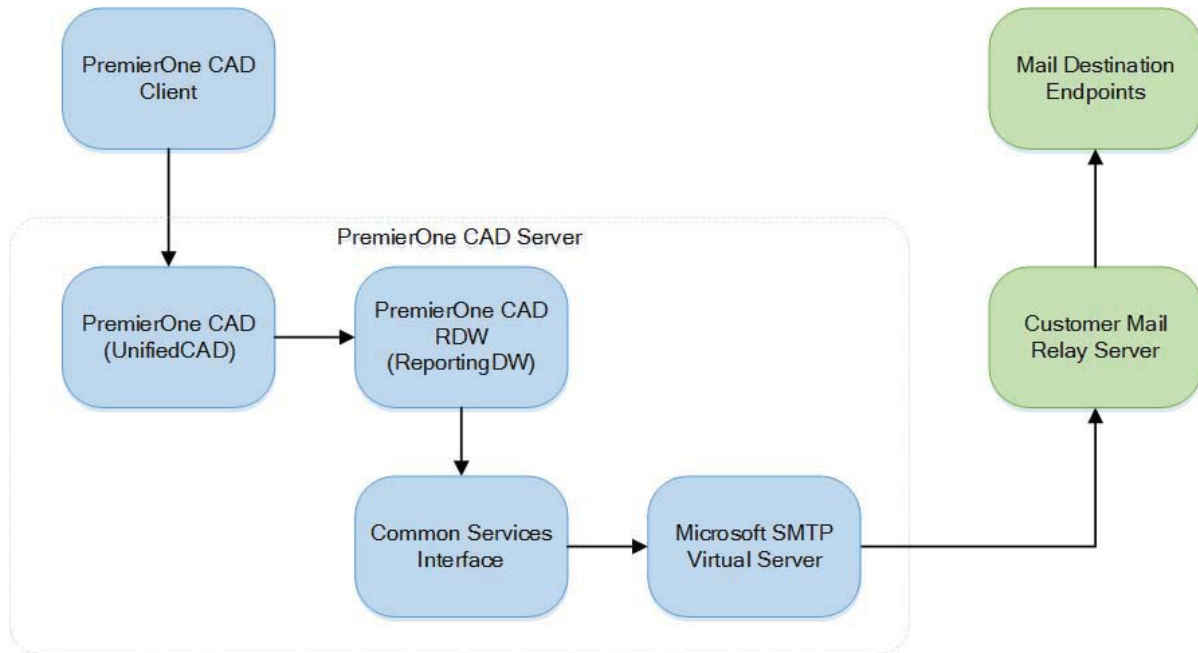
Figure 1-3. Send Email Interface Diagram

In the API call option, the CSI service can be configured to call an API provided by the third-party system, to provide the PremierOne data to the third-party system.

PremierOne™ CAD - Outbound Data Interface
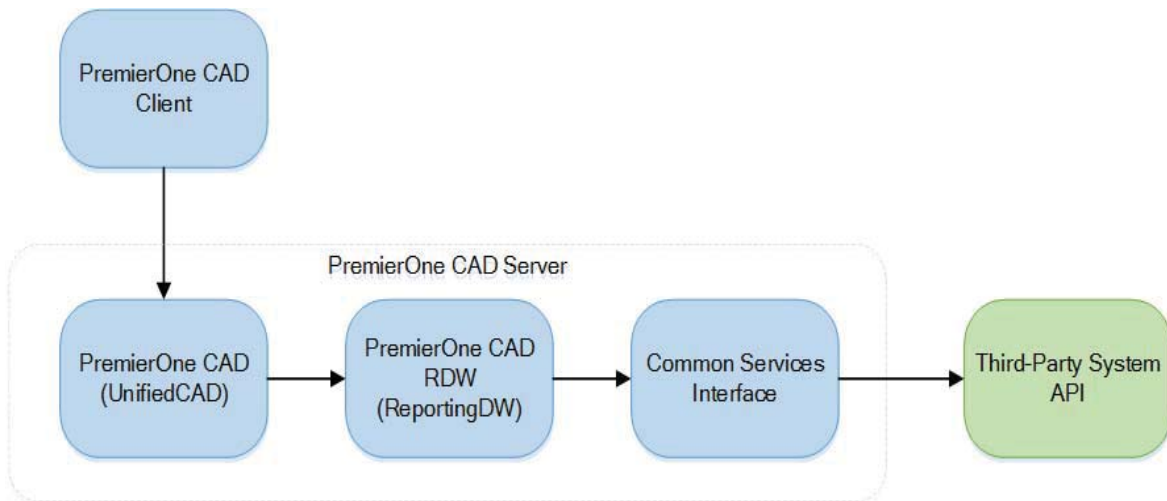
Figure 1-4. API Call Interface Diagram

This Interface requires modification to PremierOne CSI service. Motorola Solutions is reliant on receipt of the API or Stored Procedure and the associated design documents from the Customer to implement the Interface.

The Interface provides data from PremierOne CAD Views (MV_* Views) and is based on the new, update or closed incident triggering criteria. PremierOne can also be configured to trigger the data extract based on specific agency, incident type, response type, priority or alarm level. The Interface only provides the current snapshot of the incident. Any additional data elements, data transformation or formatting requirements or triggering criteria beyond this will be gathered during the interface discovery phase and provided to the Customer as a change order for Customer consideration.

1.3   DATA EXCHANGE

The PremierOne CSI service will manage the data extraction and transfer process.

The data flow diagram captures the events, triggers and message exchange between the systems.
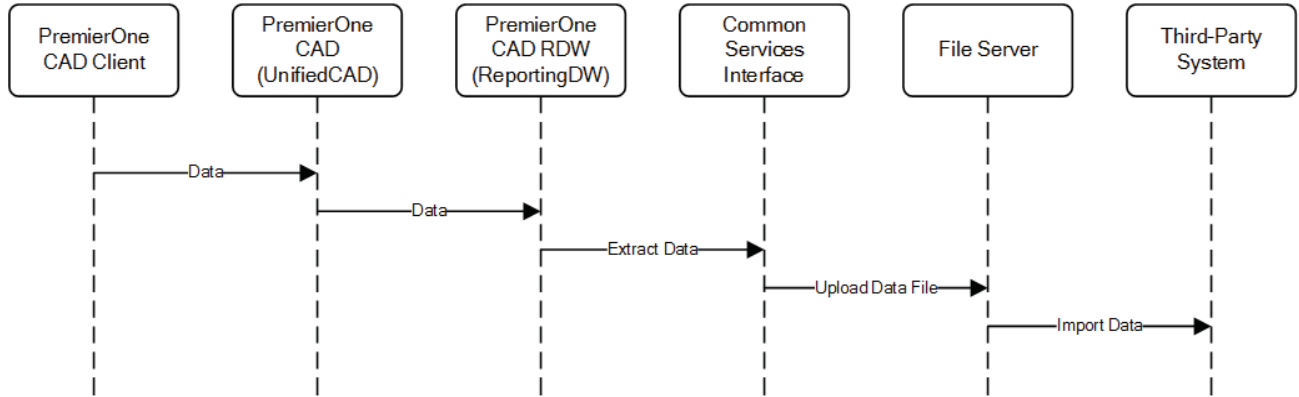
Figure 1-5. File Extract Data Flow Diagram
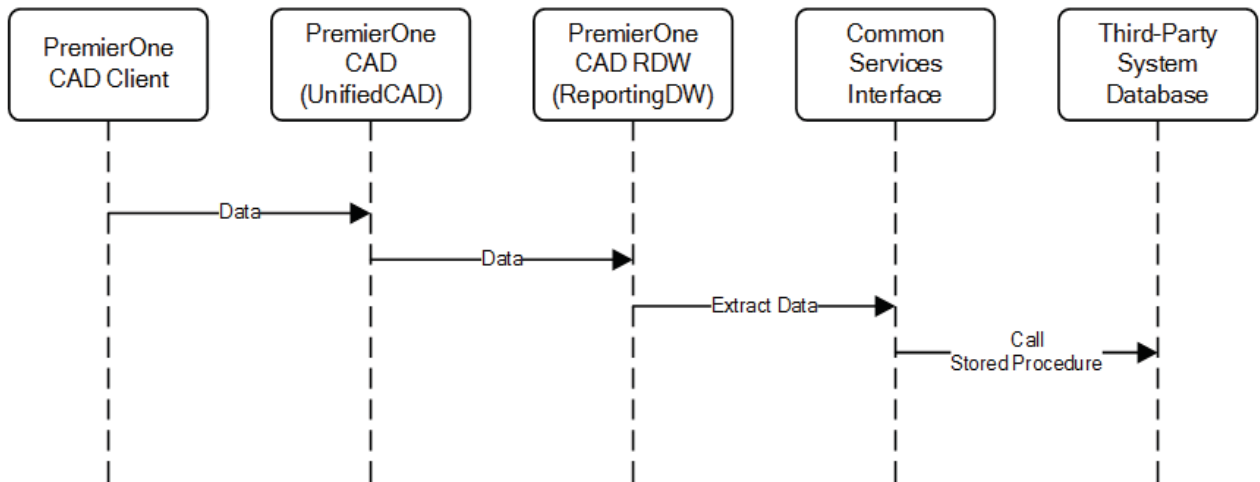
Figure 1-6. Database Update Data Flow Diagram
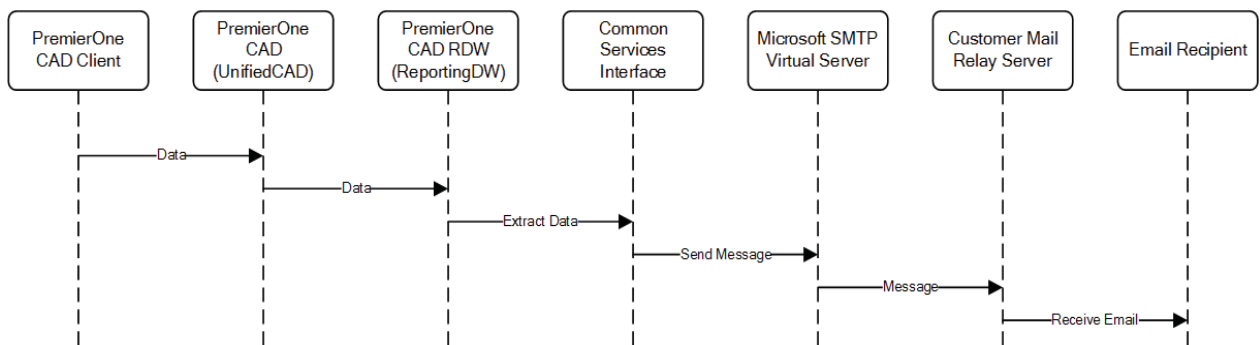
Figure 1-7. Send Email Data Flow Diagram
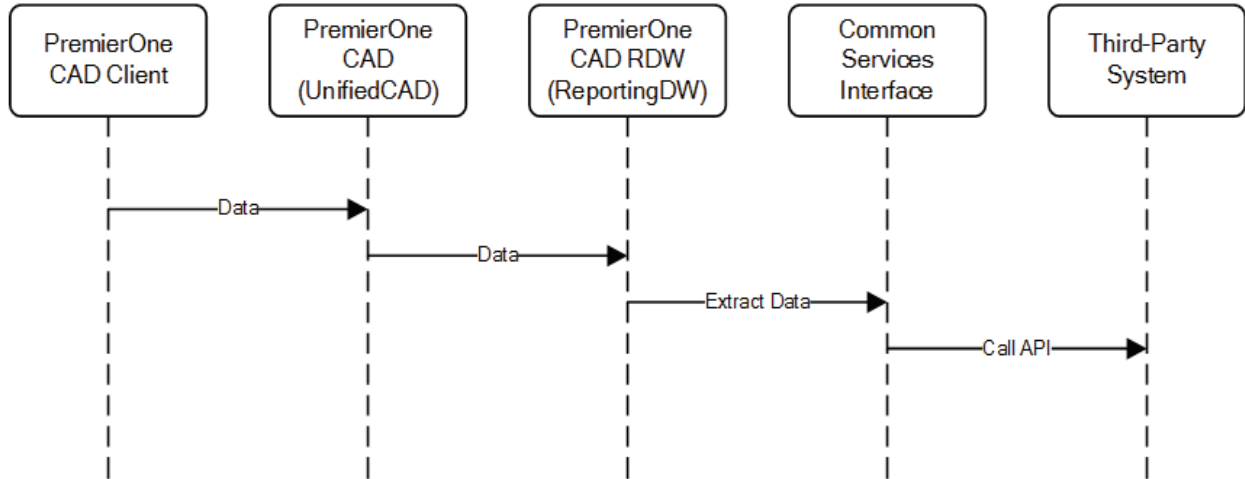
Figure 1-8. API Call Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

The data transfer occurs in the background and is transparent to PremierOne CAD user. Third-party system users may view the information in their application.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can export data.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1   CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the third-party system or file server, over the Customer Enterprise Network. The SMTP interface connecting PremierOne to the Customer mail relay server should be in place for PremierOne to send emails to non-PremierOne recipients. Connectors supported by PremierOne are ODBC, FTP, SFTP, SMTP, REST Web Service and TCP.

2.2   EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3   SECURITY

For the file extract solution, a Windows Service Account with read/write access to the file Server will be created for PremierOne CAD and the third-party system.

Access needs to be provided to the third-party system API or Stored Procedure. For the database update solution, a SQL account will be created for PremierOne CAD with access to the Stored Procedure in the third-party system database.

2.4   PERFORMANCE

There are no explicit performance requirements for the Interface.

PremierOne CAD is setup to post transactional updates to the RDW database within 30 seconds. The data export process will be scheduled to run during off-peak hours, if possible.

2.5   HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

If available, the PremierOne recovery servers will be setup to access the file server or the third-party system for the Interface.

PremierOne™ CAD - Outbound Data Interface

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the third-party system or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne and the third-party system.

For the file extract solution, Customer is responsible for regularly purging data and files from the servers and maintaining optimal system performance.

SECTION 3
STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a)   Conduct an ISD review session with the Customer subject matter experts to obtain details regarding connector type, connection details, data element and triggering criteria.

b)   Implement the Interface.

c)   Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d)   Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a)   Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b)   Provide filter criteria list (agency, incident type, status) document for the data extract.

c)   Familiarize themselves with this ISD.

d)   Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

e)   Provide the external database driver to enable ODBC connection or the Customer mail relay server for the SMTP option.

f)   Procure all customer third-party licenses and API documentation, as required.

g)   The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

h)   Coordinate Customer third-party involvement with the implementation and testing of the interface, as required.

i)   Witness the functional demonstration of the Interface.

j)   Protect the Enterprise Network against unauthorized access.

PremierOne™ CAD - Outbound Data Interface

k) Provide secure connections between PremierOne and the third-party system.

l) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

m) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. File Extract Implementation Plan

Task	Owner
Provide file Server.	Customer / Motorola Solutions
Provide PremierOne Service Account read/write privilege to the file server.	Customer
Provide Windows Service Accounts with read/write privilege to the file Server for the third-party system.	Customer
Establish network connectivity between PremierOne CAD and the file Server.	Customer
Establish network connectivity between third-party system and the file Server.	Customer
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure the Interface in PremierOne.	Motorola Solutions
Configure third-party system to consume PremierOne CAD data.	Customer

Table 3-2. Database Update Implementation Plan

Task	Owner
Provide Stored Procedure and connection information to access the third-party system Database.	Customer
Establish network connectivity between PremierOne CAD and the third-party system Database.	Customer
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure the Interface in PremierOne.	Motorola Solutions

PremierOne™ CAD - Outbound Data Interface

Table 3-3. Send Email Implementation Plan

Task	Owner
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure Outbound Data Interface in PremierOne.	Motorola Solutions

Table 3-4. API Call Implementation Plan

Task	Owner
Provide API and connection information to access the third-party system.	Customer
Establish network connectivity between PremierOne CAD and the third-party system.	Customer
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure Outbound Data Interface in PremierOne.	Motorola Solutions

MOTOROLA *SOLUTIONS*

PREMIERONE™ CAD - CADFUSION INTERFACE

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD FATPOT CADfusion Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

The Interface allows PremierOne CAD to exchange incident and unit status information with foreign CAD systems. This includes the bi-directional transfer of incidents that are initiated and/or updated on either system and through the use of the FATPOT CADfusion application. This exchange of data allows dispatchers to view the status of units in CADfusion, send incident information to CADfusion, and request resources for mutual aid. New or updated incidents in PremierOne CAD are sent to CADfusion based on filter criteria and triggers provisioned in PremierOne CAD.

The CAD-to-CAD and Common Services Interface (CSI) components in PremierOne CAD send the transformation in the PremierOne CAD message format to CADfusion.

Incident status updates and unit status updates for units assigned to an incident can also be transferred from PremierOne to CADfusion as a comment. Updates received from and applied to CADfusion can also be applied to all associated incidents.

PremierOne CAD will send unit status and location information to CADfusion. CADfusion can be configured to send unit status and location on a timer basis or when unit status changes.

It is imperative that the customer ensure required values exchanged with CADfusion are the same as provisioned in PremierOne CAD.

Figure 1-1 shows the connectivity and primary data flow across the system.

PremierOne™ CAD - CADfusion Interface
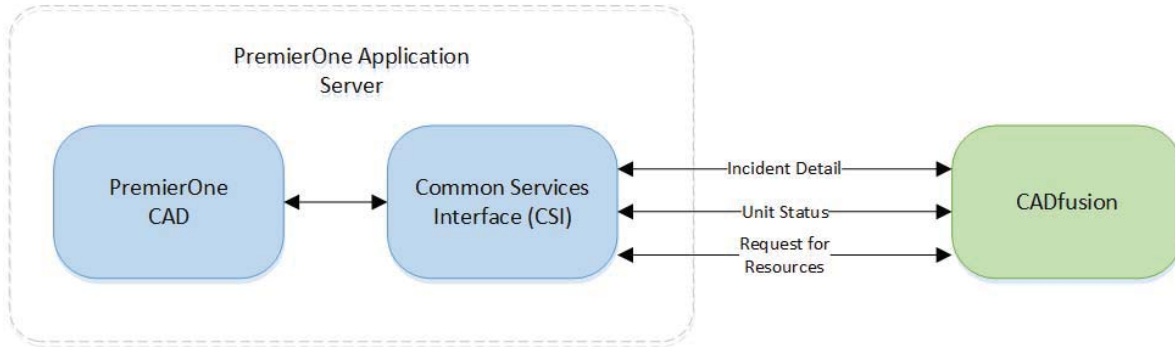
Figure 1-1. CADfusion Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

CAD-to-CAD and CSI services in PremierOne CAD manage the data exchange with CADfusion in XML format.

The data flow diagram captures the events, triggers and message exchange between the systems.
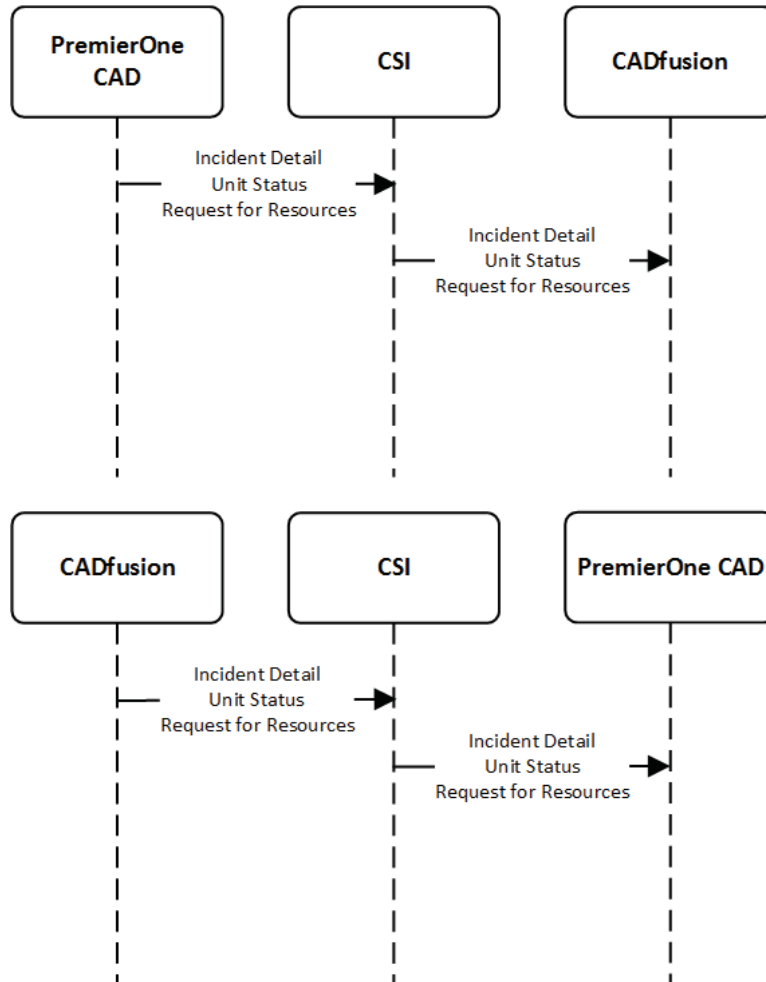
Figure 1-2. CADfusion Data Flow Diagram

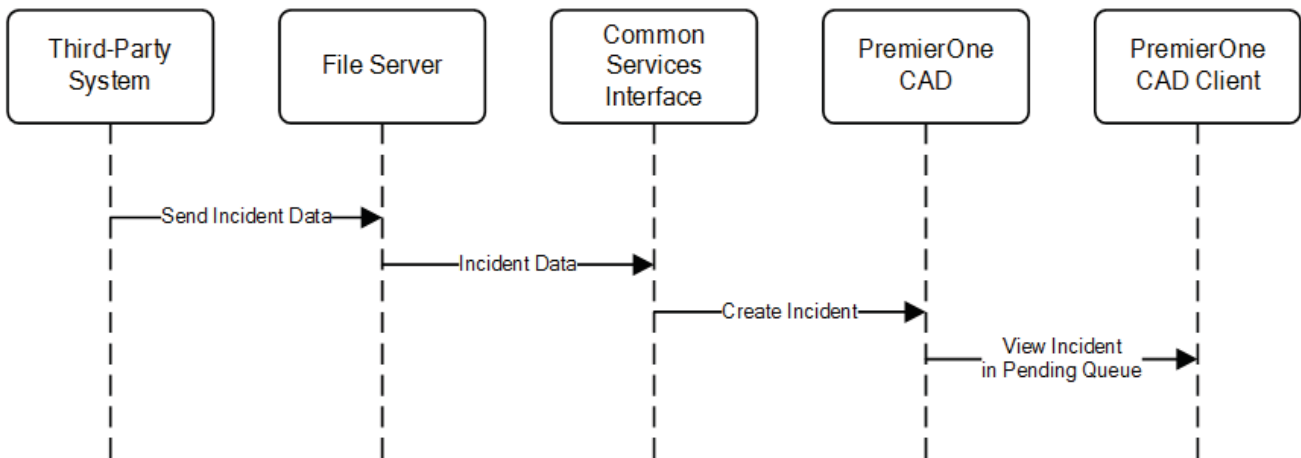## 1.4 BUSINESS PROCESS

Motorola will review the business processes during implementation with the customer to identify specific agency requirements. Due to the complex requirements surrounding incident and unit status updates to a foreign CAD system, there may be limitations regarding the transactions supported by PremierOne. Motorola is not providing new functionality to the core application as a result of implementing this Interface. The following are known limitations for this Interface at the time of release of this ISD:

- PremierOne does not support the creation of Associated Incidents via this Interface.

- PremierOne detailed Call for Service messages do not include vehicle information.

- PremierOne Data exchange only includes caller information. No other people types are sent via the Interface.

- Incident Updates sent from CADfusion are added as comments in PremierOne CAD.

- PremierOne does not have a translation mechanism to transform incident type, unit names, and addresses received by CADfusion.

Additional limitations may exist and may be discovered throughout the implementation and testing process across the installation base.

1.5   USER EXPERIENCE

- PremierOne users can view the status of the units they are monitoring in the CADfusion unit status monitors.

- PremierOne users can dispatch units from these agencies to PremierOne CAD incidents.

- PremierOne users can view incidents and incident updates.

- Updates to incidents made by PremierOne users can be sent to CADfusion.

- Request for Resources can be made between PremierOne CAD and CADfusion.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Case	Description
UC-01	PremierOne system can send new incident data.
UC-02	PremierOne system can send updated incident data.
UC-03	PremierOne system can receive new incident data.
UC-04	PremierOne system can receive incident updates as comments.
UC-04	PremierOne system can send unit status data.
UC-05	PremierOne system can receive unit status data as comments.
UC-06	PremierOne system can send Request for Resources.
UC-07	PremierOne system can receive Request for Resources.

PremierOne™ CAD - CADfusion Interface

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1   CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and CADfusion over the Customer Enterprise Network, using TCP/IP communication.

2.2   EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database. CSI exceptions are logged in the PremierOne database.

2.3   SECURITY

There are no additional security requirements for this Interface, beyond the establishment of a secure TCP/IP connection between the two locations.

2.4   PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5   HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in CADfusion or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne and the CADfusion system.

PremierOne™ CAD - CADfusion Interface

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding connector type, connection details, and data element.

b) Implement the Interface.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Procure all customer third-party licenses and API documentation, as required.

e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

f) Coordinate Customer third-party involvement with the implementation and testing of the Interface, as required.

g) Witness the functional demonstration of the Interface.

h) Protect the Enterprise Network against unauthorized access.

i) Provide secure connections between PremierOne and the CADfusion Interface.

j) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

k) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Establish network connectivity between PremierOne CAD and CADfusion.	Customer
Provide connection information to access CADfusion.	Customer
Provide connection information to access PremierOne CAD system.	Motorola Solutions
Provide agency, incident type, and unit status for the data exchange.	Customer
Provision CADfusion list data in PremierOne CAD - External CAD agency, unit, status.	Customer
Install and Configure CSI service on PremierOne servers.	Motorola Solutions
Configure the Interface in PremierOne.	Motorola Solutions
Configure CADfusion to receive incident and unit status data from PremierOne CAD.	Customer
Configure CADfusion to send transformed unit status data to PremierOne CAD.	Customer
Provide test data for CAD to CADfusion connection testing.	Customer
Test PremierOne CAD connection to CADfusion.	Customer

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PREMIERONE™ CAD - INBOUND INCIDENT CREATION INTERFACE

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD Inbound Incident Creation Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The Interface allows PremierOne CAD to receive Call for Service (CFS) requests from the third-party system and create an incident in PremierOne CAD. This allows Dispatcher to process incidents initiated by external systems or devices.

The third-party system will call the PremierOne Application Programming Interface (API) with incident details or provide the data in the PremierOne required format on the File Server. The PremierOne Common Services Interface (CSI) uses this information to create an incident in PremierOne CAD.

Figure 1-1 shows the connectivity and primary data flow across the system for the API call method of incident creation. Figure 1-2 shows the connectivity and primary data flow across the system for the File Import method of incident creation.

In the API call option, the CSI service can send an acknowledgement with the third-party system request ID and the associated PremierOne incident number. PremierOne does not save the request ID. The CSI service supports REST Web Service and Transmission Control Protocol (TCP) connection.
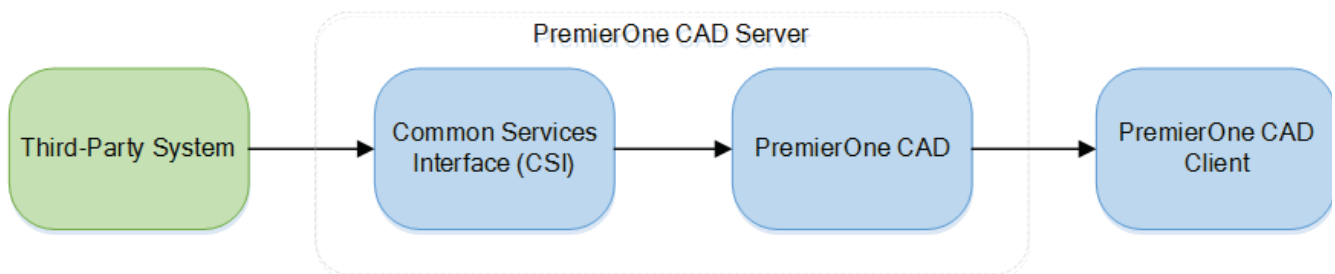
Figure 1-1. API Call Interface Diagram

PremierOne™ CAD - Inbound Incident Creation Interface

In the file import option, the CSI service will be scheduled to monitor the File Server and generate PremierOne CAD incidents. The CSI service can process data in flat file or XML format and has built-in connectors for File Transfer Protocol (FTP) and Secure File Transfer Protocol (SFTP) connection. Transforming incident data from flat file to the PremierOne required XML format is not in scope of the Interface implementation.
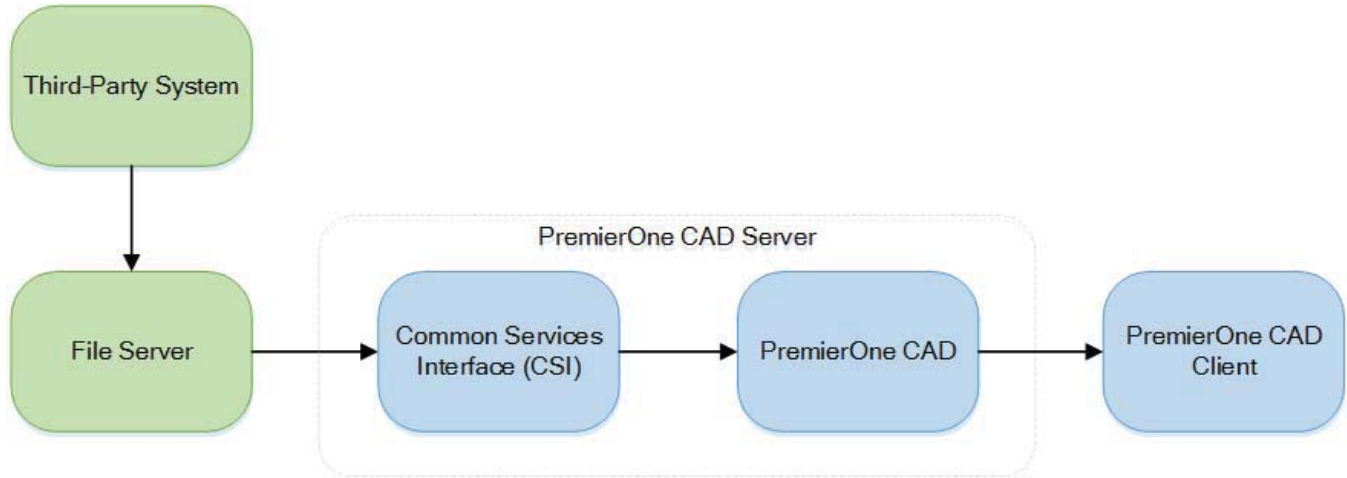
Figure 1-2. File Import Interface Diagram

The incident data transformation from a flat file to the PremierOne required XML format and reference data conversion to the PremierOne CAD code tables are not in scope of the Interface implementation. If these additional features or data elements are desired by the Customer, Motorola Solutions will discuss and document the requirements during the ISD review.

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

PremierOne CSI service accepts the data and manages the incident creation process.

The data flow diagram captures the events, triggers and message exchange between the systems.
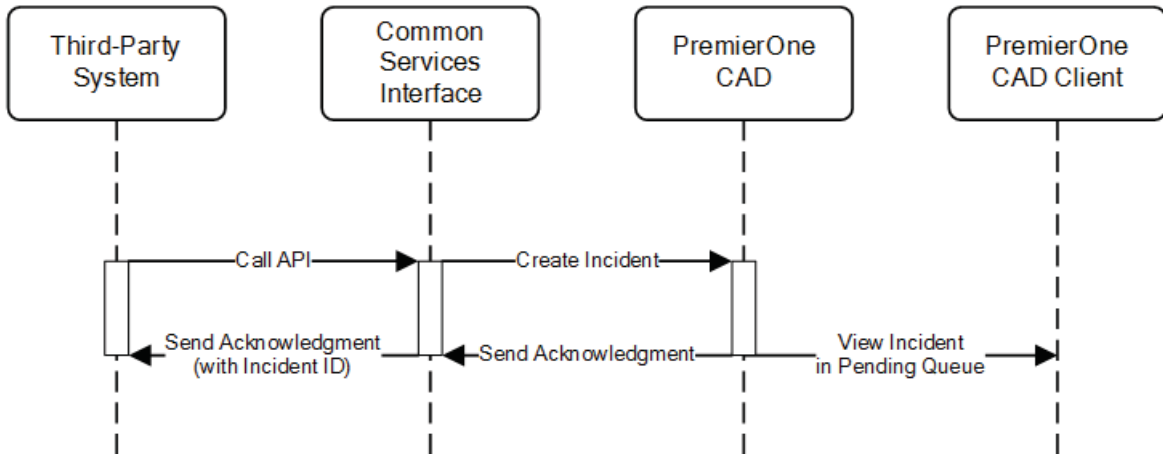
Figure 1-3. API Call Data Flow Diagram

Figure 1-4. File Import Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

The data transfer occurs in the background and is transparent to PremierOne user. A pending incident containing the information supplied by the third-party system appears in the Dispatcher's pending status monitor and is handled in the same fashion as any other incident.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne CAD can receive CFS request and create an incident.
UC-02	PremierOne user can view the incident.

PremierOne™ CAD - Inbound Incident Creation Interface

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1   CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the third-party system or File Server, over the Customer Enterprise Network. Connectors supported by PremierOne are FTP, SFTP, REST Web Service, and TCP.

2.2   EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

PremierOne can be configured to log incoming data from the third-party system. It will log invalid incident records, which were not successfully imported into PremierOne, in the failed import folder on the File Server. It can also be configured to send notifications, if the SMTP interface is configured in PremierOne. SMTP interface is not in scope of the Interface implementation.

2.3   SECURITY

For the file import solution, a Windows Service Account with read/write access to the File Server will be created for PremierOne CAD and the third-party system. For the API call solution, authentication details to access the APIs will be defined during the ISD review.

2.4   PERFORMANCE

There are no explicit performance requirements for the Interface. The incident creation and processing are expected to occur immediately after the CFS request is received from the third-party system.

2.5   HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

For API call solution, the third-party system should point to the recovery servers, if PremierOne is switched to the recovery servers.

PremierOne™ CAD - Inbound Incident Creation Interface

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the third-party system, File Server, or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne and the third-party system.

For file import solution, Customer is responsible for contacting Motorola Solutions when third-party system changes the data elements or format of the incident data file. Customer is responsible for archiving and purging files on the File Server.

System Administrator is responsible for monitoring the failed import folder on the File Server and contacting the third-party system vendor to fix the issues on their system and resend data file to PremierOne.

PremierOne™ CAD - Inbound Incident Creation Interface

SECTION 3
STATEMENT OF WORK

3.1　OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2　RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the connector type, connection details, data element and a process for populating the required fields in the new incident.

b) Provide Customer with the PremierOne CAD API documentation or schema definition for the Interface.

c) Implement the Interface.

d) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

e) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) PremierOne does not perform selective load. It will create incidents for all the records received in the file or data provided via the API. Customer is responsible to ensure the third-party system vendors only send data that they want loaded in their PremierOne CAD system.

c) Familiarize themselves with this ISD.

d) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

e) Procure all customer third-party licenses and API documentation, as required.

f) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

PremierOne™ CAD - Inbound Incident Creation Interface

g) Coordinate Customer third-party involvement with the implementation and testing of the Interface, as required.

h) Witness the functional demonstration of the Interface.

i) Protect the Enterprise Network against unauthorized access.

j) Provide secure connections between PremierOne and the third-party system.

k) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

l) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Provide PremierOne CAD connection information and API documentation for incident creation.	Motorola Solutions
Establish network connectivity between PremierOne CAD Servers and the third-party system.	Customer
Develop and install CSI component for the Interface in PremierOne CAD.	Motorola Solutions
Configure the Interface in PremierOne CAD.	Motorola Solutions
Configure third-party system to call the PremierOne API.	Customer / third-party System Vendor / Customer

Table 3-2. File Import Implementation Plan

Task	Owner
Provide PremierOne CAD schema documentation for incident creation.	Motorola Solutions
Provide File Server.	Customer / Motorola Solutions
Provide PremierOne Service Account read/write privilege to the File Server.	Customer
Provide Windows Service Accounts with read/write privilege to the File Server for the third-tarty system.	Customer
Establish network connectivity between PremierOne CAD Servers and the File Server.	Customer
Establish network connectivity between third-party system and the File Server.	Customer
Develop and install CSI component for the Interface in PremierOne CAD.	Motorola Solutions

PremierOne™ CAD - Inbound Incident Creation Interface

PREMIERONE™ CAD - ASTRO RADIO CONSOLE (MCC 7500) INTERFACE

INTERFACE SPECIFICATION DOCUMENT
IRVINE PD

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD ASTRO Radio Console Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

This Interface provides integration between Motorola Solutions MCC7500 Radio Console and PremierOne CAD. The integration between the two systems will provide PremierOne end users the capability of channel group control for Priority Transmissions over the radio system. This enables end users to quickly perform Channel Select, Multi-Channel Select and Priority Transmissions (APBs) without having to switch to the radio console workstation.

The Interface on PremierOne CAD V4.3 and later implements an API based on a RESTful and Websocket architecture. Provisioning includes a section under Resources – Devices – Workstation/MDT/Handheld which includes an Interface Settings subtab for configuring the REST API. The "Console CAD Proxy" also provides the necessary TCP/IP Socket connection for the PremierOne CAD client communications.

This Interface is between the PremierOne CAD client and the MCC7500 client. Data flows between the two clients directly; it does not pass through the PremierOne CAD servers. However, the data does not flow between the PremierOne CAD client and the MCC7500 client in the event the PremierOne client becomes disconnected from the PremierOne server.

Figure 1-1 shows the connectivity and primary data flow across the system.

PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface
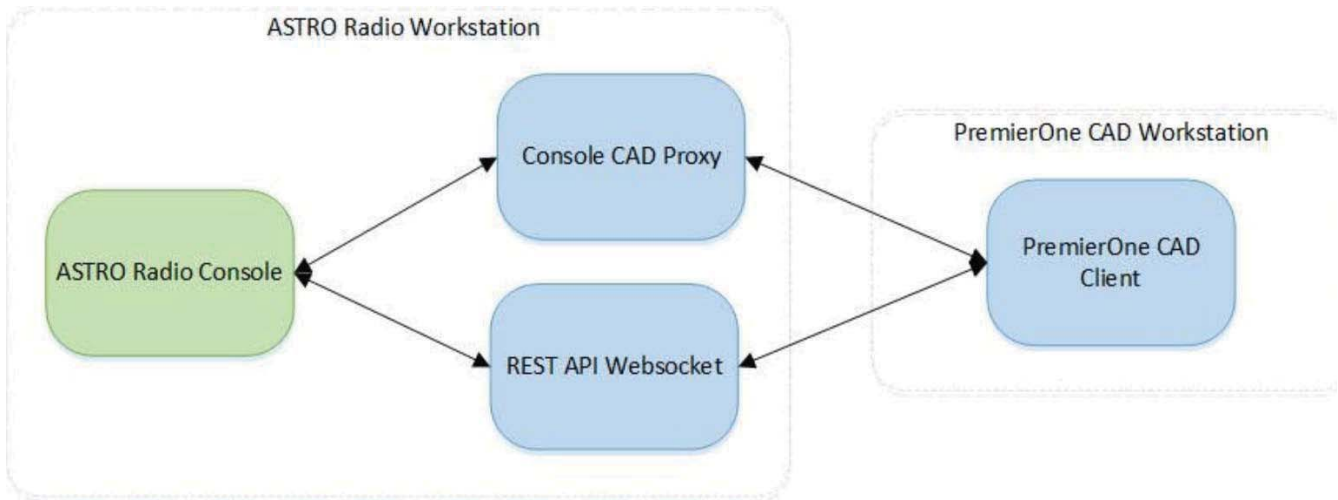
Figure 1-1. ASTRO Radio Console Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

The REST API – websocket architecture manages the data exchange between MCC7500 Consoles and PremierOne CAD workstations.

The data flow diagram captures the events, triggers and message exchange between the systems.
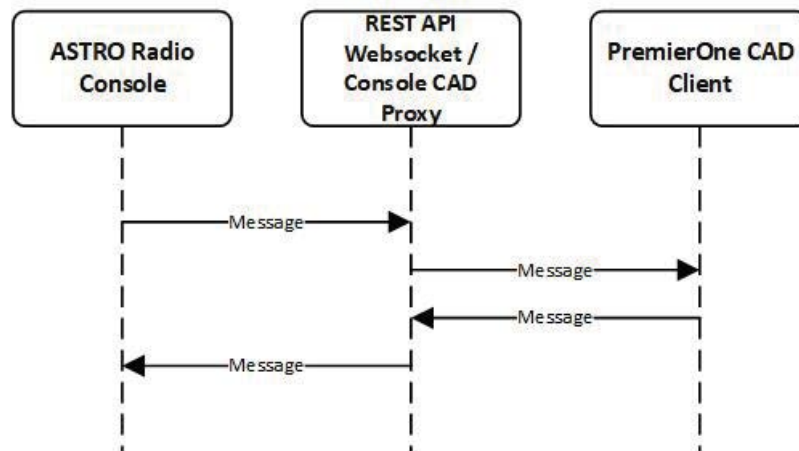
Figure 1-2. ASTRO Radio Console Data Flow Diagram

PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

The functions supported by this Interface allow the dispatcher to communicate with different resources over the radio system. The resources can be predefined or grouped dynamically via MultiSelect options.

The ability to create these temporary groups for transmission directly from their PremierOne CAD client allows dispatchers to remain focused on their CAD status monitors and maps, and to be attentive to the units dispatched, without shifting focus to their radio console workstation. CAD users will have the following abilities:

- Create MultiSelect groups
- Load MultiSelect groups
- Open MultiSelect groups
- Close MultiSelect groups
- Reset MultiSelect groups

The CAD client can dynamically manage, on an associated Radio Console, a single dedicated MultiSelect consisting of the Talkgroups of all the units assigned to an incident. Dispatchers can then transmit to all the assigned units on the incident, regardless of their Talkgroup affiliations. While the Dynamic MultiSelect is active, and as units are added or cleared from the incident, any radio affiliation changes are processed to determine if the Talkgroup list has changed. If it has changed, the CAD system provides an updated Talkgroup list to the Radio Console. Again, Users can add incidents and combine up to five active incidents in a single Dynamic MultiSelect.

The radio capabilities are accessed from the PremierOne CAD client by selecting the Radio item in the Utilities menu. When the Radio feature is opened, the Radio Console dialog box appears with the MultiSelects tab in focus.

1.5.1   MultiSelect

The list of available channels displays on the left side of the dialog box and the selected channels display on the right side of the dialog box. The status of each channel in the Selected Channels box is dynamically updated whenever any change occurs in the radio system and is indicated by colored highlights. The following list describes the various channel status displays and when they occur:

- **White Background (no highlight**). Indicates the channel is idle (not transmitting) and is available for transmission.

- **Red Highlight.** Indicates the channel is being used for transmission by the operator on the workstation. This channel is considered available to this workstation.

- **Yellow Highlight.** Indicates the channel is busy at another workstation and is not available to the workstation/position.

PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface

- **Black Highlight with White Crisscross.** Indicates the channel is defined as a valid channel within the radio system, but is not available to the workstation.

- **Black Background/Faint Crisscross.** Indicates the channel is not a valid channel within the radio system, but the workstation operator is attempting to use it.

1.5.2   Priority Transmit (APB)

An All-Points-Bulletin (APB) is a method of quickly transmitting to a MultiSelect group without first opening the group. This allows the dispatcher to make a broadcast announcement to all of the resources contained within the desired MultiSelect group, either predefined or created dynamically from the PremierOne CAD Client.

1.5.3   Channel Request

The Channel Request functionality allows a dispatcher to notify other dispatchers that they have the channel for transmit capability, typically for an APB for all or a large number of units. Once the Channel Request notification goes out, other dispatchers can then transmit over the designated channels.

For further details on Dynamic MultiSelect, please refer to the PremierOne 4.3 Radio Console User Guide.
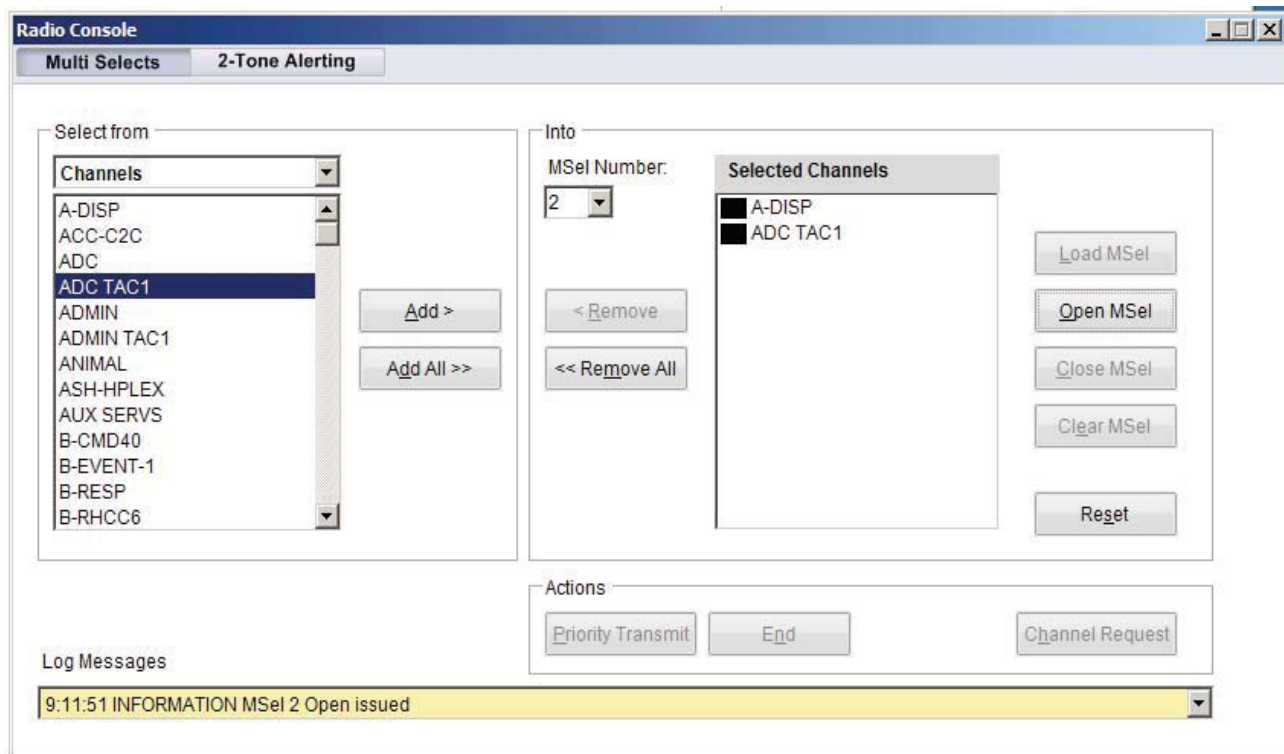
Figure 1-3. Radio Console Sample

1.5.5   Two-tone Radio Alerting

Two-tone radio alerting (sometimes referred to as two-tone paging) is a method of sending tones out to a group of pagers. These tones alert the person carrying the pager. Optionally, the tones can be followed by a voice message from a dispatcher, if ASTRO system supports this. This option is called Talk Extend. When Talk Extend is used, the tones are followed by an open microphone and voice is transmitted from the dispatcher's radio console to all of the pagers/radios in the group. Then, all of the queued two-tone alerts are sent in parallel (at the same time) so the transmission channel is open for all of them at the same time. When Talk Extend is disabled, the two-tone radio alerts are sent sequentially (one after another). Therefore, when Talk Extend is disabled, one group will start and finish before the next group starts. This action continues until the pager queue is empty. Two-tone radio alerts can be sent just like any other toning event. They are supported from the II, ID, and UX commands using the Alerting button.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	User can view radio console information in PremierOne CAD.
UC-02	User is able to Dynamic and Automatic MultiSelect Talkgroups of all the units assigned to an incident.
UC-03	User is able to send broadcast messages to the group (Priority Transmit).
UC-04	User is able to perform a two-tone Radio alert from the CAD console.

PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface

SECTION 2
OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD Workstation and MCC7500 Workstation, over the Customer Enterprise Network. Certain TCP/IP ports need to be open across the Radio and CAD network.

Connectivity details will be defined by the Motorola Solutions Radio Systems Engineer, Motorola Solutions Architect and the Customer Infrastructure Team.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

You can view event messages in the Event Log at any time. The Event Log displays the last 30 event messages. The most recent message displays at the top of the list. To view the Event Log: Click the arrow for the Log Messages drop-down list at the bottom of the dialog box. The Radio Console utility displays a "Not Ready" status when there is a communication issues between the interfaces.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the MCC7500 Console or Customer Enterprise Network, which might affect the Interface.

PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface

Customer is responsible for keeping the reference data synchronized between PremierOne CAD and the MCC7500 system.

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a)   Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.

b)   Implement the Interface.

c)   Provision the REST API and install the console proxy.

d)   Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

e)   Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a)   Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b)   Familiarize themselves with this ISD.

c)   Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d)   The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

e)   Witness the functional demonstration of the Interface.

f)   Protect the Enterprise Network against unauthorized access.

g)   Provide secure connections between PremierOne and the Interface.

h)   Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

i)   Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Establish network connectivity between ASTRO Radio Workstation and PremierOne CAD Workstation.	Customer / Motorola Solutions
Provision ASTRO Radio Workstations and their associated PremierOne CAD Workstations in PremierOne CAD.	Customer
Provision radios in PremierOne CAD - Radios, Alias, Talk Groups, Assignments.	Customer
Install REST API and Console Proxy on ASTRO Radio Workstation.	Motorola Solutions
Configure the Interface in PremierOne CAD.	Motorola Solutions
Provide ASTRO Radio Workstation for testing.	Customer

PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface

![Motorola Solutions logo] MOTOROLA SOLUTIONS

PREMIERONE™ RECORDS - COPLOGIC DORS INTERFACE

VERSION 1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne™ Records to CopLogic DORS System Interface (Interface), and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

CopLogic DORS provides a customized web-based user interface for citizens to report incidents. After an officer approves a report through the Customer's DORS administrative screen, the case information will flow through the Interface via an XML file deposited by DORS on a File Share Server and picked up by PremierOne™ Records. A new case folder and case report are created and the case report is populated with the case information entered by the citizen and the reviewing officer. This eliminates the need for the reviewing officer to retype a DORS case into PremierOne™ Records manually. The Interface can also accept updates from CopLogic DORS via the same XML file deposit and will add the updates as officer reports in the existing case folder in PremierOne™ Records.

Figure 1-1 shows the connectivity and primary data flow across the system.
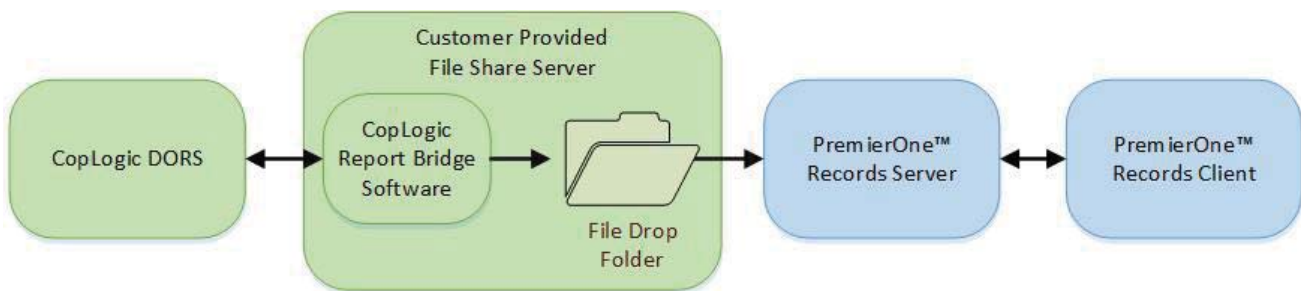
Figure 1-1. CopLogic DORS Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

PremierOne™ Records - CopLogic DORS Interface

1.3   DATA EXCHANGE

The data flow diagram illustrates the data exchange between the systems.
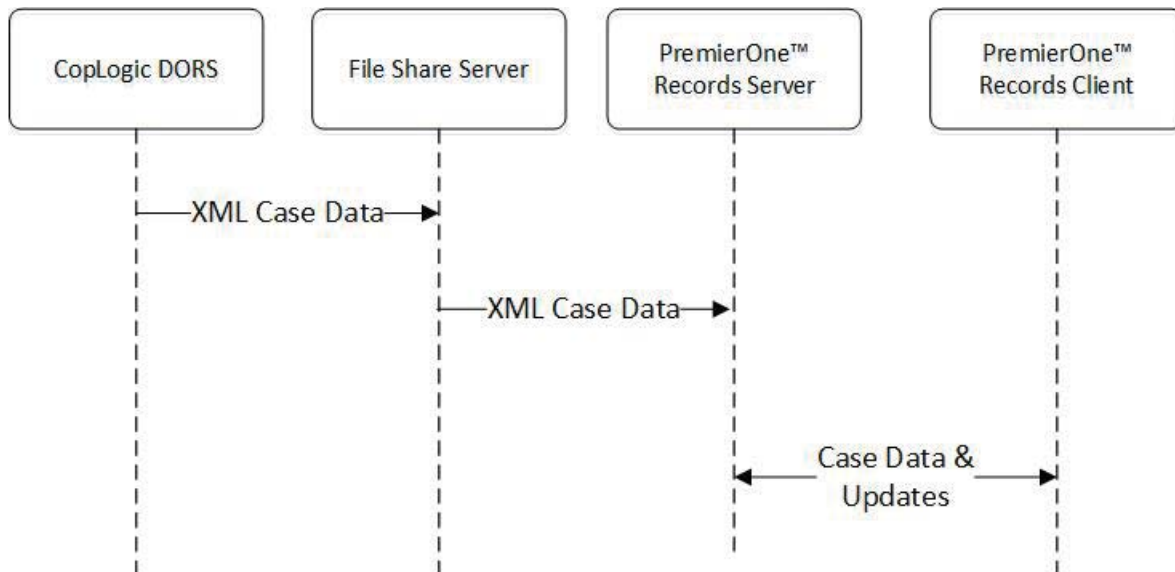
Figure 1-2. CopLogic DORS Data Flow Diagram

1.4   BUSINESS PROCESS

The Customer must decide which offenses will be reportable through DORS and how cases reported by citizens via DORS will be approved or rejected, assigned, investigated and closed. In addition, citizens can submit updates to cases previously submitted via DORS and the customer must determine how updates will be processed.

1.5   USER EXPERIENCE

A citizen reports a crime using the CopLogic DORS website. CopLogic DORS will assign a temporary case ID number for the citizen's reference. After the report is submitted to CopLogic DORS, it will be reviewed and approved in CopLogic DORS by the Customer's authorized personnel. Once all mandatory fields related to the crime have been entered into the CopLogic DORS case report and the report is approved, a unique case report number is assigned by CopLogic DORS and an email will be sent to the citizen with the new report number. The case report XML file will be moved to the File Share Server. PremierOne™ Records will pick up the XML file and a new case folder will be created along with a case report containing the case data. The case report will be saved in draft mode.

The Customer's user will review the case report in PremierOne™ Records and process it as deemed necessary. The user must save the case report so it is no longer a draft document.

If the citizen makes an update to the case in CopLogic DORS, the updated document will be reviewed in CopLogic DORS and, if approved, sent through the Interface. An officer report will be created in the corresponding case folder.

The Customer user assigned to the case will review the updates documented in the officer report and, if deemed relevant, will create a new version of the case report, which brings forward the most recent case report information, and then incorporate the information from the officer report. The updated case report will then need to be processed as per standard business processes for CopLogic DORS case reports. The officer report will remain in the case folder.

If a citizen updates a case in CopLogic DORS that was not originally submitted via CopLogic DORS, the same update process as described above (e.g. via the officer report) will be followed. In this scenario, the citizen would have been given the PremierOne™ Records generated case number when, for example, the citizen reported the incident in person at the agency. The citizen enters this case number into the CopLogic DORS screen to submit an update. The customer must decide if this scenario will be allowed.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne™ Records can import a new case and create a case folder and draft case report for the new case.
UC-02	PremierOne™ Records can import a case supplement and create a draft officer report in the corresponding case folder for the supplement.
UC-03	A PremierOne™ Records user can finalize a draft case report created by the Interface and submit it to the workflow.
UC-04	A PremierOne™ Records user can add the supplemental information from the officer report into a case report and submit the updated case report to the workflow.

SECTION 2
OPERATIONAL CONSIDERATIONS

2.1   CONNECTIVITY

Connectivity needs to be established between PremierOne™ Records and the CopLogic DORS Interface, over the Customer Enterprise Network.

Connectivity details will be defined by CopLogic DORS, the Motorola Solutions Architect and the Customer Infrastructure Team.

2.2   EXCEPTION HANDLING AND LOGGING

PremierOne™ exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3   SECURITY

The customer will be responsible for all security issues related to protecting the File Share Server and the Customer Enterprise Network (CEN) from unauthorized access.

2.4   PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5   HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne Records.

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network (CEN), which might affect the Interface. Any changes to code tables and Case Report or Officer Report elements used by both CopLogic DORS and PremierOne™ Records must be coordinated between the two systems.

Customer is responsible for regularly purging data and files from the File Share server.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

a)   Conduct an ISD review session with the Customer subject matter experts to obtain details regarding CopLogic DORS reports to be mapped to PremierOne™ Records and determine field mappings.

b)   Implement the Interface.

c)   Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d)   Conduct a functional demonstration validating the Interface works in accordance with this ISD.

e)   Provide CopLogic with the customer's code table values and Records XML schema files applicable to the Interface.

Customer Responsibilities

a)   Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b)   Familiarize themselves with this ISD and Interface Test Procedure for the Interface.

c)   Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d)   Procure all Customer third-party licenses and API documentation, as required.

e)   The Customer's third-party system must be on a version supported by the Customer third-party. Customer will procure any required upgrades.

f)   Coordinate Customer third-party involvement with the implementation and testing of the interface, as required.

g)   Witness the functional demonstration of the interface.

PremierOne™ Records - CopLogic DORS Interface

h)   Protect the Enterprise Network against unauthorized access.

i)   Provide secure connections between PremierOne and the Interface.

j)   Manage Customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

k)   Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

CopLogic Responsibilities

a)   Install the Report Bridge software on the File Share Server.

b)   Deliver XML files to the File Share Server in the format required by PremierOne™ Records.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Provide code table values and Case Report and Officer Report schemas to CopLogic.	Motorola Solutions
Provide the File Share Server and establish connectivity to it for PremierOne™ Records and CopLogic DORS.	Customer
Provide service interface accounts with non-expiring passwords on the File Share Server for PremierOne™ Records and CopLogic DORS.	Customer
Work with CopLogic to determine which offenses and other case data can be entered by citizens on DORS.	Customer
Provide CopLogic with an address verification file.	Customer
Install the Report Bridge software on the File Share Server.	CopLogic
Configure CopLogic DORS to deliver XML files to the File Share Server in the format required by PremierOne™ Records.	CopLogic
Install and configure the Interface on PremierOne™ Records.	Motorola Solutions
Test the Interface end-to-end.	Customer, CopLogic
Assist in testing the Interface.	Motorola Solutions

PREMIERONE™ SUITE - EXTERNAL QUERY INTERFACE

INTERFACE SPECIFICATION DOCUMENT
IRVINE PD

VERSION 1.1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne Suite External Query Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The Interface allows PremierOne users to submit transactions to a third-party system. These transactions are most typically ones that perform inquiries, although transactions that enter, modify, locate, and clear information are also possible.

Query requests made on PremierOne CAD, Records or Mobile clients are routed to one of the PremierOne application servers. The PremierOne Query Service processes the request and determines which data source(s) can fulfill the request. This information is passed to the PremierOne Common Services Interface (CSI) component, which translates the request to a query string and handles the connection to the data source. When a structured response is received, CSI parses the response and forwards it to PremierOne Messaging Service, which handles the routing of the query response to the requestor.

The CSI service can call a Stored Procedure on the third-party system database or call an Application Programming Interface (API) published by the third-party system to get the data. CSI has built-in connectors for Open Database Connectivity (ODBC), REST Web Service and Transmission Control Protocol (TCP) connection.

Figure 1-1 shows the connectivity and primary data flow across the system.

PremierOne™ Suite - External Query Interface
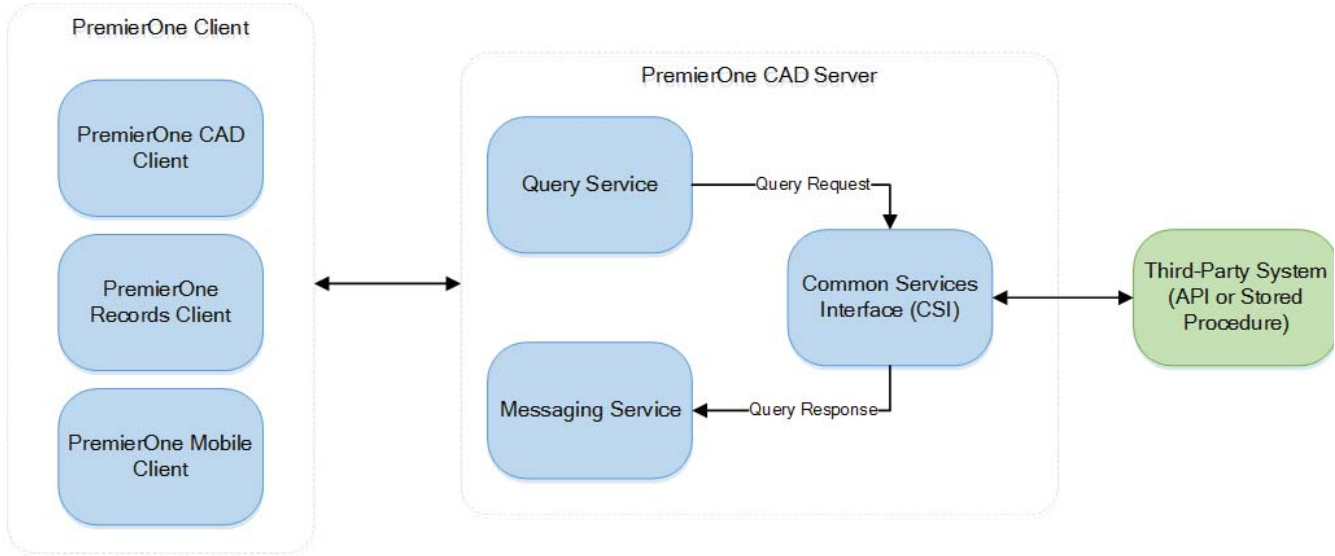
Figure 1-1. External Query Interface Diagram

This interface implementation is limited to 6 forms with basic response formatting and 2 response types per request. Motorola Solutions will provide 8 hours of training and support for Customer to provision additional queries. This Interface requires modification to PremierOne CSI service. Motorola Solutions is reliant on receipt of the API or Stored Procedure and the associated design documents from the Customer to implement the Interface.

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

PremierOne services manage the data transformation and exchange process. CSI may direct a single query request to multiple systems, and each system will provide its own response.

The data flow diagram captures the events, triggers and message exchange between the systems.
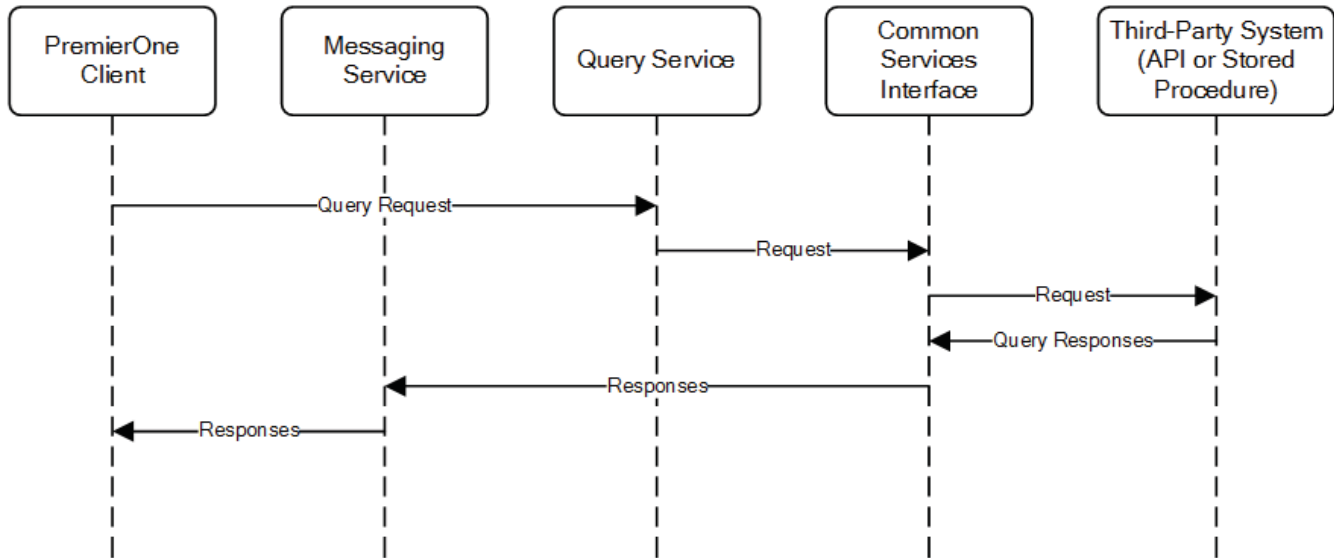
Figure 1-2. External Query Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

PremierOne user can select a query type, enter the required query parameters and submit the query using a Query Request form similar to the sample in Figure 1-3. The same query forms are available throughout the PremierOne Suite: CAD, Records and Mobile client. User access to the query forms is managed by the user roles provisioned in PremierOne.

Figure 1-3. Query Request Sample

PremierOne administrator may also create a command line version of a query form, similar to Figure 1-4 command line query sample. This allows users to quickly submit frequently used queries. The administrator may also configure the system so queries can be submitted using person and vehicle information entered in an incident.

Figure 1-4. Command Line Query Sample

Query Request forms are built upon the underlying data supplied by the third-party system. A form could use one or more underlying data sources. Thus, query responses from a particular form could be from multiple data sources.

Query responses are displayed in the Query Responses tab of the query window similar to the sample in Figure 1-5. They may also be displayed in a dedicated window outside of the main CAD client window.
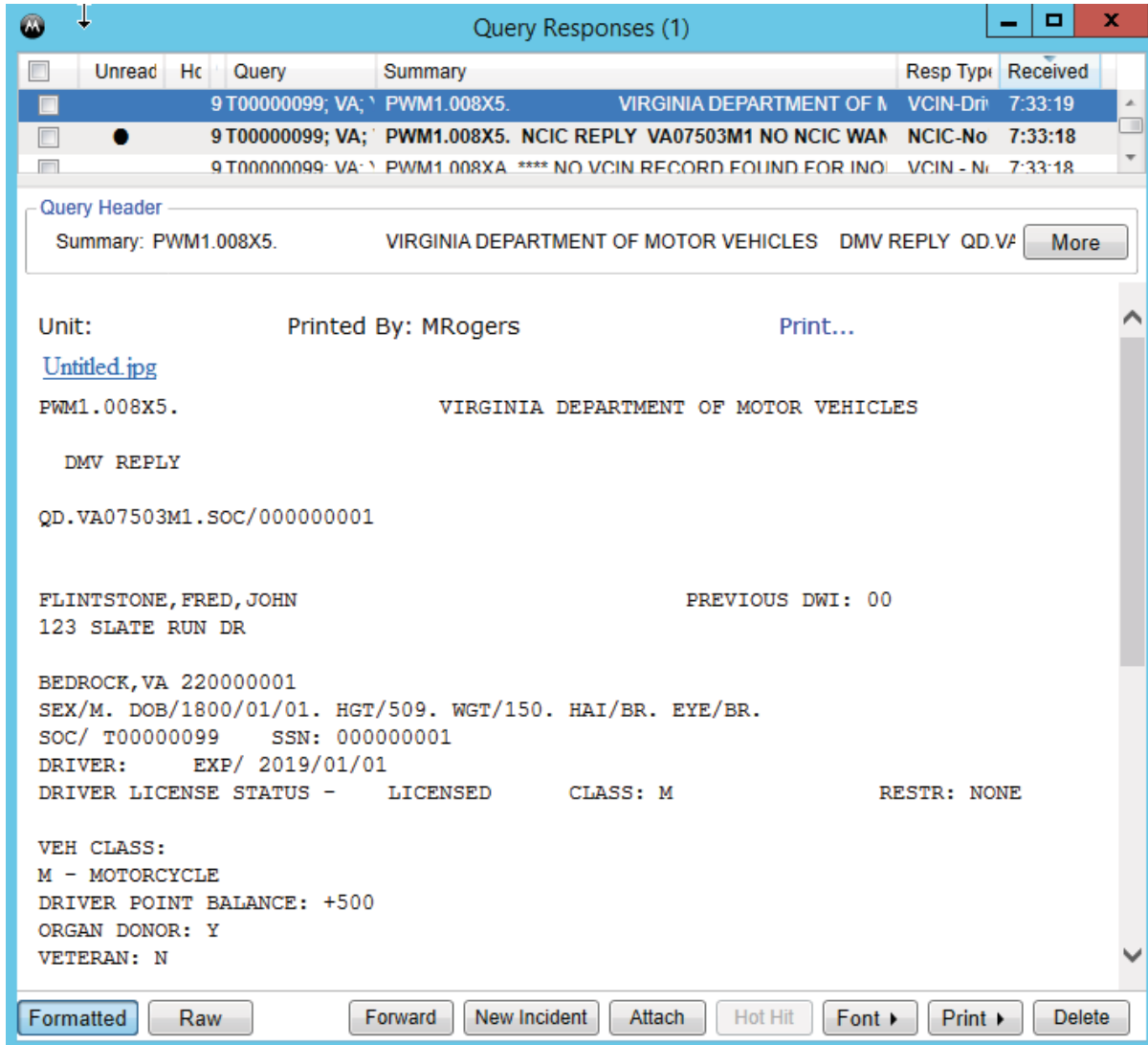
Figure 1-5. Query Response Sample

If the third-party system provides a structured response, then this data is available as discrete values to PremierOne. This can be used to provide a visually formatted response that emphasizes key information. Figure 1-6 provides a representative sample of a formatted query response.

Query Responses can be formatted for Workstations and Mobile clients. Query formatting is done using Extensible Stylesheet Language Transformations (XSLT) and the result is displayed using Hypertext Markup Language (HTML). The HTML transformation provides an enhanced level of formatting beyond the raw text that is returned in the query responses. The enhanced formatting can be helpful to call out specific data elements, or display images if they are included in the response from the third-party system.

Figure 1-6. Formatted Query Response Sample

A structured response may also be used to populate the person or vehicle information in an incident, without requiring the retyping of the information from a response. The user may run a query on a driver using their operator license number, and then use this feature to populate the person form with the person's details from the query response.

Cascading and drill-down queries can be provisioned by using details from the structured query response as input to subsequent queries. Cascading queries run automatically using these results and a drill-down query is run when the user clicks on the hyperlink on the response form.

The HTML transformation and structured response services are not in scope of the interface implementation. If these additional features are desired by the Customer, Motorola Solutions will provide a change order for Customer consideration for the enhanced response formatting.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne user can submit a transaction from a form and view the responses.
UC-02	PremierOne user can submit a transaction from a command line and view the responses.
UC-03	PremierOne user can submit a transaction using the data in an incident and view the responses.
UC-04	PremierOne user can incorporate details from a response into an incident.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne Suite and External Query Interface over the Customer Enterprise Network. Connectors supported by PremierOne are ODBC, REST Web Service and TCP.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

PremierOne logs query requests in the PremierOne reporting database.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne Suite. User access to the query forms are managed by user roles in PremierOne.

Access needs to be provided to the third-party system API or Stored Procedure. A SQL account with access to the Stored Procedure will be created in the third-party system database for PremierOne.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

The query response is dependent on the third-party system connection and response time of the data sources. Query response is displayed as it is received from the third-party system.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne Suite.

If available, the PremierOne recovery servers will be setup to access the third-party system for the Interface.

PremierOne™ Suite - External Query Interface

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for contacting Motorola Solutions when the third-party system changes the parameters or the response formats of the API or the Stored Procedure.

Customer is responsible for keeping the reference data synchronized between PremierOne and External Query Interface system.

Customer is responsible for regularly purging data and files from the servers and maintaining optimal system performance.

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface including connector type, connection details, transaction types, query criteria and response transformation.

b) Implement the Interface for 6 forms with basic response formatting and 2 response types per request. Provide 8 hours of training and support for Customer to provision additional queries.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Provide the external database driver to enable ODBC connection, if required.

e) Assist with provisioning Query Forms, Hot Hits, Pick Lists and Response Formats.

f) Procure all customer third-party licenses and API documentation, as required.

g) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

h) Coordinate Customer third-party involvement with the implementation and testing of the Interface, as required.

i)   Witness the functional demonstration of the Interface.

j)   Protect the Enterprise Network against unauthorized access.

k)   Provide secure connections between PremierOne and the Interface.

l)   Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

m) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Provide Stored Procedure or API to query the third-party system.	Customer / third-party system vendor
Provide associated user guide or design documentation for the Stored Procedure or API.	Customer / third-party system vendor
Establish network connectivity between PremierOne and the third-party system.	Customer
Provide the external database driver software and user's guide to enable ODBC access.	Customer
Develop and install CSI component to query the third-party system.	Motorola Solutions
Configure Query Interface in PremierOne.	Motorola Solutions
Provision Query Request Form in PremierOne.	Motorola Solutions / Customer
Configure Query Response in PremierOne for Workstation and Mobile.	Motorola Solutions / Customer
Provision user roles to access the query in PremierOne.	Customer

PremierOne™ Suite - External Query Interface

PREMIERONE™ RECORDS - STATE QUERY SUBMISSION INTERFACE

INTERFACE SPECIFICATION DOCUMENT
IRVINE PD

VERSION 1.2

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne Records - State Query Submission Interface and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

The State Query Submission Interface allows authorized PremierOne users to submit transactions to State and Federal systems, via the State Message Switch[1]. The State Query Submission interface will only support following submissions. Each submission type supports Entry, Modify, Inquiry/Locate, Clear and Cancel and transactions.

- CA Pawned Property

- Stolen Property

- CA Stolen Firearm

- Stolen Firearms

- CA Stolen Vehicles

- Stolen License Plates

- Stolen Vehicles

- Stolen Boats

- Missing\Runaway Persons (Note: Clear is not applicable)

- Restraining/Protection Orders (Note: Clear and Locate are not applicable)

The State Message Switch provides links to State systems like Department of Motor Vehicles (DMV) and national law enforcement systems like National Crime Information Center (NCIC).

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[1] In some cases, PremierOne may connect to a County Message Switch, rather than connect directly to the State Message Switch. The specific connection will be identified in the Statement of Work.

PremierOne™ Records - State Query Submission Interface

The interface only allows submissions to the State. The submissions are processed and sent to the state using CommSys. CommSys will send the submission to the state and process the return. The return will indicate either verification or failure. Some Information from the response returned to the query screen in Records will be added to the NLETS document that was used to enter the initial submission. This information will be tracked as part of the 'history' of the submission.

Any modifications and/or clears to the above transaction categories that need to be made, will be done by opening the original NLETS document in Records, changing the transaction type, modifying the information, saving and closing the document, then going up to the query window and, using the control number, pulling up the data using QUERY and clicking the submission link in the return.

Figure 1-1, State Query Submission Interface Diagram shows the connectivity and primary data flow across the system. Blue shaded box represents the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.
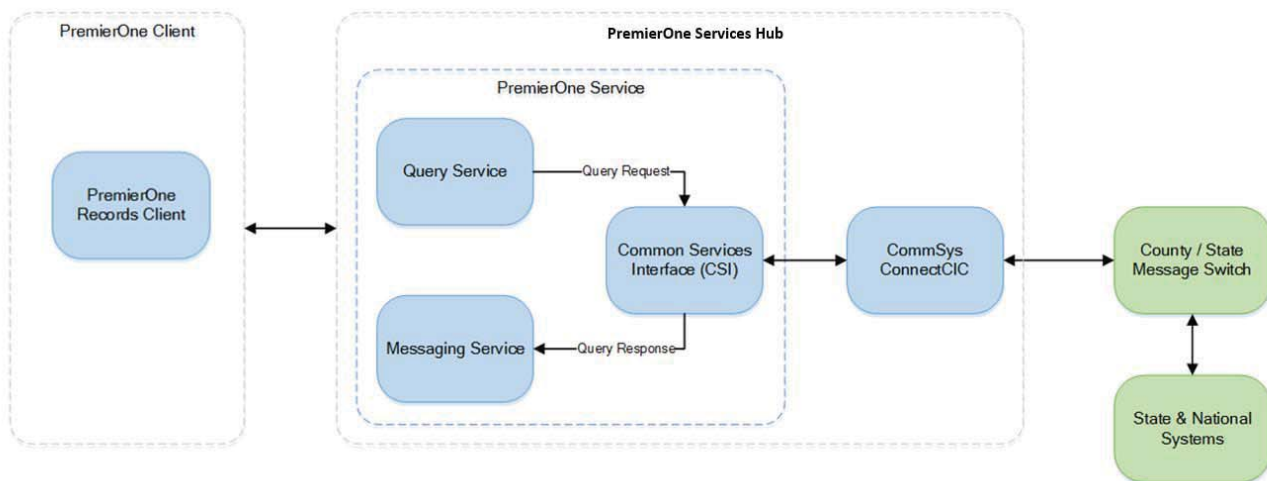
Figure 1-1. State Query Interface Diagram

Information required for installation, configuration, test and support purposes regarding this State Query Submission Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

PremierOne services and CommSys ConnectCIC manage the data transformation and exchange process. The State Message Switch may direct a single query request to the State System, and it will provide its own response. This functionality is not extended into other systems.

The data flow diagram captures the events, triggers and message exchange between the systems.
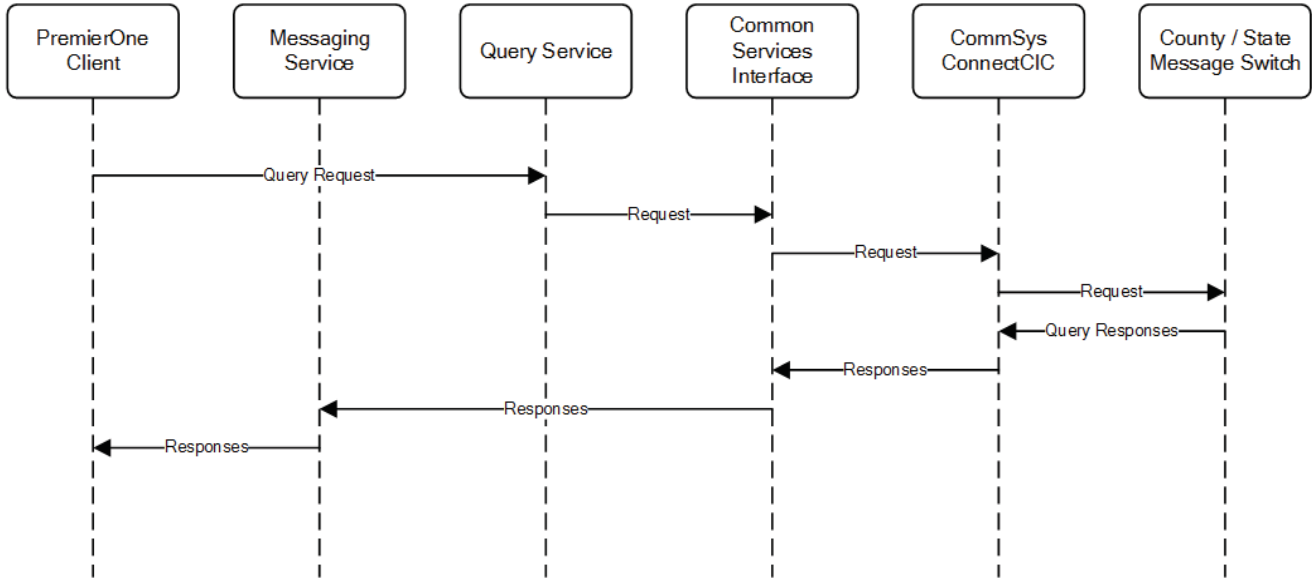
Figure 1-2. State Query Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

PremierOne Records user will create an NLETS document for the corresponding transaction type in Section 1.2. Within the document, the user will select the type of submission to be made and enter the relevant data elements, which would include all mandatory data needed for submission. A Case number will need to be pulled for most submissions as it is part of the mandatory information needed to be transmitted. After saving and closing, the user will submit to workflow.

Workflow will mark the document for the interface. The document will be populated with a PremierOne Submission Number. This PremierOne Submission Number will be used by an authorized user to query for the submission information in the QUERY window in Records.

The Authorized user will use the PremierOne Submission Number from the document to retrieve the information from the submission in the QUERY window. Once the information is retrieved, the user will review the submission information and click the 'Submit' link. When the 'Submit' link is clicked, CSI will send the submission thru Commsys Connect CIC to the state. Responses from the state will be displayed in the QUERY window as well as be written to the original NLETS submission document. The File Control Number from the transaction will be recorded in the NLETS document.

Any updates and/or clearing to the original NLETS submission need to be made in the original NLETS document. Once the transaction type has been modified and any additional data

PremierOne™ Records - State Query Submission Interface

elements entered, the user will save and close the document. An authorized user will then use the PremierOne Submission Number in the QUERY window in Records to retrieve all the information in the NLETS document and resubmit to the state.

1.6   USE CASE

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Case

Use Case	Description
UC-01	PremierOne user can create an NLETS Entry in PremierOne Records for each category of transactions listed in Section 1.2
UC-02	PremierOne user can enter an NLETS Entry in PremierOne Records to the state using the query return for the PremierOne NLETS information for each category of transactions listed in Section 1.2
	A File Control Number returned with the success message from the state will be added to the NLETS document.
UC-03	PremierOne user can modify an existing NLETS Entry in PremierOne Records for each category of transactions listed in Section 1.2
UC-04	PremierOne user can submit a modified NLETS Entry in PremierOne Records to the state using the query return for the PremierOne NLETS information for each category of transactions listed in Section 1.2
UC-05	PremierOne user can clear an existing NLETS Entry in PremierOne Records for each category of transactions listed in Section 1.2
UC-06	PremierOne user can submit a clear entry for an NLETS Entry in PremierOne Records to the state using the query return for the PremierOne NLETS information for each category of transactions listed in Section 1.2

PremierOne™ Records - State Query Submission Interface

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne and the State Message Switch over the Customer Enterprise Network. This connection needs to meet the State's security requirements. Appropriate network configuration must be performed to allow this communication.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in the Windows Event Log on the application server. CSI exceptions are logged in the PremierOne database. PremierOne logs query requests in the PremierOne reporting database.

CommSys ConnectCIC logs query errors and parsing issues to the ConnectCIC log file on the PremierOne application server.

2.3 SECURITY

User access to the query forms are managed by user roles in PremierOne.

Users need to be certified according to the State requirements and have a valid user account to access the State system. Devices used to submit queries must also meet the State security requirements.

2.4 PERFORMANCE

There are no explicit performance requirements for the interface.

The query response is dependent on the State connection and response time of the data sources. Query response is displayed as it is received from the external data source.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne Suite.

Availability of queries on the DR server is dependent on the connectivity to the State, additional connection and equipment might be required to establish this connection.

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in State Message Switch or Customer Enterprise Network, which might affect the interface.

Customer is responsible for contacting Motorola Solutions when State changes the parameters or the response formats of the queries.

Customer is responsible for maintaining user credentials, ORIs and Mnemonics as required by the State.

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution. Commsys ConnectCIC is part of this contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct interface discovery session with the Customer subject matter experts to obtain details regarding the transaction types, query criteria and responses.

b) Implement the State Query Submission Interface.

c) Build and configure any required ACT modifications to the BASE NLETS module to support the state specific schemas.

d) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

e) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD and Interface Test Procedure for the interface.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Provide Users, Originating Agency Identifiers (ORIs) and Device Identifier (Mnemonics) for each device as required by the State.

e) Witness the functional demonstration of the interface.

f) Protect the Enterprise Network against unauthorized access.

g) Provide secure connections between PremierOne and the State.

h) Manage State responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

3.3　IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Note: State Query functionality is a prerequisite to this interface implementation plan.

Task	Owner
Provide PremierOne to State Query documentation	Motorola Solutions
Configure CSI component for State Query Submission interface on PremierOne servers	Motorola Solutions
Load Query Metadata in PremierOne	Motorola Solutions
Configure Query Interface in PremierOne	Motorola Solutions
Provision Query Update Form in PremierOne	Motorola Solutions / Customer
Configure Query Update in PremierOne for Workstation and Mobile	Motorola Solutions / Customer
Build Records Module for State Query Submission documents, and map appropriate fields to the Central Index.	Motorola Solutions
Document any ACT configuration	Motorola Solutions
Establish mapping between the NLETS document in Records and the CommSys schema for the identified transaction types	Motorola Solutions
Provision user roles to access query in PremierOne	Customer
Provision ORI, Mnemonic, State User Id in PremierOne	Customer
Test State connection	Customer

PremierOne™ Records - State Query Submission Interface

PREMIERONE™ SUITE - STATE QUERY INTERFACE

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne Suite State Query Interface (State Query Interface) and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

The State Query Interface allows PremierOne users to submit transactions to State and Federal systems, via the State Message Switch. These transactions are most typically ones that perform inquiries, although transactions that enter, modify, locate, and clear information are also possible.

The State Message Switch provides links to State systems like Department of Motor Vehicles (DMV) and national law enforcement systems like National Crime Information Center (NCIC).

Query requests made on PremierOne CAD, Records or Mobile clients are routed to one of the PremierOne application servers. The PremierOne Query Service processes the request and determines which data source(s) can fulfill the request. This information is then passed to the PremierOne Common Services Interface (CSI) component, which translates the request to XML messages and passes it on to the CommSys ConnectCIC. ConnectCIC handles the State connection and translates the messages to the query strings required by the State. The State Message Switch forwards the request to the appropriate system.

When a response is received, ConnectCIC parses and returns the response to CSI as an XML message. CSI parses the response and forwards it to PremierOne Messaging Service, which handles the routing of the query response to the requestor.

Figure 1-1 shows the connectivity and primary data flow across the system.
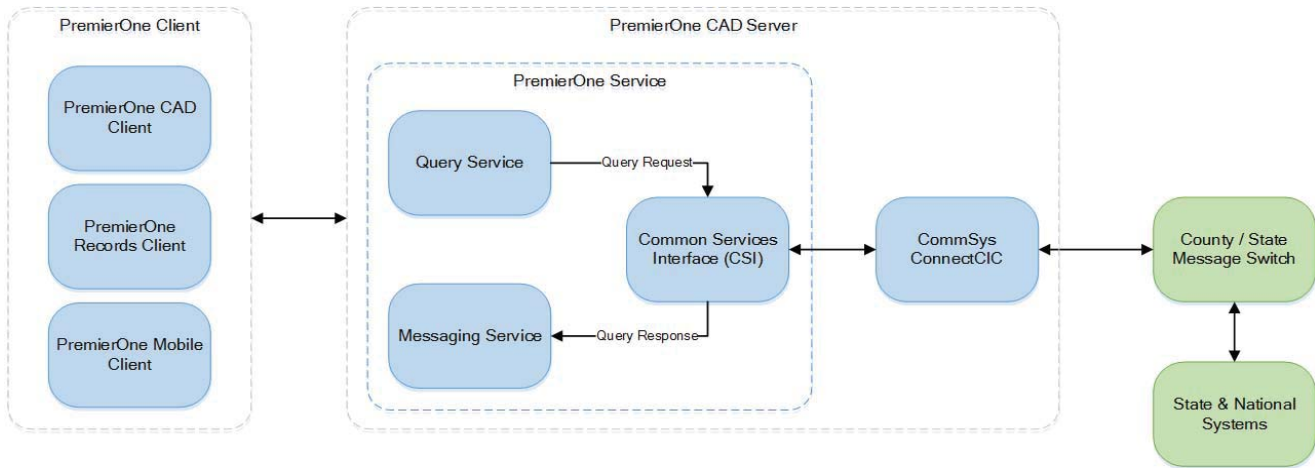
PremierOne™ Suite - State Query Interface

Figure 1-1. State Query Interface Diagram

Information required for installation, configuration, test and support purposes regarding this State Query Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

PremierOne services and CommSys ConnectCIC manage the data transformation and exchange process. The State Message Switch may direct a single query request to multiple systems, and each system will provide its own response.

The data flow diagram captures the events, triggers and message exchange between the systems.

Figure 1-2. State Query Data Flow Diagram

1.4   BUSINESS PROCESS

None.

1.5   USER EXPERIENCE

PremierOne user can select a query type, enter the required query parameters and submit the query using a Query Request form similar to the sample in Figure 1-3. The same query forms are available throughout the PremierOne Suite; CAD, Records and Mobile client. User access to the query forms is managed by the user roles provisioned in PremierOne.

Figure 1-3. Query Request Sample

PremierOne administrator may also create a command line version of a query form, similar to Figure 1-4 command line query sample. This allows users to quickly submit frequently used queries. The administrator may also configure the system so queries can be submitted using person and vehicle information entered in an incident.

Figure 1-4. Command Line Query Sample

Query Request forms are built upon the underlying data supplied by the External System. A form could use one or more underlying data sources. Thus, query responses from a particular form could be from multiple data sources.

Query responses are displayed in the Query Responses tab of the query window similar to the sample in Figure 1-5. They may also be displayed in a dedicated window outside of the main CAD client window.
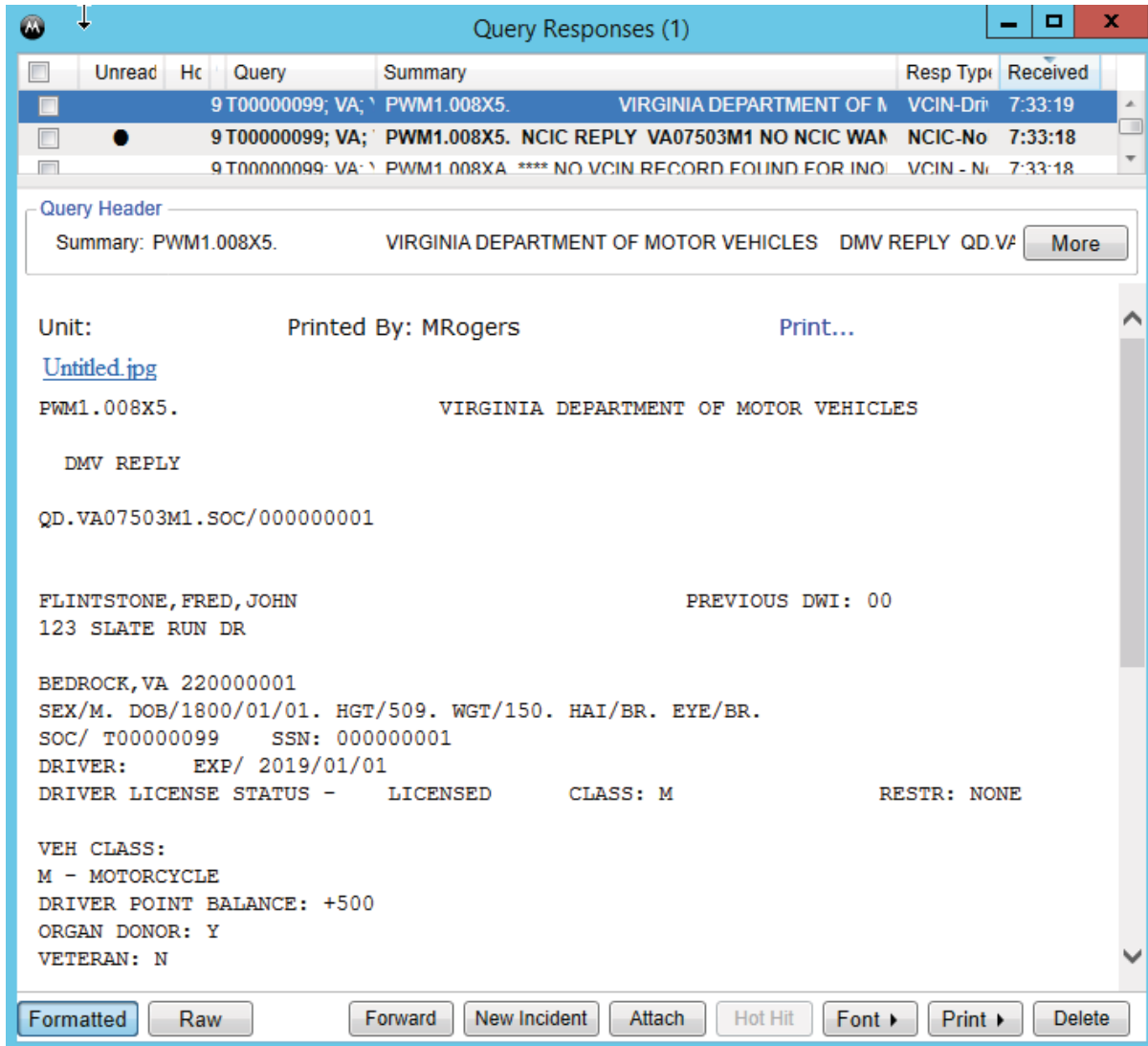

Figure 1-5. Query Response Sample

In most States, the query response sent back from the State Message Switch is a block of text. This text will be displayed to the user. Certain responses may be parsed, by ConnectCIC, which involves examining the response and determining where certain key data such as names, addresses, and license status are placed. This structured response is available as discrete values to PremierOne. This can be used to provide a visually formatted response that emphasizes key information. Figure 1-6 provides a representative sample of a formatted query response.

Query Responses can be formatted for Workstations and Mobile clients. Query formatting is done using Extensible Stylesheet Language Transformations (XSLT) and the result is displayed using Hypertext Markup Language (HTML). The HTML transformation provides an enhanced level of formatting beyond the raw text that is returned in the query responses. The enhanced formatting can be helpful to call out specific data elements, or display images if they are included in the response from the External System.
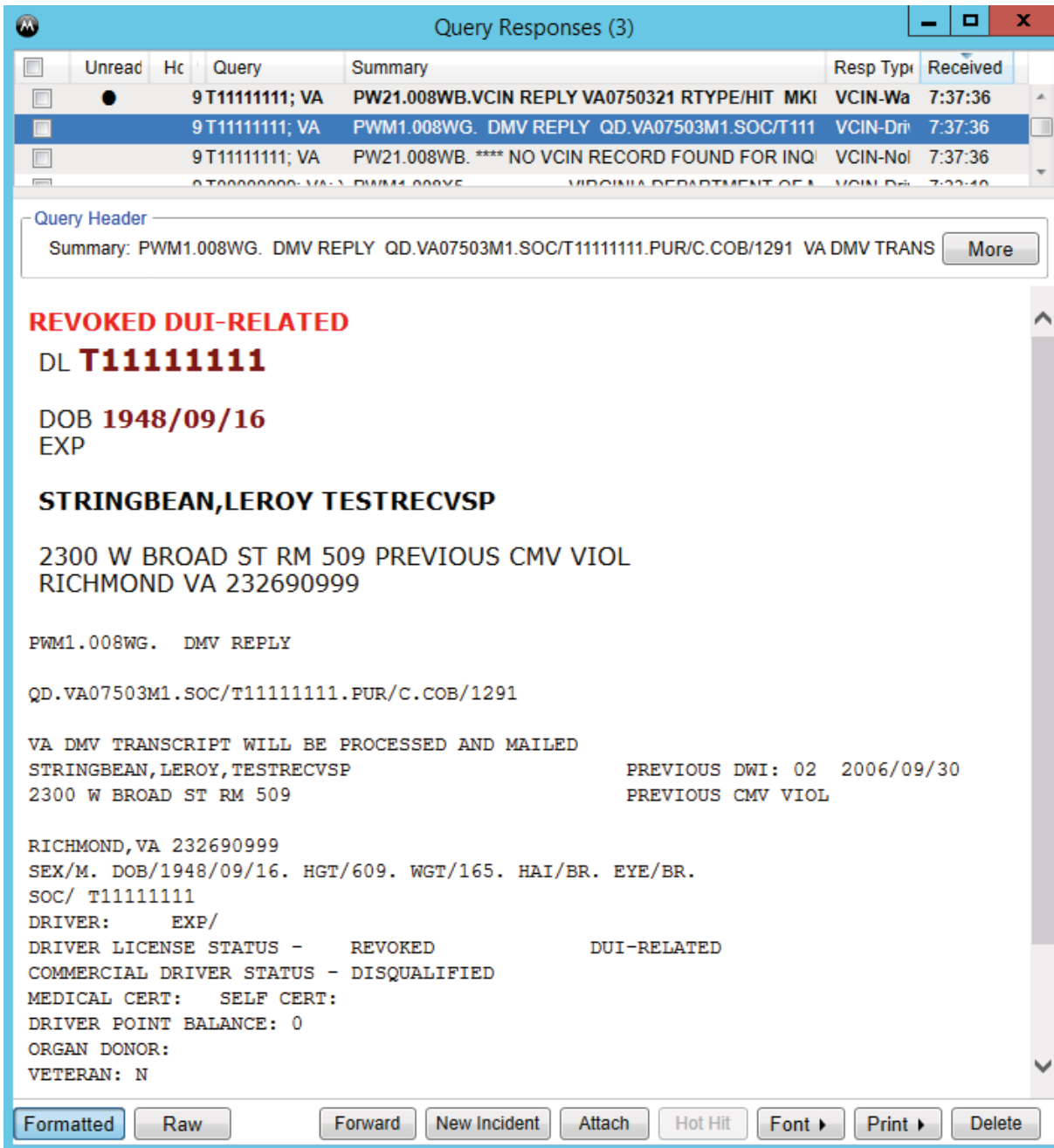
Figure 1-6. Formatted Query Response Sample

A structured response may also be used to populate the person or vehicle information in an incident, without requiring the retyping of the information from a response. The user may run a query on a driver using their operator license number, and then use this feature to populate the person form with the person's details from the query response.

Cascading and drill-down queries can be provisioned by using details from the structured query response as input to subsequent queries. Cascading queries run automatically using these results and a drill-down query is run when the user clicks on the hyperlink on the response form.

The HTML transformation and structured response services are not in scope of the State Query interface implementation. If these additional features are desired by the Customer, Motorola Services will review the requirements and provide a separate quote for the enhanced response formatting during the interface discovery phase.

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne user can submit a transaction from a form and view the responses.
UC-02	PremierOne user can submit a transaction from a command line and view the responses.
UC-03	PremierOne user can submit a transaction using the data in an incident and view the responses.
UC-04	PremierOne user can incorporate details from a response into an incident.

PremierOne™ Suite - State Query Interface

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne Suite and the State Message Switch, over the Customer Enterprise Network, using TCP protocol. The connection needs to meet the State's security requirements

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

CommSys ConnectCIC logs query errors and parsing issues to the ConnectCIC log file on the PremierOne application server.

2.3 SECURITY

User access to the query forms are managed by user roles in PremierOne.

Users need to be certified according to the State requirements and have a valid user account to access the State system. Devices used to submit queries must also meet the State security requirements.

2.4 PERFORMANCE

There are no explicit performance requirements for the interface.

The query response is dependent on the State connection and response time of the data sources. Query response is displayed as it is received from the external data source.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne Suite.

Availability of queries on the Disaster Recovery (DR) server is dependent on the connectivity to the State, additional connection and equipment might be required to establish this connection.

PremierOne™ Suite - State Query Interface

2.6   SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in <Interface Name> or Customer Enterprise Network, which might affect the interface.

Customer is responsible for contacting Motorola Solutions when State changes the parameters or the response formats of the queries.

Customer is responsible for maintaining user credentials, ORIs and Mnemonics as required by the State.

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a)   Conduct an ISD review session with the Customer subject matter experts to obtain details regarding transaction types, query criteria, and response transformation.

b)   Implement the interface for six forms with basic response formatting and two response types per request.

c)   Provide the transactions identified during the ISD review session.

d)   Provide the response parsing identified during the ISD review session.

e)   Provide eight hours of training and support for the Customer to provision additional queries.

f)   Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

g)   Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a)   Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b)   Familiarize themselves with this ISD and Interface Test Procedure for the interface.

c)   Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d)   The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

e)   Coordinate Customer third-party involvement with the implementation and testing of the interface, as required.

    f)   Provide Users, Originating Agency Identifiers (ORIs) and Device Identifier (Mnemonics) for each device as required by the State.

    g)   Assist with provisioning Query Forms, Hot Hits, Pick Lists and Response Formats.

    h)   Witness the functional demonstration of the interface.

    i)   Protect the Enterprise Network against unauthorized access.

    j)   Provide secure connections between PremierOne and State Query Interface.

    k)   Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

    l)   Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Establish network connectivity between PremierOne and the State Message Switch	Customer
Provide PremierOne to State Query documentation	Motorola Solutions
Procure ConnectCIC Transactions and Licenses from CommSys	Motorola Solutions
Install and configure ConnectCIC on PremierOne servers	Motorola Solutions
Configure CSI component for State Query interface on PremierOne servers	Motorola Solutions
Load Query Metadata in PremierOne	Motorola Solutions
Configure Query Interface in PremierOne	Motorola Solutions
Provision Query Request Form in PremierOne	Motorola Solutions / Customer
Configure Query Response in PremierOne for Workstation and Mobile	Motorola Solutions / Customer
Provision user roles to access query in PremierOne	Customer
Provision ORI, Mnemonic, State User Id in PremierOne	Customer
Test State connection	Customer

MOTOROLA *SOLUTIONS*

PREMIERONE™ RECORDS - DIMS INTERFACE

INTERFACE SPECIFICATION DOCUMENT
IRVINE POLICE DEPARTMENT

VERSION 1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1   INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne Records to Digital Imaging Management Solution (DIMS) Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2   INTERFACE OVERVIEW

This Interface creates an attachment document within a PremierOne Records case folder, which contains a URL that is used to view information in the DIMS System, through a web browser. The user must also have permissions to view information in the DIMS System which is provided by Customer. The DIMS System places a specifically formatted XML document file in a file share accessible by PremierOne. The XML file is then ingested into the records system and the attachment created. The XML file must contain the case number of the PremierOne Case Folder to be added to the case.
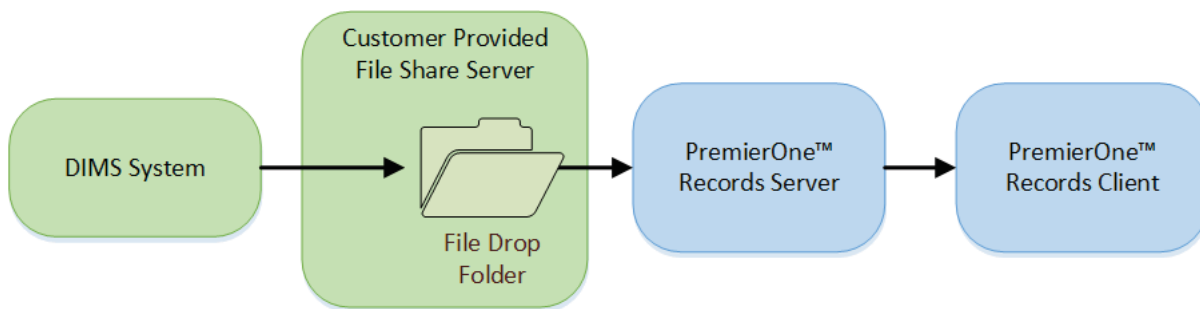

Figure 1-1. DIMS Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3   DATA EXCHANGE

The data flow diagram captures the events, triggers and message exchange between the systems.

PremierOne™ Records - DIMS Interface
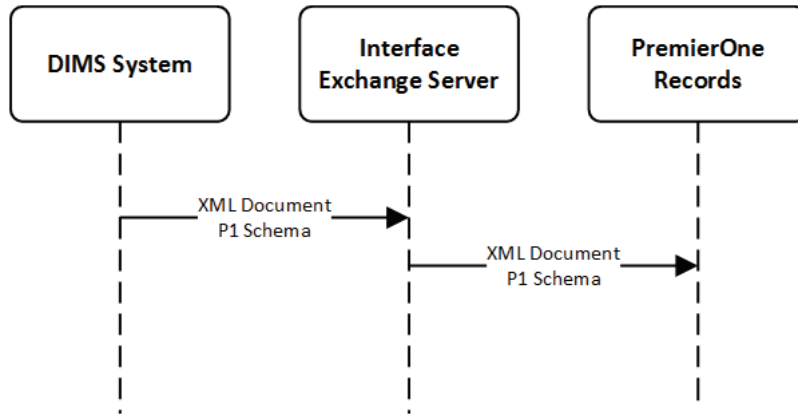
Figure 1-2. DIMS Data Flow Diagram

1.4   BUSINESS PROCESS

Information is placed into the DIMS System with a PremierOne Records case number. The Interface ingests the XML file placed into the file share by the DIMS System. Once the attachment is created in the case folder provided in the XML file, it is available for users to utilize to view information in DIMS via a web browser.

1.5   USER EXPERIENCE

The Interface will create an attachment in a PremierOne case folder.
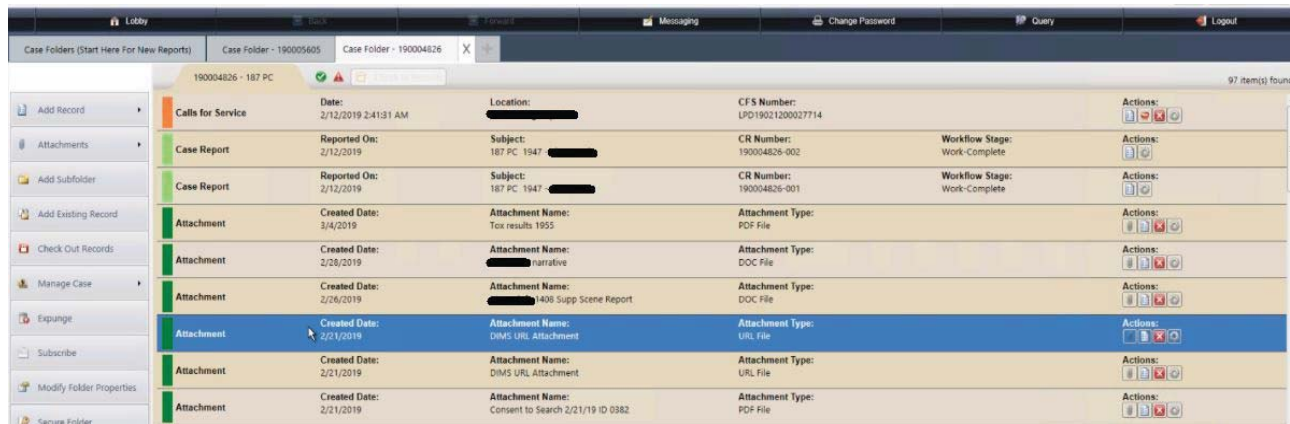
Figure 1-3. Case Folder Sample

When the attachment is opened in the PremierOne Records client, the URL will be available for the user to open with a web browser and view the information contained in DIMS.
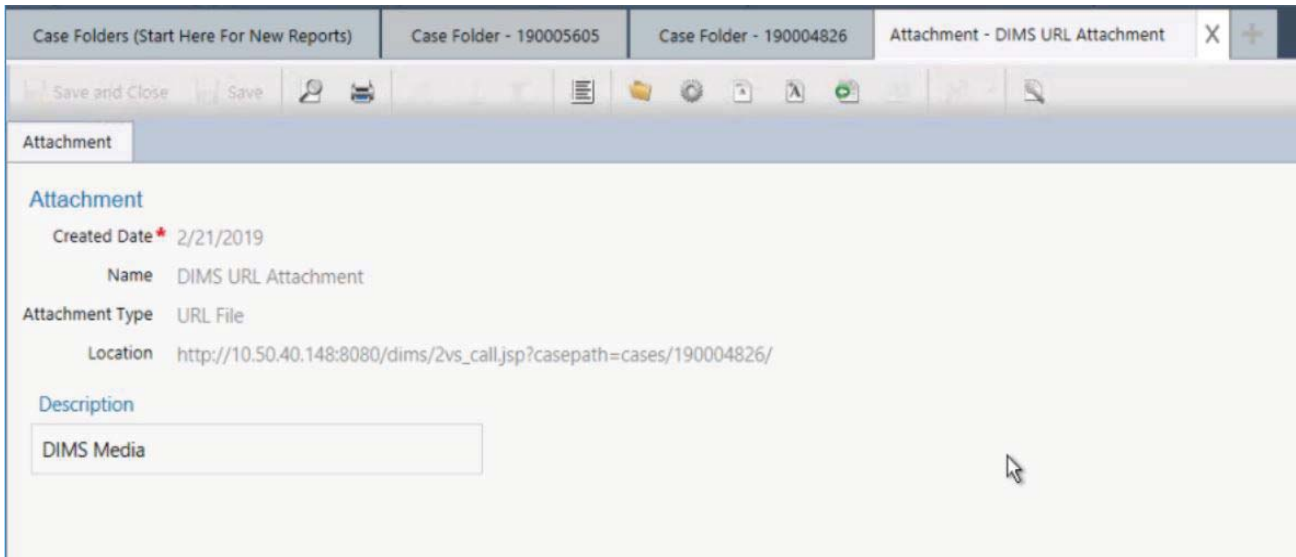
Figure 1-4. Attachment Sample

1.6   USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	The Interface creates an attachment in the case folder of the case number provided in the XML file and it contains the URL contained in that same file.
UC-02	User is able to open the URL thru a web browser and view information in DIMS. (Provided proper permissions to access the DIMS System exist.)

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne Records and the file share created and maintained by Customer, over the Customer Enterprise Network.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3 SECURITY

Customer will be responsible for all security issues related to protecting the File Share Server and the Customer Enterprise Network (CEN) from unauthorized access.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne Records

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in DIMS or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for regularly purging data and files from the servers and maintaining optimal system performance.

SECTION 3

STATEMENT OF WORK

3.1   OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2   RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the file share location and access to it from the PremierOne domain.

b) Implement the Interface.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Procure all Customer third-party licenses and API documentation, as required.

e) The Customer's third-party system must be on a version supported by the Customer third-party. Customer will procure any required upgrades.

f) Coordinate Customer third-party involvement with the implementation and testing of the Interface, as required.

g) Witness the functional demonstration of the Interface.

h) Protect the Enterprise Network against unauthorized access.

    i)   Provide secure connections between PremierOne Records and DIMS file share.

    j)   Manage Customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

    k)   Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3   IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Provide the File Share Server and establish connectivity to it for PremierOne™ Records and DIMS System.	Customer
Provide service interface accounts with non-expiring passwords on the File Share Server for PremierOne™ Records and DIMS System.	Customer
Configure DIMS System to deliver XML files to the File Share Server in the format required by PremierOne™ Records.	Customer, DIMS Admin
Configure DIMS System to send the PremierOne Records case number and Customer AgencyID, the System name DIMS and the URL of the information to access.	Customer, DIMS Admin
Install and configure the Interface on PremierOne™ Records.	Motorola Solutions
Test the Interface end-to-end.	Customer, DIMS admin
Assist in testing the Interface.	Motorola Solutions

3.4   XML FILE FORMAT

The DIMS System will need to provide a single the XML file as show below for each case report. If multiple files are sent when other items are added to the DIMS system another attachment will be created for each file.

```xml
<?xml version="1.0" encoding="utf-8"?>
<Document>
        <FromSystem>DIMS</FromSystem>
        <AgencyID>AgencyID of Customer</AgencyID>
        <CaseFolderNo>CaseFolderNo Here</CaseFolderNo>
        <URL>URL to be attached to case Report Here</URL>
</Document>.
```

Example:

```xml
<?xml version="1.0" encoding="utf-8" ?>
<Document>
        <FromSystem>DIMS</FromSystem>
```

```
            <AgencyID>PD</AgencyID>
            <CaseFolderNo>190005000</CaseFolderNo>
            <URL>http://10.50.40.148:8080/dims/2vs_call.jsp?casepath=cases/190005000/</URL>
    </Document>
```

PREMIERONE™ RECORDS - COPLINK INTERFACE

INTERFACE SPECIFICATION DOCUMENT
IRVINE POLICE DEPARTMENT

FEBRUARY 7, 2018

VERSION 1.0

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SECTION 1
INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document provides a description of the capabilities of PremierOne, the interface between PremierOne and the IBM CopLink ("System"), and the scope of work involved in delivering an interface between System and the Irvine Police Department ("Customer") PremierOne Records. It is not representative of the capabilities of the System. The Customer must coordinate with third party vendors and/or system administrators to determine any necessary hardware, software licenses, or product upgrades required to support the PremierOne interface. Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution. Motorola Solutions will deploy the interface and verify the functionality described in this Interface Specification Document. If Customer desires any changes from this standard interface implementation, those changes can be address via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The IBM CopLink interface will allow the Customer to send information contained in PremierOne Case Reports to the CopLink secure FTP (SFTP) server. Subsequent downstream processes not associated with this interface will import the case report information into the CopLink database.

The interface facilitates submission of original and supplemental case reports to the CopLink SFTP server. CopLink associates original and supplemental case reports.

The interface will also submit "delete" messages to the CopLink SFTP server when case report records are expunged, locked, or sealed in PremierOne Records. CopLink blacklists records in response to delete messages. Blacklisting prevents CopLink users from viewing the report.

The interface diagram shows the connectivity and primary data flow across the system. Blue represents the new systems and software that will be deployed to implement the interface. Green represents existing systems required for the interface.
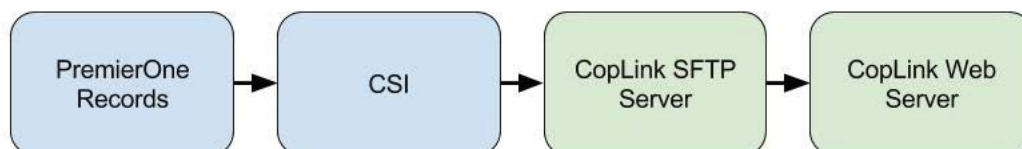
Figure 1-1. CopLink Interface Diagram

PremierOne™ Records - CopLink Interface

Details regarding the CopLink System will be defined during the interface discovery phase, and will be documented in the Technical Specification Document. Any additional requirements gathered during the interface discovery phase will be provided to the Customer as a change order for Customer consideration.

1.3   DATA EXCHANGE

Upon submitting a Case Report to PremierOne workflow, the CopLink interface will export the case report information in the CopLink v70 schema to the CopLink SFTP server.

Original and supplemental case reports may be exported to the SFTP site.

The CopLink interface will also send a delete message to the SFTP site for any case reports that are expunged, locked or sealed with the intent that the information for the case will be blacklisted or deleted from CopLink application.

Information from PremierOne Records case reports will be transformed into an XML document compliant with the CopLink V70 schema, and sent to the CopLink SFTP server. (Regardless of the SFTP server's base URL, the server responds on port 22, e.g. sftp://[base.url]:22.)

CSI gathers PremierOne Records case report information, and transforms the information into an XML document compliant with the CopLink V70 schema. CSI then sends this information to the CopLink SFTP server.

1.4   BUSINESS PROCESS

No business process changes are required. Operation of the CopLink interface is automatic and transparent to PremierOne Records users. Case reports may be managed as required within the CopLink application.

1.5   USER EXPERIENCE

PremierOne Records is used to create a case report, and to update the report as the investigation proceeds. A PremierOne Records workflow determines the actions to be taken at each step during creation, update, and approval of the case report.

Once the case report has been approved, a step in the PremierOne Records workflow triggers CSI elements in the PremierOne Records to CopLink interface configuration to gather information for the affected case report, and submit that information to CopLink. The actions of the interface are transparent to users of PremierOne Records and CopLink.

Information for the case report can be viewed in the CopLink application after the information has been submitted by the interface and imported into the CopLink database via the CopLink ingest process.

Case reports that are expunged, locked, or sealed in PrmierOne Records must not be available to CopLink users. As a result, expunging, locking, or sealing a case report in PremierOne Records will trigger sending of a "delete" message by the interface to the

PremierOne™ Records - CopLink Interface

CopLink SFTP server. These messages will be blacklisted by CopLink so that they cannot be seen by CopLink application users.

1.6   USE CASE

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Case

Use Case	Description
UC-01	Original Case Report submitted to the PremierOne workflow
UC-02	CopLink interface sends the case data to the CopLink SFTP
UC-03	Case data appears in the CopLink application
UC-04	Supplemental Case Report submitted to the PremierOne workflow
UC-05	CopLink interface send the supplemental case data to the CopLink SFTP
UC-06	Supplemental Case data appears in the CopLink application
UC-07	Cases that are expunged, lock or sealed in PremierOne Records are indicated as such in the CopLink application.

PremierOne™ Records - CopLink Interface

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne Records and CopLink over the CEN. Appropriate firewall ports must be open to allow TCP communication.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in the Windows Event Log on the application server. CSI exceptions are logged in the PremierOne database.

2.3 SECURITY

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne Records.

2.4 PERFORMANCE

There are no explicit performance requirements for the interface. The transfer of data from PremierOne production database to the PremierOne RDW is scheduled to run every 30 seconds. The transfer process only takes a couple of seconds under normal load condition. Analysis of prior PremierOne deployments shows that data arrives at the RDW in less than 60 seconds from the event occurring in Records.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne Records.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in CopLink or Customer Enterprise Network (CEN), which might affect the interface.

PremierOne™ Records - CopLink Interface

SECTION 3
STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions, the Customer, and applicable Third Parties during the interface deployment. This Statement of Work provides understanding of the work required by all parties for a successful interface implementation.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

a) Implement the interface for CopLink System.

b) Provide guidance on hardware, software and network connectivity as needed to support the interface, prior to implementation.

c) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with the Interface Specification Document.

Customer Responsibilities

a) Familiarize themselves with the Interface Specification Document and Interface Test Procedure.

b) Provide all hardware, software and network connectivity on the Customer Enterprise Network as required to support the interface, prior to implementation.

c) Witness the functional demonstration of the interface and conduct additional testing of the interface as desired, using the Motorola Solutions provided Interface Test Procedure.

d) Manage vendor and system administrator responsibilities to completion, enabling Motorola Solutions to complete its responsibilities.

e) Manage communication between Motorola Solutions and vendors / system administrators, enabling Motorola Solutions to complete its responsibilities.

CopLink Responsibilities

a) Assist with implementation and testing of the interface, as required.

b) Provide data structure and documentation for the CopLink V70 schema.

c) Configure the SFTP site to consume PremierOne Case Report documents.

d) Assist with implementation and testing of the interface, as required

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

PremierOne™ Records - CopLink Interface

Task	Owner
Establish network connectivity between PremierOne Records and the CopLink SFTP site	Customer
Provision the PremierOne workflow for Case Reports	Customer
Develop CSI component for the CopLink interface	Motorola Solutions
Install and configure CSI service for the PremierOne application server	Motorola Solutions
Configure the CopLink application to consume PremierOne Records data	CopLink
Provide Case Report data for testing	Customer

SECTION 4
APPENDIX

4.1 ACRONYMS AND DEFINITIONS

Table 4-1. Acronyms & Definitions

Acronym	Definition
CEN	Customer Enterprise Network
ISD	Interface Specification Document
TCP	Transmission Control Protocol

EXHIBIT 14
SAMPLE QUALITY ASSURANCE TEST PLAN

REQUEST FOR PROPOSAL	MARCH 22, 2019

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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EXHIBIT 14

SAMPLE QUALITY ASSURANCE TEST PLAN

The Sample Quality Assurance Test Plan is on the following pages.

Sample Quality Assurance Test Plan

> Note: The sample below is an excerpt showing the test sequence of one of the CAD commands. It is a representative sample of thousands of test cases. These tests are performed for every Standard Release, as well as any On Demand or Cumulative Update release where code changes may have affected the behavior of the command.

Testing P1 product with different tools such as:

1. ALM (Application Lifecycle Management):

   - Manual test cases
   - Automated test cases using BPT component

2. MTM (Microsoft application) : CPT team are using this tools

Here is an example of the automated incident association testcases

For the 01-AssociationsIncidents_Simple there a Description, comments and Preconditions:

Description:

        Verify an existing incident can be associated with another existing incident.

        FLOW:

        Setup:

        Create 1 KCAC incident A.

        Create 1 DC incident B.

        Associate the incident with the incident A.

        Verify the response message.

        Display the IM form for the incident B.

        Navigate to the Associated Incidents WAA.

        Verify the association displayed.

Display the IM form for the incident A.
Navigate to the Associated Incidents WAA.
Verify the association displayed.

Comments:
This test will be associated to the following req't(s):

1. Associating Unassociated Incidents - Associate Incidents Command: The system shall provide an Associate Incident command to allow two incidents to be associated together.

3. Associating Unassociated Incidents - Associating the Referenced Incidents: The system shall associate the two incidents referenced by the Associate Incident command together.
4. Associating Unassociated Incidents - Associating Associated Incidents: The system shall create one set of Associated Incidents by merging the incidents associated with the first referenced incident to the incidents associated with the second referenced incident. In other words, when associating two incidents together, all of their respective Associated Incidents are also associated together.

Associate Incidents
  Associate and Disassociate
    01_AssociateIncidents_Single
    02_AssociateIncidents_Multiple
    03_AssociateIncidents_ByUnitID
    04_DisassociateIncidents_CommandSingle
    05_DisassociateIncidents_CommandMultiple
    06_DisassociateIncidents_FormSingle
    07_DisassociateIncidents_FormMultiple
    08_DisassociateIncidents_CommandbyUnit

Select Components | Canvas View

Name	Status	I/O Parameters
InputCommand [12]	Ready	17 In, 16 Out
GetDynamicIncidentNumber [4]	Ready	5 In, 5 Out
GetDynamicIncidentNumber [7]	Ready	5 In, 5 Out
InputCommand [13]	Ready	17 In, 16 Out
GetDynamicIncidentNumber [5]	Ready	5 In, 5 Out
GetDynamicIncidentNumber [8]	Ready	5 In, 5 Out
InputCommand [14]	Ready	17 In, 16 Out
GetDynamicIncidentNumber [6]	Ready	5 In, 5 Out
GetDynamicIncidentNumber [9]	Ready	5 In, 5 Out
InputCommand [1]	Ready	17 In, 16 Out
GetDynamicIncidentNumber [1]	Ready	5 In, 5 Out
GetDynamicIncidentNumber [10]	Ready	5 In, 5 Out
InputCommand [2]	Ready	17 In, 16 Out
GetDynamicIncidentNumber [2]	Ready	5 In, 5 Out
GetDynamicIncidentNumber [11]	Ready	5 In, 5 Out
InputCommand [3]	Ready	17 In, 16 Out
GetDynamicIncidentNumber [3]	Ready	5 In, 5 Out
GetDynamicIncidentNumber [12]	Ready	5 In, 5 Out
InputCommand [4]	Ready	17 In, 16 Out
InputCommand [5]	Ready	17 In, 16 Out
InputCommand [6]	Ready	17 In, 16 Out
NavWorkAssistTab [1]	Ready	1 In, 1 Out
Verify_AssocWAA [1]	Ready	18 In
Verify_AssocWAA [2]	Ready	18 In
InputCommand [7]	Ready	17 In, 16 Out
InputCommand [8]	Ready	17 In, 16 Out
InputCommand [9]	Ready	17 In, 16 Out
NavWorkAssistTab [2]	Ready	1 In, 1 Out
Verify_AssocWAA [3]	Ready	18 In
Verify_AssocWAA [4]	Ready	18 In
InputCommand [10]	Ready	17 In, 16 Out
InputCommand [11]	Ready	17 In, 16 Out

<u>Here is an example of the manual testcase:</u>
<u>01_CAD_Login_when_DeviceAgencyAndDeviceID_not_configured</u>

<u>Description</u>:

This test is to verify the behavior of CAD login when DeviceAgency and DeviceID is not configured.

Flow:
1. Get the default value of DeviceAgency and DeviceID from ApplicationComponentsConfig.xml under C:\Program Files (x86)\Motorola\PremierOne\CADClient\config. (eg. DeviceAgency is DC, Device ID is DEV046)
2. Set the value of DeviceAgency and DeviceID to null in ApplicationComponentsConfig.xml .
3. Launch CAD client.
4. Verify there are two fields Dev Agency and Dev ID are displayed on CAD login form and the default value is null.
5. Attempt to login CAD without Dev Agency.
6. Verify that an error dialog will pop up and indicate device agency is required.
7. Attempt to login CAD without Dev ID.
8. Verify that an error dialog will pop up and indicate device id is required.
9. Attempt to login CAD with correct information, Dev Agency is DC and Dev ID is DEV046.(the value is got by step1)
10. Verify login CAD client successfully.
11. Verify the value of Consl on Info Panel is DEV046.
12. Logout CAD client.
13. Verify Dev Agency and Dev ID field are not displayed on CAD login form.
14. Exit CAD client.
15. Launch CAD client again.
16. Verify Dev Agency and Dev ID field are not displayed on CAD login form.
17. Exit CAD client.

Currently we are moving with the new technologies for P1 development, deployment and testing strategies:
All the new features will be developed as REST full API
Testing will be done by writing scripts (javascript) using Postman and Newman tools

MOTOROLA SOLUTIONS

EXHIBIT 15
LEGAL REDLINES AND SAMPLE SYSTEM AGREEMENT

REQUEST FOR PROPOSAL	MARCH 22, 2019

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EXHIBIT 15

LEGAL REDLINES AND SAMPLE SYSTEM AGREEMENT

15.1   LEGAL REDLINES OF TERMS AND CONDITIONS

Motorola Solutions legal redlines of the Irvine RFP Terms and Conditions is on the following pages.

ATTACHMENT II

AGREEMENT FOR CONSULTING SERVICES

THIS AGREEMENT FOR CONSULTING SERVICES (the "Agreement") is made and entered into as of _____ 2019, by and between the CITY OF IRVINE, a municipal corporation ("City"), and _____, a (insert legal entity such as "sole proprietorship" or "California corporation") ("Consultant").

PART I

FUNDAMENTAL TERMS

A.   Location of Project: The City of Irvine location(s) as set forth in PART IV, Scope of Services, included herein.

B.   Description of Services/Goods to be Provided: Public Safety CAD/RMS Mobile Software Replacement in accordance with PART IV, Scope of Services, included herein (reference RFP 19-1511).

C.   Term: Unless terminated earlier as set forth in this Agreement, the services shall commence on June 30, 2019 ("Commencement Date") and shall continue through December 31, 2021.

D.   Party Representatives:

D.1. The City designates the following person/officer to act on City's behalf:
Jade Mazzio, email: jmazzio@cityofirvine.org
D.2. The Consultant designates the following person to act on Consultant's behalf:
_____, email: _____

E.   Notices: Consultant shall deliver all notices and other writings required to be delivered under this Agreement to City at the address set forth in Part II ("General Provisions"). The City shall deliver all notices and other writings required to be delivered to Consultant at the address set forth following Consultant's signature below.

F.   Attachments: This Agreement incorporates by reference the following Attachments to this Agreement:

F.1.	Part I:	Fundamental Terms
F.2.	Part II:	General Provisions
F.3.	Part III:	Special Provisions
F.4.	Part IV:	Scope of Services
F.5.	Part V:	Budget
F.6.	Part VI:	Consultant Proposal

G.   Integration: This Agreement represents the entire understanding of City and Consultant as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with regard to those matters covered by this Agreement. This Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements, and understandings, if any, between the parties, and none shall be used to interpret this Agreement.

1

IN WITNESS WHEREOF, the parties have executed and entered into this Agreement as of the date first set forth above.

CITY OF IRVINE   **CONTRACTOR NAME**

By: _____   By: _____
      Jimmee Medina
Its: Director of Human Resources   Its: _____
    and Innovation

By: _____   By: _____
    John A. Russo
Its: City Manager   Its: _____

By: _____
    Donald P. Wagner
Its: Mayor of the City of Irvine

Attest:

By: _____

_____
Molly McLaughlin   **Contractor Information**
City Clerk   **Address for Notices and Payments:**

APPROVED AS TO FORM:
RUTAN & TUCKER, LLP

_____
Jeffrey Melching   **Attn:**

2

SECTION ONE: <u>SERVICES OF CONSULTANT</u>

1.1 **<u>Scope of Services</u>**. In compliance with all terms and conditions of this Agreement, Consultant shall provide the goods and/or services shown on Part IV hereto ("Scope of Services"), which may be referred to herein as the "services" or the "work." If this Agreement is for the provision of goods, supplies, equipment or personal property, the terms "services" and "work" shall include the provision (and, if designated in the Scope of Services, the installation) of such goods, supplies, equipment or personal property.

1.2 **<u>Changes and Additions to Scope of Services</u>**. City shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to, or deducting from said work pursuant to a written change order. No such work shall be undertaken unless a written order is first given by City to Consultant, incorporating therein any adjustment in (i) the Budget, and/or (ii) the time to perform this Agreement, which adjustments are subject to the written approval of the Consultant. City approval and/or payment for work claimed by Consultant as changed or additional shall not act to prevent City at any time to claim such work is covered by the Scope of Work and should be performed by Consultant without additional consideration due. Notwithstanding the foregoing, Consultant will not be obligated to perform any additional work for which it has not agreed to pursuant to a written change order signed by the parties. It is expressly understood by Consultant that the provisions of this Section 1.2 shall not apply to services specifically set forth in ~~the Scope of Services or reasonably contemplated therein~~Consultants proposal. ~~Consultant hereby acknowledges that it accepts the risk that the services to be provided pursuant to the Scope of Services may be more costly or time consuming than Consultant anticipates and that Consultant shall not be entitled to additional compensation therefor.~~

1.3 **<u>Standard of Performance</u>**. Consultant agrees that all services shall be performed in a competent, professional, and satisfactory manner in accordance with the standards prevalent in the industry, and that all goods, materials, equipment or personal property included within the services herein shall be of good quality, fit for the purpose intended.

1.4 **<u>Performance to Satisfaction of City</u>**. Notwithstanding any other provision herein, Consultant agrees to perform all work to the satisfaction of City within the time specified. If City reasonably determines that the work is not satisfactory, City shall have the right to take appropriate action, including but not limited to: (i) meeting with Consultant to review the quality of the work and resolve matters of concern; (ii) requiring Consultant to repeat unsatisfactory work at no additional charge until it is satisfactory; (iii) suspending the delivery of work to Consultant for an indefinite time; (iv) withholding payment; and (v) terminating this Agreement as hereinafter set forth.

1.5 **<u>Instructions from City</u>**. In the performance of this Agreement, Consultant shall report to and receive instructions from the City's Representative designated in Paragraph D.1 of Part I ("Fundamental Terms") of this Agreement. Tasks or services other than those specifically described in the Scope of Services shall not be performed without the prior written approval of the City's Representative.

1.6 **<u>Familiarity with Work</u>**. By executing this Agreement, Consultant warrants that Consultant (i) has thoroughly investigated and considered the scope of services to be performed, (ii) has carefully considered how the services should be performed, and (iii) fully understands the facilities, difficulties, and restrictions attending performance of the services under the Agreement. If

the services involve work upon any site, Consultant warrants that Consultant has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services hereunder. Should the Consultant discover any conditions, including any latent or unknown conditions, which will materially affect the performance of the services hereunder, Consultant shall immediately inform the City of such fact in writing and shall not proceed except at Consultant's risk until written instructions are received from the City's Representative.

1.7 **Identity of Persons Performing Work.**

(A)   Consultant represents that it employs or will employ at its own expense all personnel required for the satisfactory performance of any and all tasks and services required hereunder. Any personnel performing the services under this Agreement on behalf of Consultant shall at all times be under Consultant's exclusive direction and control. Consultant shall pay all wages, salaries, and other amounts due such personnel in connection with their performance of services under this Agreement and as required by law.

(B)   Consultant represents that the tasks and services required hereunder will be performed by Consultant or under its direct supervision, and that all personnel engaged in such work shall be fully qualified and shall be authorized and permitted under applicable State and local law to perform such tasks and services. Consultant will exclusively determine the means, methods and details of performing the services subject to the requirements of this Agreement.

(C)   This Agreement contemplates the personal services of Consultant and Consultant's employees, and it is recognized by the parties hereto that a substantial inducement to City for entering into this Agreement was, and is, the professional reputation and competence of Consultant. Neither this Agreement nor any interest therein may be assigned by Consultant, except upon written consent of City.

1.8 **Prohibition Against Subcontracting or Assignment.** Consultant shall not contract with any other entity to perform in whole or in part the services required hereunder without the express written approval of City. Notwithstanding the foregoing, any subcontractors listed in Consultant's proposal accepted by the City are deemed approved by the City. In addition, neither the Agreement nor any interest herein may be transferred, assigned, conveyed, hypothecated, or encumbered voluntarily or by operation of law, whether for the benefit of creditors or otherwise, without the prior written approval of City, which shall not be unreasonably withheld. In the event of any unapproved transfer, including any bankruptcy proceeding, City may void the Agreement at City's option in its sole and absolute discretion. No approved transfer shall release any surety of Consultant of any liability hereunder without the express written consent of City.

SECTION TWO: **INSURANCE AND INDEMNIFICATION**

2.1   **Insurance.** Without limiting Consultant's indemnification obligations, Consultant shall procure and maintain, at its sole cost and for the duration of this Agreement, insurance coverage as provided below, protecting consultant against ~~all~~ claims for injuries against persons or damages to property which may arise from or in connection with the performance of the work hereunder by Consultant, its agents, representatives, employees, and/or subconsultants. In the event that Consultant subcontracts any portion of the work in compliance with Section 1.8 of this Agreement, the contract between the Consultant and such subconsultant shall require the subconsultant to maintain ~~the same~~similar policies of insurance that the consultant is required to maintain pursuant to this Section 2.1.

2.1.1 **Insurance Coverage Required.** The Insurance obligations under this agreement shall be ~~(1) all the Insurance coverage and/or limits carried by or available to the~~

Consultant; or (2) the minimum required Insurance coverage requirements and/or limits shown in

this agreement~~, whichever is greater~~. ~~Any insurance proceeds in excess of or broader than the minimum required coverage and/or minimum required limits, which are applicable to a given loss, shall be available to the City.~~ No representation is made that the ~~minimum insurance~~required requirements of this agreement are sufficient to cover the obligations of the Consultant under this agreement.

The policies and amounts of insurance required hereunder shall be as follows:

A. ~~Comprehensive~~ **Commercial General Liability Insurance** which affords coverage at least as broad as Insurance Services Office "occurrence" form CG 00 01 including completed operations and contractual liability, with limits of liability of ~~not less than~~ $1,000,000 per occurrence and $2,000,000 annual aggregate for liability arising out of Consultant's performance of this Agreement. The limits shall be provided by either a single primary policy or combination of policies. If limits are provided with excess and/or umbrella coverage the limits combined with the primary will equal the minimum limits set forth above. If written with an aggregate, the aggregate shall be double ~~the~~ each occurrence limit. Such insurance shall provide or be endorsed to:

> (1) ~~Name~~ Include the City of Irvine and its employees, representatives, officers and agents (collectively hereinafter "City and City Personnel") as additional insured for claims arising out of Consultant's performance of this Agreement.

> (2) Provide that the insurance is primary ~~and non-contributing with any other valid and collectible insurance or self-insurance available to City~~.

> *A statement on an insurance certificate will not be accepted in lieu of the* ~~*actual*~~ *additional insured endorsement.*

B. Automobile Liability Insurance with a limit of liability of ~~not less than~~ $1,000,000 each occurrence and $1,000,000 annual aggregate. The limits shall be provided by either a single primary policy or combination of policies. If limits are provided with excess and/or umbrella coverage the limits combined with the primary will equal the ~~minimum~~ limits set above. Such insurance shall include coverage for all "owned," "hired" and "non-owned" vehicles, or coverage for "any auto." Such insurance shall provide or be endorsed to:

> (1) Name the City of Irvine and its employees, representatives, officers and agents as additional insured for claims arising out of Consultant's performance of this Agreement.

> (2) Provide that the insurance is primary ~~and non-contributing with any other valid and collectible insurance or self-insurance available to City~~.

> *A statement on an insurance certificate will not be accepted in lieu of the* ~~*actual*~~ *additional insured endorsement.*

C. Workers' Compensation Insurance in accordance with the Labor Code of California and covering all employees of the Consultant providing any service in the performance of this agreement. Such insurance shall be endorsed to:

> (1) Waive the insurer's right of Subrogation against the City and City Personnel.

A statement on an insurance certificate will not be accepted in lieu of the actual endorsement unless your insurance carrier is the State of California Insurance Fund (SCIF) and the endorsement numbers 2570 and 2065 are referenced on the certificate of insurance.

Consultant's completion of the form attached hereto as Exhibit 1 shall be a condition precedent to Consultant's rights under this Agreement. Should Consultant certify, pursuant to Exhibit 1, that, in the performance of the work under this Agreement, it shall not employ any person in any manner so as to become subject to the workers' compensation laws of California, Consultant shall nonetheless maintain responsibility for requiring that any subconsultants performing work under this Agreement have and maintain workers' compensation insurance, as required by Section 3700 of the Labor Code, for the work performed under this Agreement.

D. Professional Liability Insurance with ~~minimum~~ required limits of $1,000,000 each claim and aggregate. Covered professional services shall include ~~all~~ professional services work performed under this Agreement ~~and delete any exclusion that may potentially affect the work to be performed~~.

~~**E.** If the consultant maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or higher limits maintained by the consultant.~~

~~**F.**~~**E.** **Evidence of Insurance**: Consultant shall provide to City a Certificate(s) of Insurance evidencing such coverage together with copies of the required policy endorsements no later than five (5) business days prior to commencement of service and ~~at least fifteen (15) business days~~ prior to the expiration of any policy during policy term. Coverage shall not be suspended, voided, cancelled, reduced in coverage or in limits required, non-renewed, or materially changed for any reason, without thirty (30) days prior written notice thereof given by the ~~insurer~~ Consultant to City by U.S. mail, or by personal delivery, except for nonpayment of premiums, in which case ten (10) days prior notice shall be provided.

The City project title or description MUST be included in the "Description of Operations" box on the certificate.

~~The City's insurance certificate tracking services provider, Exigis, LLC, will send Consultant an email message providing instructions for submitting insurance certificates and endorsements.~~

Certificate Holder:
City of Irvine, California
c/o: Exigis LLC
PO Box 4668 ECM #35050
New York, NY 10168-4668

~~**G.**~~**F.** **Endorsements:** A statement on an insurance certificate will not be accepted in lieu of the actual endorsement. Insurance policies shall not be in compliance if they include any limiting provision or endorsement that has not been submitted to the City for approval.

Additional Insured Endorsements shall not:

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1. Be limited to "Ongoing Operations"
2. Exclude "Contractual Liability"

~~3. Restrict coverage to the "Sole" liability of Consultant~~
~~4.~~3.   Contain any other exclusion contrary to the Agreement.

~~H.~~G.   Any Deductible ~~in Excess of $100,000 and/or Self-Insured Retentions~~ ~~must be approved in writing by the City~~**is the responsibility of the Consultant**.

~~I.~~H.   Acceptability of Insurers. Each policy shall be from a company with current A.M. Best's rating of A- VII or higher and authorized to do business in the State of California, or otherwise allowed to place insurance through surplus lines brokers under applicable provisions of the California Insurance Code or any federal law. Any other rating must be approved in writing by the City.

~~J.~~I. Insurance of Subconsultants. Consultant shall be responsible for causing Subconsultants to maintain ~~the same~~similar types and limits of coverage ~~in compliance with this Agreement~~per their scope of work on the project and per their contact with Consultant, including naming the City as an additional insured to the Subconsultant's general and automobile liability policies.

2.2   Indemnification. Consultant shall indemnify, defend, and hold City and City Personnel harmless from and against any and all actions, suits, claims, demands, judgments, attorney's fees, costs, damages to persons or tangible property, losses, penalties, obligations, expenses or liabilities (herein "claims" or "liabilities") that may be asserted or claimed by any person or entity to the extent arising out of the willful or negligent acts, errors or omissions of Consultant, its employees, agents, representatives or subconsultants which directly ~~or indirectly~~ relate to the work being performed or services being provided under this Agreement, whether or not there is concurrent active or passive negligence on the part of City and/or City Personnel, but excluding such claims or liabilities arising from the sole active negligence or willful misconduct of City or City Personnel in connection therewith:

    2.2.1   Consultant shall defend any action or actions filed in connection with any such claims or liabilities, and shall pay all costs and expenses, including attorney's fees incurred in connection therewith.

    2.2.2   Consultant shall promptly pay any judgment rendered against City or any City Personnel for any such claims or liabilities.

    2.2.3   In the event City and/or any City Personnel is made a party to any action or proceeding filed or prosecuted for any such damages or other claims arising out of or in connection with the work being performed or services being provided under this Agreement, Consultant shall pay to City any and all reasonable costs and expenses incurred by City or City Personnel in such action or proceeding, together with reasonable attorney's fees and expert witness fees.

These Indemnification provisions are independent of, and shall not in any way be limited by, the Insurance Requirements of this Agreement. City approval of the insurance contracts required by this Agreement does not in any way relieve the Consultant from liability under this section.

2.3 Limitation of Liability. Except for personal injury or death, Consultant's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the equipment, software, or implementation and other one-time services with respect to which losses or damages are claimed. With respect to all subscription or other ongoing services, Consultant's total liability will be limited to the direct damages recoverable under law,

but not to exceed the price of twelve (12) months of services preceding the incident giving rise to the claim. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT CONSULTANT WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS, INCONVENIENCE, LOSS OF USE, LOSS TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY CONSULTANT PURSUANT TO THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

SECTION THREE: <u>LEGAL RELATIONS AND RESPONSIBILITIES</u>

  3.1 <u>Compliance with Laws</u>. Consultant shall keep itself fully informed of all existing and future state and federal laws and all county and city ordinances and regulations which in any manner affect those employed by it or in any way affect the performance of services pursuant to this Agreement. Consultant shall at all times observe and comply with all such laws, ordinances,

and regulations and shall be responsible for the compliance of all work and services performed by or on behalf of Consultant. When applicable, Consultant shall not pay less than the prevailing wage, which rate is determined by the Director of Industrial Relations of the State of California. To the extent there is a change in any ordinances, regulations or laws after Consultant has commenced work that result in additional costs to Consultant, Consultant will be entitled to seek a change order from City for the additional costs.

3.2   Licenses, Permits, Fees and Assessments. ~~Consultant~~ City shall obtain at its sole cost and expense all licenses, permits, and approvals that may be required by law for the performance of the services required by this Agreement. ~~Consultant~~ City shall have the sole obligation to pay any fees, assessments, and taxes, plus applicable penalties and interest, which may be imposed by law and arise from or are necessary for Consultant's performance of the services required by this Agreement~~, and shall indemnify, defend, and hold harmless City against any such fees, assessments, taxes, penalties, or interest levied, assessed, or imposed against City thereunder~~.

3.3   Covenant against Discrimination. Consultant covenants for itself, its heirs, executors, assigns, and all persons claiming under or through it, that there shall be no discrimination against any person on account of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status of any person, in the performance of this Agreement. Consultant further covenants and agrees to comply with the terms of the Americans with Disabilities Act of 1990 (42 U.S.C. §12101 et seq.) as the same may be amended from time to time.

3.4   Independent Consultant. Consultant shall perform all services required herein as an independent consultant of City and shall remain at all times as to City a wholly independent consultant. City shall not in any way or for any purpose become or be deemed to be a partner of Consultant in its business or otherwise, or a joint venturer, or a member of any joint enterprise with Consultant. Consultant shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of City. Neither Consultant nor any of Consultant's employees shall, at any time, or in any way, be entitled to any sick leave, vacation, retirement, or other fringe benefits from the City; and neither Consultant nor any of its employees shall be paid by City time and one-half for working in excess of forty (40) hours in any one week. City is under no obligation to withhold State and Federal tax deductions from Consultant's compensation. Neither Consultant nor any of Consultant's employees shall be included in the competitive service, have any property right to any position, or any of the rights an employee may have in the event of termination of this Agreement.

3.5   Covenant against Contingent Fees. Consultant warrants that it has not employed or retained any company or person other than a bona fide employee working for Consultant, to solicit or secure this Agreement and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon, or resulting from, the award or making of this Agreement. For breach or violation of this warranty, City shall have the right to annul this Agreement without liability or, in its discretion, to deduct from the Agreement price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

3.6   Use of Patented Materials. Consultant shall assume all costs arising from the use of patented or copyrighted materials, including but not limited to equipment, devices, processes, and software programs, used or incorporated in the services or work performed by Consultant under this Agreement. Consultant shall indemnify, defend, and save the City harmless from any and all suits, actions or proceedings of every nature for or on account of the use of any patented or copyrighted materials ~~consistent with Section 2.2 herein~~as set forth in Section 13.3 of Consultant's

[P1 CAD System Agreement](#).

3.7 **Proprietary Information.** All proprietary information developed specifically for City by Consultant in connection with, or resulting from, this Agreement, including but not limited to inventions, discoveries, improvements, copyrights, patents, maps, reports, textual material, or software programs, but not including Consultant's underlying materials, software, or know-how, shall be the sole and exclusive property of City, and are confidential and shall not be made available to any person or entity without the prior written approval of City. Consultant agrees that the compensation to be paid pursuant to this Agreement includes adequate and sufficient compensation for any proprietary information developed in connection with or resulting from the performance of Consultant's services under this Agreement. Consultant further understands and agrees that full disclosure of all proprietary information developed in connection with, or resulting from, the performance of services by Consultant under this Agreement shall be made to City, and that Consultant shall do all things necessary and proper to perfect and maintain ownership of such proprietary information by City. Notwithstanding anything to the contrary contained in this Agreement, Consultant, the third party manufacturer of any equipment, and the copyright owner of any Non-Consultant software own and retain all of their respective proprietary rights in the equipment and software, and nothing in this Agreement is intended to restrict their proprietary rights. All intellectual property developed, originated, or prepared by Consultant in connection with providing to City the equipment, software, or related services remain vested exclusively in Consultant, and this Agreement does not grant to City any shared development rights of intellectual property. Except as explicitly provided in Consultant's Software License Agreement or the End-User License Agreement, Consultant does not grant to City, either directly or by implication, estoppel, or otherwise, any right, title or interest in Consultant's proprietary rights. City will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner. City acknowledges that Consultant may use and/or provide City with access to proprietary materials and derivative proprietary materials. The proprietary materials and the derivative proprietary materials are the sole and exclusive property of Consultant and Consultant retains all right, title and interest in and to the proprietary materials and derivative proprietary materials

3.8 **Retention of Funds.** Consultant hereby authorizes City to deduct from any amount payable to Consultant (whether arising out of this Agreement or otherwise) any amounts the payment of which may be in dispute hereunder or which are necessary to compensate City for any losses, costs, liabilities, or damages suffered by City, and all amounts for which City may be liable to third parties, by reason of Consultant's negligent acts, errors, or omissions, or willful misconduct, in performing or failing to perform Consultant's obligations under this Agreement. City in its sole and absolute discretion, may withhold from any payment due Consultant, without liability for interest, an amount sufficient to cover such claim or any resulting lien resulting from Consultants negligent acts. The failure of City to exercise such right to deduct or withhold shall not act as a waiver of Consultant's obligation to pay City any sums Consultant owes City.

3.9 **Termination by City.** City reserves the right to terminate this Agreement at any time, with or without cause, upon written notice to Consultant. Upon receipt of any notice of termination from City, Consultant shall immediately cease all services hereunder except such as may be specifically approved in writing by City. Consultant shall be entitled to compensation for all services rendered prior to receipt of City's notice of termination and for any services authorized in writing by City thereafter. If termination is due to the failure of Consultant to fulfill its obligations under this Agreement, City may take over the work and prosecute the same to completion by contract or otherwise, and Consultant shall be liable to the extent that the total cost for completion of the same services required hereunder, including reasonable costs incurred by City in retaining a replacement consultant and similar expenses, exceeds the Budget.

3.10 **Right to Stop Work: Termination by Consultant.** Consultant shall have the right to stop work and terminate only if City fails to timely make a payment required under the terms of the Budget. Consultant shall provide City thirty (30) day prior written notice of such claimed payment owed and City shall have an opportunity to remedy any such claimed breach during such time with no legal consequence to City. Consultant shall immediately cease all services hereunder following the thirty (30) day notice, except such services as may be specifically approved in writing by City. Consultant shall be entitled to compensation for all services rendered prior to termination and for any services authorized in writing by City thereafter. If Consultant terminates this Agreement because of an error, omission, or a fault of Consultant, or Consultant's willful misconduct, the terms of Section 3.9 relating to City's right to take over and finish the work and Consultant's liability shall apply.

3.11 **Waiver.** No delay or omission in the exercise of any right or remedy by a nondefaulting party with respect to any default shall impair such right or remedy or be construed as a waiver. A party's consent to or approval of any act by the other party requiring the party's consent

or approval shall not be deemed to waive or render unnecessary consent to or approval of any subsequent act. A waiver by either party of any default must be in writing.

3.12   **Legal Actions.** Legal actions concerning any dispute, claim, or matter arising out of or in relation to this Agreement shall be instituted and maintained in the Superior Courts of the State of California in the County of Orange, or in any other appropriate court with jurisdiction in such County, and Consultant agrees to submit to the personal jurisdiction of such court.

3.13   **Rights and Remedies are Cumulative.** Except as may be expressly set forth in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies or other rights or remedies as may be permitted by law or in equity shall not preclude the exercise by such party, at the same or different times, of any other rights or remedies to which such party may be entitled.

3.14   **Attorneys' Fees.** In any action between the parties hereto seeking enforcement of any of the terms or provisions of this Agreement or in connection with the performance of the work hereunder, the party prevailing in the final judgment in such action or proceeding, in addition to any other relief which may be granted, shall be entitled to have and recover from the other party its reasonable costs and expenses, including, but not limited to, reasonable attorney's fees, expert witness fees, and courts costs. If either party to this Agreement is required to initiate or defend litigation with a third party because of the violation of any term or provision of this Agreement by the other party, then the party so litigating shall be entitled to its reasonable attorney's fees and costs from the other party to this Agreement.

3.15   **Force Majeure.** The time period specified in this Agreement for performance of services shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of City or Consultant, including, but not restricted to, acts of nature or of the public enemy, unusually severe weather, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any governmental agency, including City, if the delaying party shall within ten (10) days of the commencement of such delay notify the other party in writing of the causes of the delay. If Consultant is the delaying party, City shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the enforced delay when and if in the judgment of City such delay is justified. City's determination shall be final and conclusive upon the parties to this Agreement. In no event shall Consultant be entitled to recover damages against City for any delay in the performance of this Agreement, however caused. Consultant's sole remedy shall be extension of this Agreement pursuant to this Section 3.15.

3.16   **Non-liability of City Officers and Employees.** No officer, official, employee, agent, representative, or volunteer of City shall be personally liable to Consultant, or any successor in interest, in the event of any default or breach by City, or for any amount which may become due to Consultant or its successor, or for breach of any obligation of the terms of this Agreement.

3.17   **Conflicts of Interest.**

A.   No officer, official, employee, agent, representative or volunteer of City shall have any financial interest, direct or indirect, in this Agreement, or participate in any decision relating to this Agreement that affects his or her financial interest or the financial interest of any corporation, partnership, association or other entity in which he or she is interested, in violation of any federal, state or city statute, ordinance or regulation. Consultant shall not employ any such person while this Agreement is in effect.

B.   Consultant represents, warrants and covenants that he, she or it presently has no interest, direct or indirect, which would interfere with or impair in any manner or degree the performance of Consultant's obligations and responsibilities under this Agreement. Consultant further agrees that while this Agreement is in effect, Consultant shall not acquire or otherwise obtain any interest, direct or indirect, that would interfere with or impair in any manner or degree the performance of Consultant's obligations and responsibilities under this Agreement.

C.   Consultant acknowledges that pursuant to the provisions of the Political Reform Act (Government Code section 87100 *et seq.*), City may determine Consultant to be a "Consultant" as that term is defined by the Act. In the event City makes such a determination, Consultant agrees to complete and file a "Statement of Economic Interest" with the City Clerk to disclose such financial interests as required by City. In such event, Consultant further agrees to require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" to disclose such other person's financial interests as required by City.

3.18   Consultant Ethics. Consultant represents and warrants that it has not provided or promised to provide any gift or other consideration, directly or indirectly, to any officer, employee, or agent of City to obtain City's approval of this Agreement. Consultant shall not, at any time, have any financial interest in this Agreement or the project that is the subject of this Agreement other than the compensation to be paid to Consultant as set forth in this Agreement. In the event the work and/or services to be performed hereunder relate to a project and/or application under consideration by or on file with the City, (i) Consultant shall not possess or maintain any business relationship with the applicant or any other person or entity which Consultant knows to have a personal stake in said project and/or application, (ii) other than performing its work and/or services to City in accordance with this Agreement Consultant shall not advocate either for or against said project and/or application, and (iii) Consultant shall immediately notify City in the event Consultant determines that Consultant has or acquires any such business relationship with the applicant or other person or entity which has a personal stake in said project and/or application. The provisions in this Section shall be applicable to all of Consultant's officers, directors, employees, and agents, and shall survive the termination of this Agreement.

3.19 Compliance with California Unemployment Insurance Code Section 1088.8. If Consultant is a Sole Proprietor, then prior to signing the Agreement, Consultant shall provide to the City a completed and signed Form W-9, Request for Taxpayer Identification Number and Certification. Consultant understands that pursuant to California Unemployment Insurance Code Section 1088.8, the City will report the information from Form W-9 to the State of California Employment Development Department, and that the information may be used for the purposes of establishing, modifying, or enforcing child support obligations, including collections, or reported to the Franchise Tax Board for tax enforcement purposes.

3.20 CalPERS Annuitants. If Consultant is a California Public Employees' Retirement System ("CalPERS") annuitant, Consultant must provide the City with written notification of such fact a minimum of 14 calendar days prior to commencement of services under this Agreement. Failure to provide such notification may result in termination of the Agreement, and any penalties or other costs relating thereto shall be borne by Consultant. If this Agreement remains in place, Consultant shall execute any amendment(s) to this Agreement requested by the City in order to comply with all laws and regulations applicable to CalPERS annuitants.

SECTION FOUR: MISCELLANEOUS PROVISIONS

4.1   Records and Reports. The City Manager of the City of Irvine or his/her designee reserves the right to perform such audits, performance reviews, and other evaluations (collectively 'audit') that relate to or concern this Agreement at any time, upon 5 days advanced written notice to Consultant. Consultant agrees to participate and cooperate in up to five (5) hours of meetings and interviews (at no additional cost to City), if the same are requested by the City in connection with such an audit. Further, provided that the City pays Consultant's commercially reasonable hourly rate for services, Consultant agrees to participate and cooperate in such additional meetings and interviews (in excess of five (5) hours), if the same are requested by the City in connection with such an audit. Upon request by City, Consultant shall prepare and submit to City any reports concerning Consultant's performance of the services rendered under this Agreement. City shall have access, with 72 hours advance written notice delivered to Consultant, to the books and records of Consultant specifically related to Consultant's performance of this Agreement in the event any audit is required. All drawings, documents, and other materials prepared by Consultant in the performance of this Agreement specifically for City and subject to Section 3.7 of this Agreement (i) shall be the property of City and shall be delivered at no cost to City upon request of City or upon the termination of this Agreement, and (ii) shall not be made available to any individual or entity without prior written approval of City. The obligations of this Section 4.1 shall survive the expiration (or earlier termination) of this Agreement for a period of three (3) years. During said three (3) year period, Consultant shall keep and maintain all records and reports related to this Agreement, and City shall have reasonable access to such records in the event any audit is required. Nothing in this provision will be interpreted as requiring Consultant to provide Consultant proprietary information including for example its manufacturing costs.

4.2   Notices. Unless otherwise provided herein, all notices required to be delivered under this Agreement or under applicable law shall be personally delivered, or delivered by United States mail, prepaid, certified, return receipt requested, or by reputable document delivery service that provides a receipt showing date and time of delivery. Notices personally delivered or delivered by a document delivery service shall be effective upon receipt. Notices delivered by mail shall be effective at 5:00 p.m. on the second calendar day following dispatch. Notices to the City shall be delivered to the following address, to the attention of the City Representative set forth in Paragraph D.1 of the Fundamental Terms of this Agreement:

> To City: City of Irvine
>   One Civic Center Plaza (92606) (Hand Deliveries)
>   P. O. Box 19575
>   Irvine, CA 92623-9575

Notices to Consultant shall be delivered to the address set forth below Consultant's signature on Part I of this Agreement, to the attention of Consultant's Representative set forth in Paragraph D.2 of the Fundamental Terms of this Agreement. Changes in the address to be used for receipt of notices shall be effected in accordance with this Section 4.2.

4.3   Construction and Amendment. The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply. The headings of sections and paragraphs of this Agreement are for convenience or reference only, and shall not be construed to limit or extend the meaning of the terms, covenants and conditions of this Agreement. This Agreement may only be amended by the mutual consent of the parties by an instrument in writing.

4.4   Severability. Each provision of this Agreement shall be severable from the whole. If any provision of this Agreement shall be found contrary to law, the remainder of this Agreement shall continue in full force.

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4.5 **Authority**. The person(s) executing this Agreement on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said party, (iii) by so executing this Agreement, such party is formally bound to the provisions of this Agreement, and (iv) the entering into this Agreement does not violate any provision of any other Agreement to which said party is bound.

4.6 **Special Provisions**. Any additional or supplementary provisions or modifications or alterations of these General Provisions shall be set forth in Part III of this Agreement ("Special Provisions").

4.64.7 Rider Clause. This Agreement (excluding any enhancements) may be extended to other public bodies, public agencies, or institutions within the state of California to permit their use of the Agreement at the same license discounts and terms and conditions of the Agreement for the purchase of public safety software system and implementation services.

4.74.8 Precedence. In the event of any discrepancy between Part I ("Fundamental Terms"), Part II ("General Provisions"), Part III ("Special Provisions"), Part IV ("Scope of Services"), and/or Part V ("Budget"), and Part VI ("Consultant Proposal") of this Agreement, the order of precedence shall be as follows.
Part III
Part II
Part VI
Part IV
Part V
Part I

PART III

SPECIAL PROVISIONS

1) **Business License Requirement.** Consultants who provide services for the City of Irvine within the city limits of Irvine shall obtain, within five (5) days of executing this Agreement and prior to commencing any work herein, a City of Irvine business license and shall maintain a current business license throughout the term of this Agreement.

2) **Insurance Requirements.** PART II GENERAL PROVISIONS, Section 2.1.1 – B Automobile Liability Insurance and Section 2.1.1 - D. Professional Liability Insurance, are deleted in their entirety.

3) **Live Scan Fingerprinting Requirements.** Prior to commencing services, Consultants are required to successfully pass a Department of Justice fingerprinting background check ("Live Scan") performed by a certified fingerprinting service provider or at the City of Irvine Police Department. The Consultant shall be responsible for obtaining the Live Scan for its staff and shall bear the cost thereof. The agency completing the fingerprints must provide the City of Irvine Human Resources with the background check results and subsequent records for review. Consultants must obtain a Consultant's badge issued by the City of Irvine Human Resources prior to performing work. However, in no event can the Consultant agree to waive the rights of its employees, nor can the Consultant provide the City with any information protected by law, including but not limited to background check data.

PART IV

SCOPE OF SERVICES

Services shall be performed as set forth below and in accordance with ATTACHMENT I. (To be inserted after contract award.)

PART V

BUDGET

Pricing shall be as set forth below and in accordance with ATTACHMENT II. (To be inserted after contract award.)

Included in the total compensation are all ordinary and overhead expenses incurred by Consultant and its agents and employees, including meetings with City representatives, and incidental costs incurred in performing under this Agreement. The total compensation for the Scope of Services set forth herein **shall not exceed $ annually**, including all amounts payable to Consultant for its overhead, payroll, profit, and all costs of whatever nature, including without limitation all costs for subcontracts, materials, equipment, supplies, and costs arising from or due to termination of this Agreement.

No work shall be performed in connection with this Agreement until the receipt of a signed City of Irvine Purchase Order; and no work shall be performed with a value in excess of the Purchase Order amount as the City has not authorized nor is it obligated to pay Consultant any such excess amount.

In the event Consultant anticipates the potential need to perform services beyond those set forth herein where additional funding may be needed, Consultant shall notify City in writing allowing sufficient time for City to consider further action.

Payment for services will be made monthly on invoices deemed satisfactory to the City, with payment terms of net 30 days upon receipt of invoice. Consultant shall submit invoices within fifteen (15) days from the end of each month in which services have been provided. Consultant shall provide invoices with sufficient detail to ensure compliance with pricing as set forth in this Agreement. The information required may include: date(s) of work, hours of work, hourly rate(s), and material costs.

The Purchase Order number must be included on all invoices, along with the City Representative's name. Failure to include this information on the invoice shall result in the return of the unpaid invoice.

Consultants should submit invoices electronically to: **invoicesubmittal@cityofirvine.org**

Payment by City under this Agreement shall not be deemed as a waiver of the City's right to claim at a later point that such payment was not due under the terms of this Agreement.

Pricing shall remain firm for the entire first term of the Agreement. Thereafter, any proposed pricing adjustment for follow-on renewal periods shall be submitted to the City Representative in writing at least ninety (90) days prior to the new Agreement term. The City reserves the right to negotiate any proposed pricing adjustment not to exceed the Bureau of Labor Statistics Consumer Price Index (CPI) data as follows: Los Angeles-Long Beach-Anaheim, CA; All Urban Consumers; Not Seasonally Adjusted; annualized change comparing the most recent month's reported data to the same month of the prior year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

Exhibit 1

WORKERS' COMPENSATION INSURANCE CERTIFICATION

Consulting Services Description: Public Safety CAD/RMS Mobile Software Replacement

WORKERS' COMPENSATION DECLARATION

I hereby affirm under penalty of perjury one of the following declarations:

(CHECK ONE APPLICABLE BOX BELOW)

☐ **I have and will maintain workers' compensation insurance**, as required by Section 3700 of the Labor Code, for the performance of the work to be performed under this Agreement and shall submit insurance certificates evidencing such coverage as set forth herein.

☐ I certify that, in the performance of the work under this Agreement, **I shall not employ any person** in any manner so as to become subject to the workers' compensation laws of California, and I hereby agree to indemnify, defend, and hold harmless the City of Irvine and all of its officials, employees, and agents from and against any and all claims, liabilities, and losses relating to personal injury or death, economic losses, and tangible property damage arising out of my failure to provide such worker's compensation insurance. I further agree that, **if I should become subject to the workers' compensation provisions of Section 3700 of the Labor Code, I shall forthwith comply with those provisions and immediately furnish insurance certificates** evidencing such coverage as set forth herein.

WARNING: FAILURE TO SECURE WORKERS' COMPENSATION COVERAGE IS UNLAWFUL, AND SHALL SUBJECT AN EMPLOYER TO CRIMINAL PENALTIES AND CIVIL FINES UP TO ONE HUNDRED THOUSAND DOLLARS ($100,000), IN ADDITION TO THE COST OF COMPENSATION, DAMAGES AS PROVIDED FOR IN SECTION 3706 OF THE LABOR CODE, INTEREST, AND ATTORNEY'S FEES.

Dated:	
Contracting Firm:	
Signature:	
Title:	
Address:	

15.2   SAMPLE MOTOROLA SOLUTIONS SYSTEM AGREEMENT

Motorola Solutions has provided a Sample System Agreement on the following pages.

PSA System Agreement

Motorola Solutions, Inc. ("Motorola") and _____("Customer") enter into this "Agreement," pursuant to which Customer will purchase and Motorola will sell the System, as described below. Motorola and Customer may be referred to individually as a "Party" and collectively as the "Parties." For good and valuable consideration, the Parties agree as follows:

Section 1   EXHIBITS

The exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement takes precedence over the exhibits and any inconsistency between Exhibits A through F will be resolved in their listed order.

Exhibit A   Software License Agreements
   A-1   Motorola "Software License Agreement"
   A-2   Microsoft "End-User License Agreement(s)", if applicable
Exhibit B   "Payment Schedule"
Exhibit C   "Technical and Implementation Documents"
   C-1   "Pricing Summary and Equipment List" dated _____
   C-2   "System Description" dated _____
   C-3   "Project Plan and Statement of Work" dated _____
   C-4   "Acceptance Test Plan" or "ATP" (to be mutually developed during implementation)
   C-5   "Project Schedule" (to be mutually developed)
   C-6   "Training Plan" (to be mutually developed)
Exhibit D   "Maintenance and Support Agreement"
Exhibit E   "System Acceptance Certificate"
Exhibit F   "Three Party Master Depositor Escrow Service Agreement" (Source Code Escrow)

Section 2   DEFINITIONS

Capitalized terms used in this Agreement have the following meanings:

"**Acceptance Tests**" means those tests described in the Acceptance Test Plan.

"**Beneficial Use**" means when Customer first uses the System or a Subsystem for operational purposes (excluding training or testing).

"**Confidential Information**" means any information that is disclosed in written, graphic, verbal, or machine-recognizable form, and is marked, designated, or identified at the time of disclosure as being confidential or its equivalent; or if the information is in verbal form, it is identified as confidential at the time of disclosure and is confirmed in writing within thirty (30) days of the disclosure. Confidential Information does not include any information that: is or becomes publicly known through no wrongful act of the receiving Party; is already known to the receiving Party without restriction when it is disclosed; is or becomes, rightfully and without breach of this Agreement, in the receiving Party's possession without any obligation restricting disclosure; is independently developed by the receiving Party without breach of this Agreement; or is explicitly approved for release by written authorization of the disclosing Party.

"**Contract Price**" means the price for the System, excluding applicable sales or similar taxes and freight charges.

"**Customer Provided Equipment**" means any hardware, software or ancillary equipment provided for use with the System by the Customer. Motorola provides no warranty for Customer Provided Equipment.

"**Derivative Proprietary Materials**" means derivatives of the Proprietary Materials that Motorola may from time to time, including during the course of providing the Services, develop and/or use and/or to which Motorola provides Customer access.

"**Effective Date**" means that date upon which the last Party executes this Agreement.

"**Equipment**" means the hardware components of the Solution that Customer purchases from Motorola under this Agreement. Equipment that is part of the System is described in the Equipment List.

 "**Feedback**" means comments or information, in oral or written form, given to Motorola by Customer in connection with or relating to Equipment or Services, during the term of this Agreement.

"**Final System Acceptance**" means the Live Operations Cutover and any applicable Reliability Period have been completed and the System Acceptance Certificate has been memorialized.

"**Force Majeure**" means an event, circumstance, or act of a third party that is beyond a Party's reasonable control (e.g., an act of God, an act of the public enemy, an act of a government entity, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, and riots).

"**Infringement Claim**" means a third party claim alleging that the Equipment manufactured by Motorola or the Motorola Software directly infringes a United States patent or copyright.

"**Live Operations Cut Over**" means the transition of operations from the legacy system to the PremierOne System.
"**Microsoft Product**" means a Microsoft SQL Server and/or a Microsoft System Center Operations Manager, either or both of which may be integrated with the Motorola Products. Microsoft Products are subject to the following acknowledgement: "© Copyright 20__ Microsoft Corporation. All rights reserved."

"**Motorola Software**" means Software that Motorola or its affiliated company owns. "**Non-**

Motorola Software" means Software that another party owns.

"**Open Source Software**" (also called "freeware" or "shareware") means software that has its underlying source code freely available to evaluate, copy, and modify.

"**Proprietary Rights**" means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, and other intellectual property rights in and to the Equipment and Software, including those created or produced by Motorola under this Agreement and any corrections, bug fixes, enhancements, updates or modifications to or derivative works from the Software whether made by Motorola or another party.

"**Services**" means system implementation, maintenance, support, subscription, or other professional services provided under this Agreement, which may be further described in the applicable Exhibit and/or SOW.

"**Software**" means the Motorola Software and Non-Motorola Software, in object code format that is furnished with the System or Equipment.

"**Solution**" means the combination of the System(s) and Services provided by Motorola under this Agreement.

"**Solution Data**" means Customer data that is transformed, altered, processed, aggregated, correlated or operated on by Motorola, its vendors or other data sources and data that has been manipulated or retrieved using Motorola know-how to produce value-added content to data consumers, including customers or citizens which is made available to Customer with the Solution and Services.

"**Specifications**" means the functionality and performance requirements that are described in the Technical and Implementation Documents.

"**Subsystem**" means a major part of the System that performs specific functions or operations. Subsystems are described in the Technical and Implementation Documents.

"**System**" means the Equipment, Software, services, supplies, and incidental hardware and materials that are combined together into an integrated system; the System is described in the Technical and Implementation Documents.

"**System Acceptanc**e" means the Acceptance Tests have been successfully completed.

"**System Data**" means data created by, in connection with or in relation to Equipment or the performance of Services under this Agreement.

"**Warranty Period**" means one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first.

Section 3   SCOPE OF AGREEMENT AND TERM

3.1.   SCOPE OF WORK. Motorola will provide, install and test the System, and perform its other contractual responsibilities, all in accordance with this Agreement. Customer will perform its contractual responsibilities in accordance with this Agreement.

3.2.   CHANGE ORDERS. Either Party may request changes within the general scope of this Agreement. If a requested change causes an increase or decrease in the cost or time required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price, Performance Schedule, or both, and will reflect the adjustment in a change order. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

3.3.   TERM. Unless terminated in accordance with other provisions of this Agreement or extended by mutual agreement of the Parties, the term of this Agreement begins on the Effective Date and continues and continues until the expiration of the Warranty Period or three (3) years from the Effective Date, whichever occurs last.

3.4.   ADDITIONAL EQUIPMENT, SOFTWARE, OR SERVICES. For three (3) years after the Effective Date, Customer may order additional Equipment, Software or services if they are then available. Each order must refer to this Agreement and must specify the pricing and delivery terms. Notwithstanding any additional or contrary terms in the order, the applicable provisions of this Agreement (except for pricing, delivery, passage of title and risk of loss to Equipment, warranty commencement, and payment terms) will govern the purchase and sale of the additional Equipment, Software, or services. Title and risk of loss to additional Equipment will pass at shipment; warranty will commence upon delivery; and payment is due within thirty (30) days after the invoice date. Motorola will send Customer an invoice as the additional Equipment is shipped, Software is licensed, or, for services, on a monthly basis as they are performed.

3.5.   MAINTENANCE SERVICE. After the Warranty Period Customer may purchase maintenance and support services for the Equipment and covered Software by executing the Maintenance and Support Agreement. Motorola is solely responsible for providing technical support for the Microsoft Products.

3.6.   MOTOROLA SOFTWARE. Any Motorola Software, including subsequent releases, is licensed to Customer solely in accordance with the Software License Agreement. Customer hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement.

3.7.   NON-MOTOROLA SOFTWARE. Any Non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor's rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may include Open Source Software. All Open Source Software is licensed to Customer in accordance with, and Customer agrees to abide by, the provisions of the standard license of the copyright owner and not the Software License Agreement. Upon request by Customer, Motorola will use commercially reasonable efforts to determine whether any Open Source Software will be provided under this Agreement; and if so, identify the Open Source Software and provide to Customer a copy of the applicable standard license (or

specify where that license may be found); and provide to Customer a copy of the Open Source Software source code if it is publicly available without charge (although a distribution fee or a charge for related services may be applicable).

3.8. THIRD PARTY PRODUCTS.

3.8.1 MICROSOFT PRODUCTS

a.　　As to any Microsoft Products being furnished, the Microsoft software for those Microsoft Products is sublicensed to Licensee from Motorola pursuant to the Customer's Motorola Software License Agreement and is subject to the additional Microsoft End-User License Agreement terms, Exhibit A-2.

b.　　Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the Microsoft Products. If Customer is acquiring from Motorola a Microsoft SQL Server and/or a Microsoft System Center Operations Manager, then Customer warrants 1) that the number of users that may access the System are correctly indicated in the Exhibits to this Agreement; 2) that Customer is not being licensed the SQL Server or Microsoft System Center Operations Manager under a license from Microsoft, but rather under a sublicense from Motorola' 3) that the copies of the referenced Microsoft Products it receives from Motorola do not entitle it to maintain on its computer systems any more copies of the Microsoft Products than it previously licensed from Motorola or Microsoft; 4) that Customer possesses and will maintain sufficient quantities of fully valid Microsoft licenses to support the maximum number of users and/or devices that may access or use the System under the provisions of the End-User License Agreement, 5) that Microsoft will be an intended third party beneficiary of the End-User License Agreement, with the right to enforce the warranties and any other provisions of the End-User License Agreement provisions and to verify compliance of the End User with the same, 6) that Customer shall not run on a mirrored database server for more than 30 days without obtaining a SQL license for that server, 7) that the Customer grants permission for the disclosure of End-User information by Motorola as required in Motorola's Monthly royalty reports and ordering information reports to Microsoft, 8) that Microsoft does not transfer any ownership rights in any Product, and 9) that Motorola is solely responsible for providing technical support for the Microsoft Products.

c.　　The rights granted in this Agreement with respect to Microsoft Products are subject to the following limitations: 1) Customer has no copyright interest in the Microsoft Products; 2) Customer may not rent, lease, lend or provide hosting services with the Products; 3) Customer may not reverse engineer, decompile or disassemble any Product; 4) Customer may not remove, modify or obscure any copyrights, trademarks or other proprietary right notices contained in the Products; and 5) The Microsoft Products are not designed or intended for use in any situation where failure or fault of the product could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). Motorola's right to sublicense Microsoft Products excludes the right to use, or distribute the Microsoft Products for Customer's use in, or in conjunction with, High Risk Use, therefore, High Risk Use is strictly prohibited. High Risk use, by way of example, includes aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices under the Federal Food, Drug and Cosmetic Act. Notwithstanding the foregoing, as long as PremierOne CAD is used in a manner for which it was designed and in accordance with the documentation provided, Motorola declares such use is not considered to be High Risk Use as defined by Microsoft.

3.8.2 ESRI OEM SOFTWARE. Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the ESRI OEM Software.

a.　　The use of ESRI OEM Software is restricted to executable code.

b.　　The following are prohibited: (i) transfer of the OEM Software, except for a temporary transfer in the event of a computer malfunction; (ii) assignment, time-sharing, lend or lease, or rental of the OEM Software or use for commercial network services or interactive cable or remote processing services; and (iii) title to the OEM Software from passing to Customer or any other party.

c.   Also prohibited are the reverse engineering, disassembly, or decompilation of the OEM Software and the duplication of the OEM Software, except for a single archival copy; reasonable Customer backup copies are permitted.

d.   To the extent permitted by law, ESRI's liability is disclaimed for any damages, or loss of any kind, whether special, direct, indirect, incidental, or consequential, arising from the use of the OEM Software, including damages resulting from any ESRI provided Data (Data is not warranted) and damages resulting from use in High Risk Activities such as the operation of nuclear facilities, aircraft navigation or aircraft communications systems, air traffic control, life support, or weapon systems. ESRI specifically disclaims

any express or implied warranty of fitness for High Risk Activities.

e.   Upon termination of the contract, Customer agrees to certify in writing to Motorola that it has discontinued use and has destroyed or will return to Motorola all copies of the OEM Software and documentation.

f.   Customer will fully comply with all relevant export laws and regulations of the United States to assure that the OEM Software, or any direct product thereof, is not exported, directly or indirectly, in violation of United States law.

g.   Customer shall not remove or obscure any copyright, trademark notice, or restrictive legend.

h.   In any sublicense to the United States Government, the OEM Software shall be provided with "Restricted Rights."

3.9.   SUBSTITUTIONS. At no additional cost to Customer, Motorola may substitute any Equipment, Software, or services to be provided by Motorola, if the substitute meets or exceeds the Specifications and is of equivalent or better quality to the Customer. Any substitution will be reflected in a change order.
3.10.   OPTIONAL EQUIPMENT OR SOFTWARE. This paragraph applies only if a "Priced Options" exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), Customer has the right and option to purchase the equipment, software, and related services that are described in the Priced Options exhibit. Customer may exercise this option by giving written notice to Seller which must designate what equipment, software, and related services Customer is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after Customer delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

3.11   SOURCE CODE ESCROW. Motorola, after final system acceptance and upon Customer's written request, will deposit the source code for the installed and accepted Motorola software applications with Iron Mountain Intellectual Property Management, Inc. in accordance with an established Three Party Master Depositor Escrow Service Agreement, Exhibit F, ("Escrow Agreement") naming the Customer as a "Beneficiary" thereto, provided the Customer is in good standing with this Agreement, the Software License Agreement and a Maintenance and Support Agreement. Once Customer is established as a Beneficiary to the escrow account, deposits of source code associated with any future releases that the Customer installs will be deposited into the same escrow account provided the Customer remains in good standing with license and support agreements for the applicable software. The cost of the escrow will be allocated between Motorola and the Customer as provided in the Escrow Agreement.

The deposited source code will be released to the Beneficiary in the event the Motorola becomes bankrupt, discontinues business operations or materially breaches the Maintenance and Support Agreement, all pursuant to the terms as more fully stated in the Escrow Agreement. In the event the source code is released to the Beneficiary, the Beneficiary agrees to use the code exclusively for internal purposes under terms and conditions of the Software License Agreement, and solely for trouble analysis, namely isolating, diagnosing, and fixing problems in the applicable Software. Motorola retains all of its intellectual property rights in and to the source code. Nothing in this provision provides for escrow of source code associated with any third party products or Motorola's firmware, embedded, or radio software. In the event the Customer materially breaches the PSA System Agreement, Software License Agreement, Escrow Agreement or fails to keep the Maintenance and Support Agreement in effect, Seller's obligations under this provision will cease.

Section 4 PROJECT SCHEDULE

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The Parties will perform their respective responsibilities in accordance with the Project Schedule. Unless otherwise agreed in writing, the Project Schedule is based upon work being accomplished Monday through Friday during normal business hours with the exception of holidays. On-site work activities will be performed Tuesday through Thursday during normal business hours.

By executing this Agreement, Customer authorizes Motorola to proceed with contract performance.

Section 5 CONTRACT PRICE, PAYMENT, AND INVOICING

5.1. CONTRACT PRICE. The Contract Price in U.S. dollars is $«Amount_(converted)», If applicable, a pricing summary is included with the Payment Schedule. Motorola has priced the services, Software, and Equipment as an integrated system. A reduction in Software or Equipment quantities, or services, may affect the overall Contract Price, including discounts if applicable.

5.2. INVOICING AND PAYMENT. Motorola will submit invoices to Customer according to the Payment Schedule. Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1115800.

5.3 FREIGHT, TITLE AND RISK OF LOSS. Motorola will pre-pay and add all freight charges to the invoices. Title to the Equipment will pass to Customer upon shipment. Title to Software will not pass to Customer at any time. Risk of loss will pass to Customer upon delivery of the Equipment to the Customer. Motorola will pack and ship all Equipment in accordance with good commercial practices.

INVOICING AND SHIPPING ADDRESSES. Invoices will be sent to the Customer at the following: address: .

The city which is the ultimate destination where the Equipment will be delivered to Customer is:

.

The Equipment will be shipped to the Customer at the following address (insert if this information is known):   .

Customer may change this information by giving written notice to Motorola.

Section 6 SITES AND SITE CONDITIONS

6.1. ACCESS TO SITES. In addition to its responsibilities described elsewhere in this Agreement, Customer will provide a designated project manager; all necessary construction and building permits, zoning variances, licenses, and any other approvals that are necessary to develop or use the sites and mounting locations; and access to the work sites or vehicles identified in the Technical and Implementation Documents as reasonably requested by Motorola so that it may perform its duties in accordance with the Performance Schedule and Statement of Work.

6.2. SITE CONDITIONS. Customer will ensure that all work sites it provides will be safe, secure, and

in compliance with all applicable industry and OSHA standards. To the extent applicable and unless the Statement of Work states to the contrary, Customer will ensure that these work sites have adequate: physical space; air conditioning and other environmental conditions; adequate and appropriate electrical power outlets, distribution, equipment and connections; and adequate telephone or other communication lines (including modem access and adequate interfacing networking capabilities), all for the installation, use and maintenance of the System. Before installing the Equipment or Software at a work site, Motorola will inspect the work site and advise Customer of any apparent deficiencies or non-conformities with the requirements of this Section.

6.3   CUSTOMER PROVIDED EQUIPMENT. Customer will hold all Customer Provided Equipment free and clear of any liens, charges, or encumbrances of any kind. Customer, at its sole cost and expense will maintain Customer Provided Equipment in good working order and repair, and will provide spare parts for all Customer Provided Equipment. Customer will be fully liable for Customer Provided Equipment and will immediately notify Motorola of any Customer Provided Equipment damage, loss, or theft that may impact Motorola's ability to provide Services under this Agreement. Customer will compensate Motorola for any

re-work or changes to Services, and allow for changes to Project Schedule as a result of damage, loss or theft of Customer Provided Equipment. For all Customer Provided Equipment, (i) Customer is responsible for resolving issues affecting the performance of PremierOne application software; (ii) not provided per the agreed upon specification and within the project schedule time frame, the project is subject to delay.

Section 7   TRAINING

Any training to be provided by Motorola to Customer will be described in the applicable Training Plan (Exhibit C-6). Customer will notify Motorola immediately if a date change for a scheduled training program is required.   If Motorola incurs additional costs because Customer: (i) reschedules a training program less than thirty (30) days before its scheduled start date; (ii) does not adhere to the session attendance outlined in the Training Plan; Customer will compensate Motorola in whole for these additional costs.

Section 8   SYSTEM ACCEPTANCE

8.1.   COMMENCEMENT OF ACCEPTANCE TESTING. Motorola will provide to Customer at least ten (10) days notice before the Acceptance Tests commence. System testing will occur only in accordance with the Acceptance Test Plan.

8.2.   SYSTEM ACCEPTANCE. System Acceptance will occur upon successful completion of the Acceptance Tests. Upon System Acceptance, the Parties will memorialize this event by promptly executing a System Acceptance Certificate. If the Acceptance Test Plan includes separate tests for individual Subsystems or phases of the System, acceptance of the individual Subsystem or phase will occur upon the successful completion of the Acceptance Tests for the Subsystem or phase, and the Parties will promptly execute an acceptance certificate for the Subsystem or phase. If Customer believes the System has failed the completed Acceptance Tests, Customer will provide to Motorola a written notice that includes the specific details of the failure. If Customer does not provide to Motorola a failure notice within thirty (30) days after completion of the Acceptance Tests, System Acceptance will be deemed to have occurred as of the completion of the Acceptance Tests. Minor omissions or variances in the System
that do not materially impair the operation of the System as a whole will not postpone System Acceptance or Subsystem acceptance, but will be corrected according to a mutually agreed schedule.

8.3   LIVE OPERATION CUTOVER. Following System Acceptance, transition to the production use of the System will be conducted as set out in the Statement of Work and the Live Operations Cutover plan and constitute Beneficial Use.

8.4   BENEFICIAL USE. Customer acknowledges that Motorola's ability to perform its implementation and testing responsibilities may be impeded if Customer begins using the System before System Acceptance and Live Operation Cutover. Therefore, Customer will not commence Beneficial Use before System Acceptance and Live Operation Cutover without Motorola's prior written authorization, which will not be unreasonably withheld. Motorola is not responsible for System performance deficiencies that occur

during unauthorized Beneficial Use. Upon commencement of Beneficial Use, Customer assumes responsibility for the use and operation of the System.

8.5 FINAL SYSTEM ACCEPTANCE. Final System Acceptance will occur after System Acceptance, Live Operations Cut Over, and after any applicable Reliability Period when all deliverables have been completed. When Final System Acceptance occurs, the Parties will promptly memorialize this final event by so indicating on the System Acceptance Certificate.

Section 9 REPRESENTATIONS AND WARRANTIES

9.1. SYSTEM FUNCTIONALITY. Motorola represents that the System will perform in accordance with the Specifications in all material respects. Upon System Acceptance or Beneficial Use, whichever occurs first, this System functionality representation is fulfilled. Motorola is not responsible for System performance deficiencies that are caused by ancillary equipment not furnished by Motorola which is attached to or used in connection with the System or for reasons or parties beyond Motorola's control, such as natural causes; or Customer changes to load usage or configuration outside the Specifications or Customer network availability.

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9.2. EQUIPMENT WARRANTY. During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship. If System Acceptance is delayed beyond six (6) months after shipment of the Equipment by events or causes within Customer's control, this warranty expires eighteen (18) months after the shipment of the Equipment. In no event does the Warranty Period exceed 12 months from Live Operations Cut Over or Beneficial Use, whichever occurs first.

9.3. MOTOROLA SOFTWARE WARRANTY. Unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Motorola Software in accordance with the terms of the Software License Agreement and the provisions of this Section 9 that are applicable to the Motorola Software. If System Acceptance is delayed beyond six (6) months after shipment of the Motorola Software by events or causes within Customer's control, this warranty expires eighteen (18) months after the shipment of the Motorola Software.

9.4. EXCLUSIONS TO EQUIPMENT AND SOFTWARE WARRANTIES. These warranties do not apply to: (i) defects or damage resulting from: use of the Equipment or Software in other than its normal, customary, and authorized manner; accident, liquids, neglect, or acts of God; testing, maintenance, disassembly, repair, installation, alteration, modification, or adjustment not provided or authorized in writing by Motorola; Customer's failure to comply with all applicable industry and OSHA standards; (ii) breakage of or damage to antennas unless caused directly by defects in material or workmanship; (iii) Equipment that has had the serial number removed or made illegible; (iv) batteries (because they carry their own separate limited warranty) or consumables; (v) freight costs to ship Equipment to the repair depot; (vi) scratches or other cosmetic damage to Equipment surfaces that does not affect the operation of the Equipment; (vii) Customer Provided Equipment or equipment not provided by Motorola; and (viii) normal or customary wear and tear.

9.5 THIRD PARTY PRODUCTS. Notwithstanding any provisions herein to the contrary, the following provisions apply to the following Third Party Products:

9.5.1. Microsoft Products are not fault tolerant or free from errors, conflicts, interruptions or other imperfections. Performance may vary depending upon what hardware platform they are installed on, the interactions with other software applications and each product's configurations.

9.5.2. Microsoft Corporation is providing the Microsoft Products "as-is" with no warranty of any kind and disclaims all warranties, express and implied, to the maximum extent allowed by applicable law. Microsoft further disclaims any liability of Microsoft for any damages, whether direct, indirect incidental or consequential, as a result of the use or installation of the Products. Additionally, to the extent permitted under applicable law, Microsoft Corporation excludes for itself and its suppliers all warranties of any kind, including:

a. any warranties of title, non-infringement, merchantability and fitness for a particular purpose;

b. any implied warranty arising from course of dealing or usage of trade;

c. any common law duties relating to accuracy or lack of negligence with respect to the Microsoft Products, any Master Copy, and any Software Documentation; and

d. that the products will operate properly in connection with the System, the Motorola products or on any Customer system(s).

If applicable law gives Customer any implied warranties, guarantees or conditions despite the foregoing exclusion, those warranties will be limited to one year and Customer remedies will be limited to the maximum extent allowed by this Agreement.

9.5.3. As to ESRI OEM Software, during the term of this Agreement ESRI represents and warrants the Software will substantially perform in conformance with the Specifications and its Documentation, provided the Software is used as specified in the Documentation, and will provide Updates, Upgrades, timely system releases, error corrections, and such improvements outlined in the ESRI life cycle maintenance policy. The foregoing warranties do not apply to errors, defects, or nonconformities due to: a) misuse of the Software solely by the Customer; b) unauthorized modification of the Software by Customer; or c) failure of Customer to use compatible hardware and software as set forth in the specifications.

9.5.4. If included under this Agreement, the Data has been obtained from sources believed to be reliable,

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but its accuracy and completeness is not guaranteed. The Data may contain some nonconformities, defects, errors or omissions. ESRI and Motorola make no warranty with respect to the Data. Without limiting the generality of the preceding sentence, ESRI and Motorola do not warrant the Data will meet the Customer's needs or expectations, the use of Data will be uninterrupted, or that all nonconformities can or will be corrected. ESRI and Motorola are not inviting reliance on the Data, and Customer should always verify actual Data, including, but not limited to, map, spatial, raster and tabular information.

9.5.5. EXCEPT FOR THE ABOVE EXPRESS LIMITED WARRANTIES, ESRI DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINTERFERENCE, SYSTEM INTEGRATION AND NON-INFRINGEMENT. ESRI DOES NOT WARRANT THAT THE DATA WILL MEET CUSTOMER'S NEEDS OR EXPECTATIONS, THE USE OF THE SAME WILL BE UNINTERRUPTED, OR THAT ALL NONCONFORMITIES CAN OR WILL BE CORRECTED.

9.5.6. Customer's exclusive remedy and ESRI's entire liability for breach of the limited warranties set forth herein shall be limited, at ESRI's sole discretion, to (a) replacement of any defective media; (b) repair, correction, or a work-around for the Software subject to the ESRI Support Services Policy, (c) return of the license fees paid for the Software, Data, or Documentation that does not meet ESRI's limited warranty, provided that Customer uninstalls, removes, and destroys all copies of the Software, Data, or Documentation and executes and delivers evidence of such de-installation and destruction to ESRI.

9.6.   WARRANTY CLAIMS. To assert a warranty claim, Customer must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid warranty claim, Motorola will (at its option and at no additional charge to Customer) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. That action will be the full extent of Motorola's liability for the warranty claim. If this investigation indicates the warranty claim is not valid, then Motorola may invoice Customer for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable warranty period. All replaced products or parts will become the property of Motorola.

9.7.   ORIGINAL END USER IS COVERED. These express limited warranties are extended by Motorola to the original user purchasing the System for commercial, industrial, or governmental use only, and are not assignable or transferable.

9.8. DISCLAIMER OF OTHER WARRANTIES. THESE WARRANTIES ARE THE COMPLETE WARRANTIES FOR THE EQUIPMENT AND MOTOROLA SOFTWARE PROVIDED UNDER THIS AGREEMENT AND ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Section 10   DELAYS

10.1. FORCE MAJEURE. Neither Party will be liable for its non-performance or delayed performance if caused by a Force Majeure. A Party that becomes aware of a Force Majeure that will significantly delay performance will notify the other Party promptly (but in no event later than fifteen days) after it discovers the Force Majeure. If a Force Majeure occurs, the Parties will execute a change order to extend the Performance Schedule for a time period that is reasonable under the circumstances.

10.2. PERFORMANCE SCHEDULE DELAYS CAUSED BY CUSTOMER. If Customer (including its other contractors) delays the Performance Schedule, it will make the promised payments according to the Payment Schedule as if no delay occurred; and the Parties will execute a change order to extend the Performance Schedule and, if requested, compensate Motorola for all reasonable charges incurred because of the delay. Delay charges may include costs incurred by Motorola or its subcontractors for additional freight, warehousing and handling of Equipment; extension of the warranties; travel; suspending and re-mobilizing the work; additional engineering, project management, and standby time calculated at then current rates; and preparing and implementing an alternative implementation plan.

10.3 SOFTWARE SUPPORT. Support for Software will be provided during System deployment. If the "Go-Live" date, as reflected in the Schedule, is delayed for greater than thirty (30) days for any reason beyond Motorola's control, Motorola will continue to provide Software support during the remainder of the deployment of the System at the then current support rates. In the case of delay or Schedule modifications, the Parties will execute a Change Order to reflect the duration of the extended Software support and the applicable fees.

Section 11   DISPUTES

The Parties will use the following procedure to address any dispute arising under this Agreement (a "Dispute").

11.1. GOVERNING LAW. This Agreement will be governed by and construed in accordance with the laws of the State in which the System is installed.

11.2. NEGOTIATION. Either Party may initiate the Dispute resolution procedures by sending a notice of Dispute ("Notice of Dispute"). The Parties will attempt to resolve the Dispute promptly through good faith negotiations including 1) timely escalation of the Dispute to executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for the matter and 2) direct communication between the executives. If the Dispute has not been resolved within ten (10) days from the Notice of Dispute, the Parties will proceed to mediation.

11.3   MEDIATION. The Parties will choose an independent mediator within thirty (30) days of a notice to mediate from either Party ("Notice of Mediation"). Neither Party may unreasonably withhold consent to the selection of a mediator. If the Parties are unable to agree upon a mediator, either Party may request that American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute.

11.4. LITIGATION, VENUE and JURISDICTION. If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent jurisdiction in the state in which the System is installed. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

11.5. CONFIDENTIALITY. All communications pursuant to subsections 11.2 and 11.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.

Section 12   DEFAULT AND TERMINATION

12.1   DEFAULT BY A PARTY. If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of default. Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If Customer is the defaulting Party, Motorola may stop work on the project until it approves the Customer's cure plan.

12.2. FAILURE TO CURE. If a defaulting Party fails to cure the default as provided above in Section 12.1, unless otherwise agreed in writing, the non-defaulting Party may terminate any unfulfilled portion of this Agreement. In the event of termination for default, the defaulting Party will promptly return to the non-defaulting Party any of its Confidential Information. If Customer is the non-defaulting Party, terminates this Agreement as permitted by this Section, and completes the System through a third Party, Customer may as its exclusive remedy recover from Motorola reasonable costs incurred to complete the System to a capability not exceeding that specified in this Agreement less the unpaid portion of the Contract Price. Customer will mitigate damages and provide Motorola with detailed invoices substantiating the charges. In

the event Customer elects to terminate this Agreement for any reason other than default, Customer shall pay Motorola for the conforming Equipment and/or Software delivered and all services performed.

Section 13   INDEMNIFICATION

13.1. GENERAL INDEMNITY BY MOTOROLA. Motorola will indemnify and hold Customer harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Customer to the extent it is caused by the negligence of Motorola, its subcontractors, or their employees or agents, while performing their duties under this Agreement, if Customer gives Motorola prompt, written notice of any the claim or suit. Customer will cooperate with Motorola in its defense or settlement of the claim or suit. This section sets forth the full extent of Motorola's general indemnification of Customer from liabilities that are in any way related to Motorola's performance under this Agreement.

13.2. GENERAL INDEMNITY BY CUSTOMER. Customer will indemnify and hold Motorola harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Motorola to the extent it is caused by the negligence of Customer, its other contractors, or their employees or agents, while performing their duties under this Agreement, if Motorola gives Customer prompt, written notice of any the claim or suit. Motorola will cooperate with Customer in its defense or settlement of the claim or suit. This section sets forth the full extent of Customer's general indemnification of Motorola from liabilities that are in any way related to Customer's performance under this Agreement.

13.3. PATENT AND COPYRIGHT INFRINGEMENT.

13.3.1. Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer

by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

13.3.2. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Motorola Product; (b) replace or modify the Motorola Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Motorola Product and grant Customer a credit for the Motorola Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

13.3.3. Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Motorola Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Motorola Product; (c) Motorola Product designed or manufactured in accordance with Customer's designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Motorola Product by a party other than Motorola; (e) use of the Motorola Product in a manner for which the Motorola Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from its indemnity obligation to Customer extend in any way to royalties payable on a per use basis or the Customer's revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the infringing Motorola Product.

13.3.4. This Section 13 provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. Customer has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 13 are subject to and limited by the restrictions set forth in Section 14.

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Section 14   LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or implementation and other one-time Services with respect to which losses or damages are claimed. With respect to all subscription or other ongoing Services and unless as otherwise provided under the applicable Addenda, Motorola's total liability will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Services preceding the incident giving rise to the claim. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS, INCONVENIENCE, LOSS OF USE, LOSS TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

Section 15   CONFIDENTIALITY AND PROPRIETARY RIGHTS

15.1. CONFIDENTIAL INFORMATION. During the term of this Agreement, the Parties may provide each other with Confidential Information. Each Party will: maintain the confidentiality of the other Party's Confidential Information and not disclose it to any third party, except as authorized by the disclosing Party in writing or as required by a court of competent jurisdiction; restrict disclosure of the Confidential Information to its employees who have a "need to know" and not copy or reproduce the Confidential Information; take necessary and appropriate precautions to guard the confidentiality of the Confidential Information, including informing its employees who handle the Confidential Information that it is confidential and is not to be disclosed to others, but these precautions will be at least the same degree of care that the receiving Party applies to its own confidential information and will not be less than reasonable care; and use the Confidential Information only in furtherance of the performance of this Agreement. Confidential Information is and will at all times remain the property of the disclosing Party, and no grant of any proprietary rights in the Confidential Information is given or intended, including any express or implied license, other than the limited right of the recipient to use the Confidential Information in the manner and to the extent permitted by this Agreement.

15.2. PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS. Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to Customer the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to Customer any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement or the End-User License Agreement, Motorola does not grant to Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

15.3. PROPRIETARY MATERIALS. Customer acknowledges that Motorola may use and/or provide Customer with access to Proprietary Materials and Derivative Proprietary Materials. The Proprietary Materials and the Derivative Proprietary Materials are the sole and exclusive property of Motorola and Motorola retains all right, title and interest in and to the Proprietary Materials and Derivative Proprietary Materials.

15.4 VOLUNTARY DISCLOSURE. Except as required to fulfill its obligations under this Agreement, Motorola will have no obligation to provide Customer with access to its Confidential Information and/or proprietary information. Under no circumstances will Motorola be required to provide any data related to cost and pricing.

15.5 DATA AND FEEDBACK.

15.5.1 To the extent permitted by law, Customer owns all right, title and interest in System Data created solely by it or its agents (hereafter, "Customer Data"), and grants to Motorola the right to use, host, cache, store, reproduce, copy, modify, combine, analyze, create derivatives from, communicate, transmit, publish, display, and distribute such Customer Data.

15.5.2 Motorola owns all right, title and interest in data resulting from System Data that is or has been transformed, altered, processed, aggregated, correlated or operated on (hereafter, "Derivative Data").

15.5.3 Any Feedback given by Customer is and will be entirely voluntary and, even if designated as confidential, will not create any confidentiality obligation for Motorola. Motorola will be free to use, reproduce, license or otherwise distribute and exploit the Feedback without any obligation to Customer.

Customer acknowledges that Motorola's receipt of the Feedback does not imply or create recognition by Motorola of either the novelty or originality of any idea. The parties further agree that all fixes, modifications and improvements made to Motorola products or services conceived of or made by Motorola that are based, either in whole or in part, on the Feedback are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements to the Motorola product or service will vest solely in Motorola.

Section 16   GENERAL

16.1. TAXES. The Contract Price does not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) within thirty (30) days after the date of the invoice. Customer will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

16.2. ASSIGNABILITY AND SUBCONTRACTING. Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.
16.3   WAIVER. Failure or delay by either Party to exercise a right or power under this Agreement will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

16.4. SEVERABILITY. If a court of competent jurisdiction renders any part of this Agreement invalid or

unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

16.5. INDEPENDENT CONTRACTORS. Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

16.6. HEADINGS AND SECTION REFERENCES. The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

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

16.8. NOTICES. Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address shown below by certified mail, return receipt

requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt:

Motorola Solutions, Inc.   Customer
7237 Church Ranch Blvd.
Westminster, CO 80021

Attn: Law Department   Attn:

16.9. COMPLIANCE WITH APPLICABLE LAWS. Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the System.

16.10. AUTHORITY TO EXECUTE AGREEMENT. Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the Parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

16.11. SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.6 (Motorola Software); Section 3.7 (Non-Motorola Software); if any payment obligations exist, Sections 5.1 and 5.2 (Contract Price and Invoicing and Payment); Subsection 9.7 (Disclaimer of Implied Warranties); Section 11 (Disputes); Section 14 (Limitation of Liability); and Section 15 (Confidentiality and Proprietary Rights); and all of the General provisions in Section 16.
The Parties hereby enter into this Agreement as of the Effective Date.

Motorola Solutions, Inc.   **Customer**

By: By:

Name: Name:

Title: Title:

Date: Date

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Exhibit A-1

Motorola Software License Agreement

This Software License Agreement ("Agreement") is between Motorola Solutions, Inc., ("Motorola"), and «ACCOUNT_NAME_FOR_MOTO_DOCUMENTS» ("Licensee").

For good and valuable consideration, the parties agree as follows:

Section 1   DEFINITIONS

1.1   "Designated Products" means products provided by Motorola or other suppliers to Licensee with which or for which the Software and Documentation is licensed for use.

"**Documentation**" means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

"**Open Source Software**" means software with either freely obtainable source code, license for modification, or permission for free distribution.

"**Open Source Software License**" means the terms or conditions under which the Open Source Software is licensed.

"**Primary Agreemen**t" means the agreement to which this exhibit is attached.

"**Security Vulnerability**" means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

"**Software**" (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term "Software" does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

Section 2   SCOPE

Motorola and Licensee enter into this Agreement in connection with Motorola's delivery of certain proprietary Software or products containing embedded or pre-loaded proprietary Software, or both. This Agreement contains the terms and conditions of the license Motorola is providing to Licensee, and Licensee's use of the Software and Documentation.

Section 3   GRANT OF LICENSE

3.1.   Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and nonexclusive license under Motorola's copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee's use of the Designated Products. This Agreement does not grant any rights to source code.

3.2.   If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source

Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; (ii) identify the Open Source Software and provide Licensee a copy of the applicable Open Source Software License (or specify where that license may be found); and, (iii) provide Licensee a copy of the Open Source Software source code, without charge, if it is publicly available (although distribution fees may be applicable).

3.3. If the Designated Products being acquired by Licensee include a Microsoft SQL Server or a Microsoft System Center Operations Manager, the Microsoft software for these Microsoft Products is sublicensed to Licensee from Motorola and is subject to additional Microsoft End-User License Agreement terms.

3.4 TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERSEDES THE SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

Section 4   LIMITATIONS ON USE

4.1. Licensee may use the Software only for Licensee's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited. Without limiting the general nature of these restrictions, Licensee will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

4.2. Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, backup, or disaster recovery purposes; *provided* that Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

4.3. Unless otherwise authorized by Motorola in writing, Licensee will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Designated Product; or (ii) copy onto or transfer Software installed in one unit of a Designated Product onto one other device. Licensee may temporarily transfer Software installed on a Designated Product to one other device if the Designated Product is inoperable or malfunctioning, if Licensee provides written notice to Motorola of the temporary transfer and identifies the device on which the Software is transferred. Temporary transfer of the Software to another device must be discontinued when the original Designated Product is returned to operation and the Software must be removed from the other device. Licensee must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

4.5. The license for Cityworks or Customer Service Request Software is for the use of the Software with the Designated System or for the specified number of Concurrent Users for which it was provided, the purpose for which it was designed and only for the application specific use covered by this Agreement, or

the Primary Agreement. This license does not allow access to the Software through other Designated Systems except as specifically permitted. "Concurrent User" means the maximum number of concurrent connections to Software authorized by this Agreement or the Primary Agreement at any one instance in time. "Designated System" means the computer hardware and operating system configuration specified in the Primary Agreement for which the Software is licensed for use. Additional Designated System licenses are required for communication with additional instances of a database or additional databases.

4.6.   Licensee will maintain, during the term of this Agreement and for a period of two years thereafter, accurate records relating to this license grant to verify compliance with this Agreement. Motorola or an independent third party ("Auditor") may inspect Licensee's premises, books and records, upon reasonable prior notice to Licensee, during Licensee's normal business hours and subject to Licensee's facility and security regulations. Motorola is responsible for the payment of all expenses and costs of the Auditor. Any information obtained by Motorola and the Auditor will be kept in strict confidence by Motorola and the Auditor and used solely for the purpose of verifying Licensee's compliance with the terms of this Agreement.

Section 5   OWNERSHIP AND TITLE

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola's processes or, provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

Section 6   LIMITED WARRANTY; DISCLAIMER OF WARRANTY

6.1.   The commencement date and the term of the Software warranty will be a period of one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first (the "Warranty Period"), except for application Software that is provided on a per unit basis, the warranty period for subsequent units licensed is the remainder, if any, of the initial warranty period or, if the initial warranty period has expired, the remainder, if any, of the term of the applicable Software Maintenance and Support Agreement. If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee's use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee's particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software.

6.2   Motorola's sole obligation to Licensee and Licensee's exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3.   Warranty claims are described in the Primary Agreement.
6.4.   The express warranties set forth in this Section 6 are in lieu of, and Motorola disclaims, any and

all other warranties (express or implied, oral or written) with respect to the Software or Documentation, including, without limitation, any and all implied warranties of condition, title, non-infringement, merchantability, or fitness for a particular purpose or use by Licensee (whether or not Motorola knows, has reason to know, has been advised, or is otherwise aware of any such purpose or use), whether arising by law, by reason of custom or usage of trade, or by course of dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.

Section 7   TRANSFERS

Licensee will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee paying all applicable license fees and agreeing to be bound by this Agreement. If Licensee transfers ownership of the Designated Products to a third party, Licensee may assign its right to use the Software embedded in or furnished for use with those products; provided that Licensee transfers all copies of the Software and Documentation to the transferee, and Licensee and the transferee sign a transfer form to be provided by Motorola upon request, obligating the transferee to be bound by this Agreement.

Section 8   TERM AND TERMINATION

8.1   Licensee's right to use the Software and Documentation will begin when the Primary Agreement is signed by both parties and will continue for the life of the Designated Products with which or for which the Software and Documentation have been provided by Motorola, unless Licensee breaches this Agreement, in which case this Agreement and Licensee's right to use the Software and Documentation may be terminated immediately upon notice by Motorola.

8.2   Within thirty (30) days after termination of this Agreement, Licensee must certify in writing to Motorola that all copies of the Software have been removed or deleted from the Designated Products and that all copies of the Software and Documentation have been returned to Motorola or destroyed by Licensee and are no longer in use by Licensee.

8.3   Licensee acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Software and Documentation and that Licensee's breach of this Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, Motorola may terminate this Agreement and be entitled to all available remedies at law or in equity (including immediate injunctive relief and repossession of all non-embedded Software and associated Documentation unless Licensee is a Federal agency of the United States Government).

Section 9   UNITED STATES GOVERNMENT LICENSING PROVISIONS

This Section applies if Licensee is the United States Government or a United States Government agency. Licensee's use, duplication or disclosure of the Software and Documentation under Motorola's copyrights or trade secret rights is subject to the restrictions set forth in subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19 (JUNE 1987), if applicable, unless they are being provided to the Department of Defense. If the Software and Documentation are being provided to the Department of Defense, Licensee's use, duplication, or disclosure of the Software and Documentation is subject to the restricted rights set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 (OCT 1988), if applicable. The Software and Documentation may or may not include a Restricted Rights notice, or other notice referring to this Agreement. The provisions of this Agreement will continue to apply, but only to the extent that they are consistent with the rights provided to the Licensee under the provisions of the FAR or DFARS mentioned above, as applicable to the particular procuring agency and procurement transaction.

Section 10   CONFIDENTIALITY

Licensee acknowledges that the Software and Documentation contain Motorola's valuable proprietary and Confidential Information and are Motorola's trade secrets, and that the provisions in the Primary Agreement concerning Confidential Information apply.

Section 11   LIMITATION OF LIABILITY

The Limitation of Liability provision is described in the Primary Agreement.

Section 12   NOTICES

Notices are described in the Primary Agreement.

Section 13   GENERAL

13.1. COPYRIGHT NOTICES. The existence of a copyright notice on the Software will not be construed as an admission or presumption of publication of the Software or public disclosure of any trade secrets associated with the Software.

13.2. COMPLIANCE WITH LAWS. Licensee acknowledges that the Software is subject to the laws and regulations of the United States and Licensee will comply with all applicable laws and regulations, including export laws and regulations of the United States. Licensee will not, without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

13.3. ASSIGNMENTS AND SUBCONTRACTING. Motorola may assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee.

13.4. GOVERNING LAW. This Agreement is governed by the laws of the United States to the extent that they apply and otherwise by the internal substantive laws of the State to which the Software is shipped if Licensee is a sovereign government entity, or the internal substantive laws of the State of Illinois if Licensee is not a sovereign government entity. The terms of the U.N. Convention on Contracts for the International Sale of Goods do not apply. In the event that the Uniform Computer Information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a party's performance under this Agreement, UCITA does not govern any aspect of this Agreement or any license granted under this Agreement, or any of the parties' rights or obligations under this Agreement. The governing law will be that in effect prior to the applicability of UCITA.

13.5. THIRD PARTY BENEFICIARIES. This Agreement is entered into solely for the benefit of Motorola and Licensee. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this Agreement.

13.6. SURVIVAL. Sections 4, 5, 6.4, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.7. ORDER OF PRECEDENCE. In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

13.8 SECURITY. Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 6 of this Agreement.

Exhibit A-2

Microsoft End User License Agreements

The Microsoft End User License Agreements are on the following pages.

MICROSOFT SOFTWARE LICENSE TERMS

MICROSOFT SQL SERVER 2017 IoT ENTERPRISE CORE

These license terms are an agreement between you and:

- the server manufacturer that distributes the software with the server; or
- the software installer that distributes the software with the server.

Please read them. They apply to the software included on the server, which includes the media on which you received the software, if any.

The terms also apply to any Microsoft

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply. If you obtain updates or supplements directly from Microsoft, Microsoft, and not the manufacturer or installer, licenses those to you. Printed paper license terms, which may come with the software, take place of any on-screen license terms.

BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE. INSTEAD, CONTACT THE MANUFACTURER OR INSTALLER TO DETERMINE ITS REFUND POLICY FOR A REFUND OR CREDIT.

IMPORTANT NOTICE: AUTOMATIC UPDATES TO PREVIOUS VERSIONS OF SQL SERVER. If this software is installed on servers or devices running any supported editions of SQL Server prior to SQL Server 2017 (or components of any of them) this software will automatically update and replace certain files or features within those editions with files from this software. This feature cannot be switched off. Removal of these files may cause errors in the software and the original files may not be recoverable. By installing this software on a server or device that is running such editions you consent to these updates in all such editions and copies of SQL Server (including components of any of them) running on that server or device.

The software enables Microsoft to collect telemetry by default. You may turn off telemetry at the Server and client levels by following the instructions at http://go.microsoft.com/fwlink/?LinkID=733886. There are separate controls to turn off telemetry at the Server level and the client level. If you turn off telemetry at the Server level only, Microsoft will collect telemetry through the client level unless you also turn off telemetry at the client level.

***

IF YOU COMPLY WITH THESE LICENSE TERMS, YOU HAVE THE RIGHTS BELOW FOR EACH SERVER YOU PROPERLY LICENSE.

1. **OVERVIEW.**

    1.1 **Software.** The software includes

    - server software, and
    - additional software that may only be used with the server software directly, or indirectly through other additional software.

    1.2 **License Model.** The software is licensed based on the number of physical and/or virtual

cores in the server.

1.3   Licensing Terminology.

- **Instance.** You create an "instance" of the software by executing the software's setup or install procedure. You also create an instance of the software by duplicating an existing instance. References to the "software" in this agreement include "instances" of the software.

- **Run an Instance.** You "run an instance" of the software by loading it into memory and executing one or more of its instructions. Once running, an instance is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.

- **Operating System Environment ("OSE").** An "operating system environment" or "OSE" is

  (i)   all or part of an operating system instance, or all or part of a virtual (or otherwise emulated) operating system instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights; and

  (ii) instances of applications, if any, configured to run on the operating system instance or part identified above.

  A physical hardware system can have either or both of the following:

  (i)   one physical operating system environment;

  (ii) one or more virtual operating system environments.

  A physical operating system environment is configured to run directly on a physical hardware system. The operating system instance used to run hardware virtualization software or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar technologies) is considered part of the physical operating system environment.

  A virtual operating system environment is configured to run on a virtual (or otherwise emulated) hardware system.

- **Server.** A server is a physical hardware system capable of running server software. A hardware partition or blade is considered to be a separate physical hardware system.

- **Physical Core.** A physical core is a core in a physical processor. A physical processor consists of one or more physical cores.

- **Hardware Thread.** A hardware thread is either a physical core or a hyper-thread in a physical processor.

- **Virtual Core.** A virtual core is the unit of processing power in a virtual (or otherwise emulated) hardware system. A virtual core is the virtual representation of one or more hardware threads. Virtual OSEs use one or more virtual cores.

- **Assigning a License.** To assign a license is to designate that license to a server.

2. USE RIGHTS.

2.1   Licensing a Server. The manufacturer or installer has determined a certain number of server software licenses and assigned those licenses to the server with which the software was distributed. Before you run instances of the server software on the server, you must determine the number of software licenses required based on the options described below. You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server

software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.2 **Determining the Number of Licenses Required.** You have two license options:

(a) Physical Cores on a Server. You may license based on all of the physical cores on the server. If you choose this option, the number of licenses required equals the number of physical cores on the server subject to a minimum of four licenses per processor.

(b) Individual Virtual OSE. You may license based on the virtual OSEs within the server in which you run the server software. If you choose this option, for each virtual OSE in which you run the server software, you need a number of licenses equal to the number of virtual cores in the virtual OSE, subject to a minimum requirement of four licenses per virtual OSE. In addition, if any of these virtual cores is at any time mapped to more than one hardware thread, you need a license for each additional hardware thread mapped to that virtual core. Those licenses count toward the minimum requirement of four licenses per virtual OSE.

2.3 **Assignment of the Required Number of Licenses to the Server.**

(a) The software license is permanently assigned to the server with which you acquired the software. That server is considered the "licensed server" for such license. You may not assign a license to more than one server. A hardware partition or blade is considered a separate server.

(b) You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.4 **Running Instances of the Server Software.** Your right to run instances of the server software depends on the option chosen to determine the number of software licenses required:

(a) Physical Cores on a Server. For each server that is assigned licenses as provided in Section 2.2(a), you may run on the licensed server any number of instances of the server software in a number of physical and/or virtual OSEs equal to the number of licenses assigned to that server. Thereafter, for each additional license that you assign to the licensed server under section 2.2(a), you may run instances of the server software in an additional OSE on that licensed server.

(b) Individual Virtual OSE. For each virtual OSE that is assigned licenses as provided in section 2.2(b), you have the right to run any number of instances of the server software in that virtual OSE.

2.5 **Alternative Versions and Editions.** In place of any permitted instance, you may create, store and use an instance of any earlier version or lower edition.

This agreement applies to your use of these other versions or editions in this manner. If the earlier version or edition includes components not covered in this agreement, the terms that are associated with those components in the earlier version or edition apply to your use of them. Neither the manufacturer or installer, nor Microsoft is obligated to supply any prior or different versions or editions of the software to you.

The software may include more than one version, such as 32-bit and 64-bit. For each instance of the software that you are permitted to create, store and run, you may use either version.

2.6 **Running Instances of the Additional Software.** You may run or otherwise use any

number of instances of the additional software listed below in physical or virtual operating system environments on any number of devices. You may use the additional software only with the server software directly, or indirectly through other additional software.

- Client Tools Connectivity
- Documentation Components

2.7 **Creating and Storing Instances on Your Servers or Storage Media.** You have the additional rights listed below for each software license you acquire.

(a) You may create any number of instances of the server software and additional software.

(b) You may store instances of the server software and additional software on any of your servers or storage media.

(c) You may create and store instances of the server software and additional software solely to exercise your right to run instances of the server software under any of your software licenses as described (e.g., you may not distribute instances to third parties).

3. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

3.1 **Specific Use.** The manufacturer or installer designed this server for a specific use. You may only use the software for that use

You may only use the software with the integrated software application or suite of applications installed by the manufacturer or installer on the system ("Integrated Application").

You may not use the software to support additional software programs or functions, other than utilities or similar software used solely for administration, performance enhancement, and preventative maintenance for this server.

3.2 **Maximum Instances.** The software or your hardware may limit the number of instances of the server software that can run in physical or virtual OSEs on the server.

3.3 **Multiplexing.** Hardware or software you use to

- pool connections,
- reroute information, or
- reduce the number of devices or users that directly access or use the software (sometimes referred to as "multiplexing" or "pooling"),

does not reduce the number of licenses of any type that you need.

3.4 **No Separation of Server Software.** You may not separate the server software for use in more than one OSE under a single license, unless expressly permitted. This applies even if the OSEs are on the same physical hardware system.

3.5 **SQL Server Reporting Services Map Report Item.** Reporting Services Map Item may use Bing Maps. You may only use the content provided through Bing Maps, including geocodes, within Reporting Services Map Item. Your use of Bing Maps is also governed by the Bing Maps End User Terms of Use available at http://go.microsoft.com/?linkid=9710837 and the Bing Maps Privacy Statement available at http://go.microsoft.com/fwlink/?LinkID=248686.

3.6 **Included Microsoft Programs.** The software includes other Microsoft programs listed at http://go.microsoft.com/fwlink/?LinkID=298186. Microsoft is making these programs available to you as a convenience only, and these programs are licensed and supported under their own separate terms and policies. You may only use these programs in conjunction with the software licensed here. If you do not agree to the license terms for these programs, you may not use them.

3.7 **Runtime-Restricted Use Software.** The software is "Runtime Restricted Use" software.

You may only use the software to run the Integrated Application. You may not use the software to develop new applications, databases, or tables. You also may not use the software with existing applications, databases, or tables, other than those in the Integrated Application. You may, to configure or extend the Integrated Application, use a tool to run queries or reports from existing tables, or use a development environment or workbench that is part of the Integrated Application.

4. **THIRD PARTY NOTICES.** The software may include third party components with separate legal notices or governed by other agreements, as may be described in the ThirdPartyNotices file accompanying the software. Even if such components are governed by other agreements, the disclaimers and the limitations on and exclusions of damages below also apply.

5. **PRODUCT KEYS.** The software requires a key to install or access it. You are responsible for use of the keys assigned to you. You may not share the keys with third parties. You may not use keys assigned to third parties.

6. **INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. It may change or cancel them at any time.

7. **BENCHMARK TESTING.** You must obtain Microsoft's prior written approval to disclose to a third party the results of any benchmark test of the software.

8. **.NET FRAMEWORK SOFTWARE.** The software contains Microsoft .NET Framework software. This software is part of Windows. The license terms for Windows apply to your use of the .NET Framework software.

9. **SCOPE OF LICENSE.** The software is licensed, not sold. Unless applicable law gives you more rights, Microsoft reserves all other rights not expressly granted under this agreement, whether by implication, estoppel or otherwise. You may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may not

- work around any technical limitations in the software;

- reverse engineer, decompile or disassemble the software, or otherwise attempt to derive the source code for the software except, and only to the extent: (i) permitted by applicable law, despite this limitation or (ii) required to debug changes to any libraries licensed under the GNU Lesser Public License that are included with and linked to by the software; make more copies of the software than specified in this agreement or allowed by applicable law, despite this limitation;

- publish the software, including any application programming interfaces included in the software, for others to copy;

- share or otherwise distribute documents, text or images created using the software Data Mapping Services features;

- rent, lease or lend the software; or

- use the software for commercial software hosting services.

You also may not remove, minimize, block or modify any logos, trademarks, copyright, digital watermarks, or other notices of Microsoft or its suppliers that are included in the software, including any content made available to you through the software.

Rights to access the software on any device do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access that device.

10. **CANADA.** You may stop receiving updates by turning off the automatic update feature or by

turning off Internet access. Refer to the product documentation to learn how to turn off updates for your specific device or software.

11. **BACKUP COPY, SECONARY BOOT COPY, AND RECOVERY COPY.**

    11.1   **Back up Copy.** You may make one backup copy of the software media. You may use it only to create instances of the software.

    11.2   **Recovery Copy.** You may use recovery copy solely to repair or reinstall the server software on the server.

12. **DOCUMENTATION.** Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes.

13. **RESTRICTED USE.** The Microsoft software was designed for systems that do not require fault-tolerant performance. You may not use the Microsoft software in any device or system in which a failure or fault of any kind of the software could reasonably be seen to lead to death or serious bodily injury of any person, or to severe physical or environmental damage.

14. **LEASED HARDWARE.** If you lease the server from the manufacturer or installer, the following additional terms shall apply

    (a) you may not transfer the software to another user as part of the transfer of the server, whether or not a permanent transfer of the software with the server is otherwise allowed in these license terms;

    (b) your rights to any software upgrades shall be determined by the lease you signed for the server; and

    (c) you may not use the software after your lease terminates, unless you purchase the server from the manufacturer or installer.

15. **GENUINE PROOF OF LICENSE.** If you acquired the software on the server, a disc, or other media, a genuine Certificate of Authenticity label with a genuine copy of the software identifies the licensed software. To be valid, this label must be affixed to the server or appear on the manufacturer's or installer's software packaging. Certificate of Authenticity labels for additional licenses will be affixed to packaging by the manufacturer or installer. If you receive the label in any other manner, it is invalid. You should keep the label on the server or retain any labels on the packaging to prove that you are licensed to use the software. To identify genuine Microsoft software, see www.howtotell.com.

16. **TRANSFER TO A THIRD PARTY.** You may transfer the software only with the licensed server, all Certificate of Authenticity label(s), any additional licenses included with the server, and this agreement directly to a third party. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software. You may not retain any instances of the software unless you also retain another license for the software. The provisions of this section do not apply if you acquired the software as a consumer in Germany or in any of the countries listed on this site (aka.ms/transfer), in which case any transfer of the software to a third party, and the right to use it, must comply with applicable law.

17. **EXPORT RESTRICTIONS.** The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting.

18. **SUPPORT SERVICES.** Contact the manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft provides support as described at www.support.microsoft.com/common/international.aspx.

19. **ENTIRE AGREEMENT.** This agreement (including the warranty below), and the terms for supplements, updates, Internet-based services and support services that you use, are the entire

agreement for the software and support services.

20. **APPLICABLE LAW.**

    20.1   **United States.** If you acquired the software in the United States, Washington state law governs the interpretation of this agreement and applies to claims for breach of it, regardless of conflict of laws principles. The laws of the state where you live govern all other claims, including claims under state consumer protection laws, unfair competition laws, and in tort.

    20.2   **Outside the United States.** If you acquired the software in any other country, the laws of that country apply.

21. **LEGAL EFFECT.** This agreement describes certain legal rights. You may have other rights under the laws of your state or country. You may also have rights with respect to the party from whom you acquired the software. This agreement does not change your rights under the laws of your state or country if the laws of your state or country do not permit it to do so.

22. **NO WARRANTIES FOR THE SOFTWARE.** The software is provided "as is". You bear all risks of using it. Microsoft gives no express warranties, guarantees, or conditions. Any warranties you receive regarding the device or the software do not originate from, and are not binding on, Microsoft, or its affiliates. When allowed by your local laws, the manufacturer or installer and Microsoft exclude implied warranties of merchantability, fitness for a particular purpose and non-infringement.

23. **LIMITATION ON AND EXCLUSION OF DAMAGES. EXCEPT FOR ANY REFUND THE MANUFACTURER OR INSTALLER MAY PROVIDE, YOU CANNOT RECOVER ANY DAMAGES, INCLUDING CONSEQUENTIAL, LOST PROFITS, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES.**

This limitation applies to

- anything related to the software, services, content (including code) on third party Internet sites, or third party programs, and

- claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law.

It also applies even if

- repair, replacement or a refund for the software does not fully compensate you for any losses, or

- the manufacturer or installer, or Microsoft knew or should have known about the possibility of the damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. They also may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

24. **FOR AUSTRALIA ONLY.** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being replaced. Refurbished parts may be used to repair the goods.

For further information regarding this warranty and to claim expenses in relation to the warranty (if applicable), please contact the manufacturer or installer; see the contact information provided in the system packaging.

MICROSOFT SOFTWARE LICENSE TERMS

MICROSOFT SQL SERVER 2017 IoT STANDARD

These license terms are an agreement between you and:

- the server manufacturer that distributes the software with the server; or

- the software installer that distributes the software with the server.

Please read them. They apply to the software included on the server, which includes the media on which you received the software, if any.

The terms also apply to any Microsoft

- updates,

- supplements,

- Internet-based services, and

- support services

for this software, unless other terms accompany those items. If so, those terms apply. If you obtain updates or supplements directly from Microsoft, Microsoft, and not the manufacturer or installer, licenses those to you. Printed paper license terms, which may come with the software, take place of any on-screen license terms.

BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE. INSTEAD, CONTACT THE MANUFACTURER OR INSTALLER TO DETERMINE ITS REFUND POLICY FOR A REFUND OR CREDIT.

IMPORTANT NOTICE: AUTOMATIC UPDATES TO PREVIOUS VERSIONS OF SQL SERVER. If this software is installed on servers or devices running any supported editions of SQL Server prior to SQL Server 2017 (or components of any of them) this software will automatically update and replace certain files or features within those editions with files from this software. This feature cannot be switched off. Removal of these files may cause errors in the software and the original files may not be recoverable. By installing this software on a server or device that is running such editions you consent to these updates in all such editions and copies of SQL Server (including components of any of them) running on that server or device.

The software enables Microsoft to collect telemetry by default. You may turn off telemetry at the Server and client levels by following the instructions at http://go.microsoft.com/fwlink/?LinkID=733886. There are separate controls to turn off telemetry at the Server level and the client level. If you turn off telemetry at the Server level only, Microsoft will collect telemetry through the client level unless you also turn off telemetry at the client level.

<div align="center">***</div>

IF YOU COMPLY WITH THESE LICENSE TERMS, YOU HAVE THE RIGHTS BELOW FOR EACH SERVER YOU PROPERLY LICENSE.

1. **OVERVIEW.**

    1.1   **Software.** The software includes

    - server software, and

    - additional software that may only be used with the server software directly, or indirectly through other additional software.

    1.2   **License Model.** The software is licensed based on either the:

    (a) Core License Model – the number of physical and/or virtual cores in the server; or

(b) Server + Client – the number of operating system environments (OSEs) in which the server software is run, and the number of devices and users that access instances of the server software.

1.3   Licensing Terminology.

- **Instance.** You create an "instance" of the software by executing the software's setup or install procedure. You also create an instance of the software by duplicating an existing instance. References to the "software" in this agreement include "instances" of the software.

- **Run an Instance.** You "run an instance" of the software by loading it into memory and executing one or more of its instructions. Once running, an instance is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.

- **Operating System Environment ("OSE").**

  An "operating system environment" or "OSE" is

  (i)   all or part of an operating system instance, or all or part of a virtual (or otherwise emulated) operating system instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights; and

  (ii) instances of applications, if any, configured to run on the operating system instance or parts identified above.

  A physical hardware system can have either or both of the following:

  (i)   one physical operating system environment;

  (ii) one or more virtual operating system environments.

  A physical operating system environment is configured to run directly on a physical hardware system. The operating system instance used to run hardware virtualization software or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar technologies) is considered part of the physical operating system environment.

  A virtual operating system environment is configured to run on a virtual (or otherwise emulated) hardware system.

- **Server.** A server is a physical hardware system capable of running server software. A hardware partition or blade is considered to be a separate physical hardware system.

- **Physical Core.** A physical core is a core in a physical processor. A physical processor consists of one or more physical cores.

- **Hardware Thread.** A hardware thread is either a physical core or a hyper-thread in a physical processor.

- **Virtual Core.** A virtual core is the unit of processing power in a virtual (or otherwise emulated) hardware system. A virtual core is the virtual representation of one or more hardware threads. Virtual OSEs use one or more virtual cores.

- **Assigning a License.** To assign a license is to designate that license to a server, device or user as indicated below.

2. USE RIGHTS FOR CORE LICENSE MODEL.

2.1   Licensing a Server.
The manufacturer or installer has determined a certain number of server software licenses and assigned those licenses to the server with which the software was distributed. Before you run instances of the server software on a server, you must determine the number of software licenses required based on the options described below.

You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.2 **Determining the Number of Licenses Required.** You have two license options:

(a) **Physical Cores on a Server.** You may license based on all of the physical cores on the server. If you choose this option, the number of licenses required equals the number of physical cores on the server subject to a minimum of four licenses per processor.

(b) **Individual Virtual OSE.** You may license based on the virtual OSEs within the server in which you run the server software. If you choose this option, for each virtual OSE in which you run the server software, you need a number of licenses equal to the number of virtual cores in the virtual OSE, subject to a minimum requirement of four licenses per virtual OSE. In addition, if any of these virtual cores is at any time mapped to more than one hardware thread, you need a license for each additional hardware thread mapped to that virtual core. Those licenses count toward the minimum requirement of four licenses per virtual OSE.

2.3 **Assignment of the Required Number of Licenses to the Server.**

(a) The software licenses are permanently assigned to the server with which you acquired the software. That server is considered the "licensed server" for such license. You may not assign a license to more than one server. A hardware partition or blade is considered a separate server.

(b) You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.4 **Running Instances of the Server Software.** Your right to run instances of the server software depends on the option chosen to determine the number of software licenses required:

(a) **Physical Cores on a Server.** For each server that is assigned licenses as provided in Section 2.2(a), you may run on the licensed server any number of instances of the server software in the physical OSE.

(b) **Individual Virtual OSEs.** For each virtual OSE that is assigned licenses as provided in section 2.2(b), you have the right to run any number of instances of the software in that virtual OSE.

2.5 **No Client Access Licenses (CALs) Required for Access.** Under this core license model, you do not need CALs for users or devices to access your instances of the server software.

3. USE RIGHTS FOR SERVER + CLIENT ACCESS LICENSE MODEL

3.1 **Assignment of the License to the Server.**

(a) The software license is permanently assigned to the server with which you acquired the software. That server is considered the "licensed server" for such license. You may not assign the same license to more than one server, but you may assign other software licenses to the same server. A hardware partition or blade is considered to be a separate server.

(b) You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

3.2 **Creating and Storing Instances on Your Servers or Storage Media**. You have the additional rights listed below for each software license you acquire.

(a) You may create any number of instances of the server software and additional software.

(b) You may store instances of the server software and additional software on any of your servers or storage media.

(c) You may create and store instances of the server software and additional software solely to exercise your right to run instances of the server software under any of your software licenses as described (e.g., you may not distribute instances to third parties).

3.3 **Client Access Licenses (CALs)**.

(a) Initial Assignment of CALs. You must acquire and assign a SQL Server 2017 CAL to each device or user that accesses your instances of the server software directly or indirectly. A hardware partition or blade is considered to be a separate device.

- You do not need CALs for any of your servers licensed to run instances of the server software.

- You do not need CALs for up to two devices or users to access your instances of the server software only to administer those instances.

- Your CALs permit access to your instances of earlier versions, but not later versions, of the server software. If you are accessing instances of an earlier version, you may also use CALs corresponding to that version.

(b) Types of CALs. There are two types of CALs: one for devices and one for users. Each device CAL permits one device, used by any user, to access instances of the server software on your licensed servers. Each user CAL permits one user, using any device, to access instances of the server software on your licensed servers. You may use a combination of device and user CALs.

(c) Reassignment of CALs. You may

- permanently reassign your device CAL from one device to another, or your user CAL from one user to another; or

- temporarily reassign your device CAL to a loaner device while the first device is out of service, or your user CAL to a temporary worker while the user is absent.

4. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

4.1 **Specific Use.** The manufacturer or installer designed this server for a specific use. You may only use the software for that use.

You may only use the software with the integrated software application or suite of applications installed by the manufacturer or installer on the system ("Integrated Application").

You may not use the software to support additional software programs or functions, other than utilities or similar software used solely for administration, performance enhancement, and preventative maintenance for this server.

4.2 **Alternative Versions and Editions.** In place of any permitted instance, you may create,

store and use an instance of any earlier version or lower edition.

This agreement applies to your use of these other versions or editions in this manner. If the earlier version or edition includes components not covered in this agreement, the terms that are associated with those components in the earlier version or edition apply to your use of them. Neither the manufacturer or installer, nor Microsoft is obligated to supply any prior or different versions or editions of the software to you.

The software may include more than one version, such as 32-bit and 64-bit. For each instance of the software that you are permitted to create, store and run, you may use either version.

4.3   **Maximum Instances.** The software or your hardware may limit the number of instances of the server software that can run in physical or virtual OSEs on the server.

4.4   **Running Instances of the Additional Software.** You may run or otherwise use any number of instances of the additional software listed below in physical or virtual OSEs on any number of devices. You may use the additional software only with the server software directly, or indirectly through other additional software.

- Client Tools Connectivity

- Documentation Components

4.5   **Creating and Storing Instances on Your Servers or Storage Media**. You have the additional rights listed below for each software license you acquire.

(a) You may create any number of instances of the server software and additional software.

(b) You may store instances of the server software and additional software on any of your servers or storage media.

(c) You may create and store instances of the server software and additional software solely to exercise your right to run instances of the server software under any of your software licenses as described (e.g., you may not distribute instances to third parties).

4.6   **Multiplexing.** Hardware or software you use to

- pool connections,

- reroute information, or

- reduce the number of devices or users that directly access or use the software (sometimes referred to as "multiplexing" or "pooling"),

does not reduce the number of licenses of any type that you need.

4.7   **No Separation of Server Software.** You may not separate the server software for use in more than one OSE under a single license, unless expressly permitted. This applies even if the OSEs are on the same physical hardware system.

4.8   **SQL Server Reporting Services Map Report Item.** Reporting Services Map Item may use Bing Maps. You may only use the content provided through Bing Maps, including geocodes, within Reporting Services Map Item. Your use of Bing Maps is also governed by the Bing Maps End User Terms of Use available at http://go.microsoft.com/?linkid=9710837 and the Bing Maps Privacy Statement available at http://go.microsoft.com/fwlink/?LinkID=248686.

4.9   **Included Microsoft Programs.** The software includes other Microsoft programs listed at http://go.microsoft.com/fwlink/?LinkID=298186. Microsoft is making these programs available to you as a convenience only, and these programs are licensed and supported under their own separate terms and policies. You may only use these programs in conjunction with the software licensed here. If you do not agree to the license terms for these programs, you may not use them.

4.10   **Runtime-Restricted Use Software.** The software is "Runtime Restricted Use" software. You may only use the software to run the Integrated Application. You may not use the software to develop new applications, databases, or tables. You also may not use the software with existing applications, databases, or tables, other than those in the Integrated Application. You may, to configure or extend the Integrated Application, use a tool to run queries or reports from existing tables, or use a development environment or workbench that is part of the Integrated Application.

5. **THIRD PARTY NOTICES.** The software may include third party components with separate legal notices or governed by other agreements, as may be described in the ThirdPartyNotices file accompanying the software. Even if such components are governed by other agreements, the disclaimers and the limitations on and exclusions of damages below also apply.

6. **PRODUCT KEYS.** The software requires a key to install or access it. You are responsible for use of the keys assigned to you. You may not share the keys with third parties. You may not use keys assigned to third parties.

7. **INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. It may change or cancel them at any time.

8. **BENCHMARK TESTING.** You must obtain Microsoft's prior written approval to disclose to a third party the results of any benchmark test of the software.

9. **.NET FRAMEWORK SOFTWARE.** The software contains Microsoft .NET Framework software. This software is part of Windows. The license terms for Windows apply to your use of the .NET Framework software.

10. **CANADA.** You may stop receiving updates by turning off the automatic update feature or by turning off Internet access. Refer to the product documentation to learn how to turn off updates for your specific device or software.

11. **SCOPE OF LICENSE.** The software is licensed, not sold. Unless applicable law gives you more rights, Microsoft reserves all other rights not expressly granted under this agreement, whether by implication, estoppel or otherwise. You may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may not

- work around any technical limitations in the software;

- reverse engineer, decompile or disassemble the software, or otherwise attempt to derive the source code for the software except, and only to the extent: (i) permitted by applicable law, despite this limitation or (ii) required to debug changes to any libraries licensed under the GNU Lesser Public License that are included with and linked to by the software; make more copies of the software than specified in this agreement or allowed by applicable law, despite this limitation;

- publish the software, including any application programming interfaces included in the software, for others to copy;

- share or otherwise distribute documents, text or images created using the software Data Mapping Services features;

- rent, lease or lend the software; or

- use the software for commercial software hosting services.

You also may not remove, minimize, block or modify any logos, trademarks, copyright, digital watermarks, or other notices of Microsoft or its suppliers that are included in the software, including any content made available to you through the software.

Rights to access the software on any device do not give you any right to implement Microsoft patents

or other Microsoft intellectual property in software or devices that access that device.

12. **BACKUP COPY, SECONDARY BOOT COPY, AND RECOVERY COPY.**

  12.1 **Back Up Copy.** You may make one backup copy of the software media. You may use it only to create instances of the software.

  12.2 **Recovery Copy.** You may use recovery a copy solely to repair or reinstall the server software on the server

13. **DOCUMENTATION.** Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes.

14. **RESTRICTED USE.** The Microsoft software was designed for systems that do not require fault-tolerant performance. You may not use the Microsoft software in any device or system in which a failure or fault of any kind of the software could reasonably be seen to lead to death or serious bodily injury of any person, or to severe physical or environmental damage.

15. **LEASED HARDWARE.** If you lease the server from the manufacturer or installer, the following additional terms shall apply:

  (a) you may not transfer the software to another user as part of the transfer of the server, whether or not a permanent transfer of the software with the server is otherwise allowed in these license terms;

  (b) your rights to any software upgrades shall be determined by the lease you signed for the server; and

  (c) you may not use the software after your lease terminates, unless you purchase the server from the manufacturer or installer.

16. **GENUINE PROOF OF LICENSE.** If you acquired the software on the server, a disc or other media, a genuine Certificate of Authenticity label with a genuine copy of the software identifies the licensed software. To be valid, this label must be affixed to the server or appear on manufacturer's or installer's software packaging Certificate of Authenticity labels for additional licenses will be affixed to packaging by the manufacturer or installer. If you receive the label in any other manner, it is invalid. You should keep the label on the server or retain any labels on the packaging to prove that you are licensed to use the software. To identify genuine Microsoft software, see www.howtotell.com.

17. **TRANSFER TO A THIRD PARTY.** You may transfer the software only with the licensed server, all Certificate of Authenticity label(s), any additional licenses included with the server, and this agreement directly to a third party. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software. You may not retain any instances of the software unless you also retain another license for the software.

The provisions of this section do not apply if you acquired the software as a consumer in Germany or in any of the countries listed on this site (aka.ms/transfer), in which case any transfer of the software to a third party, and the right to use it, must comply with applicable law.

18. **EXPORT RESTRICTIONS.** The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting.

19. **SUPPORT SERVICES.** Contact the manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft provides support as described at www.support.microsoft.com/common/international.aspx.

20. **ENTIRE AGREEMENT.** This agreement (including the warranty below), and the terms for supplements, updates, Internet-based services and support services that you use, are the entire agreement for the software and support services.

21. APPLICABLE LAW.

21.1 **United States.** If you acquired the software in the United States, Washington state law governs the interpretation of this agreement and applies to claims for breach of it, regardless of conflict of laws principles. The laws of the state where you live govern all other claims, including claims under state consumer protection laws, unfair competition laws, and in tort.

21.2 **Outside the United States.** If you acquired the software in any other country, the laws of that country apply.

22. LEGAL EFFECT.
This agreement describes certain legal rights. You may have other rights under the laws of your state or country. You may also have rights with respect to the party from whom you acquired the software. This agreement does not change your rights under the laws of your state or country if the laws of your state or country do not permit it to do so.

23. NO WARRANTIES FOR THE SOFTWARE.
The software is provided "as is". You bear all risks of using it. Microsoft gives no express warranties, guarantees, or conditions. Any warranties you receive regarding the device or the software do not originate from, and are not binding on, Microsoft, or its affiliates. When allowed by your local laws, the manufacturer or installer and Microsoft exclude implied warranties of merchantability, fitness for a particular purpose and non-infringement.

24. LIMITATION ON AND EXCLUSION OF DAMAGES. EXCEPT FOR ANY REFUND THE MANUFACTURER OR INSTALLER MAY PROVIDE, YOU CANNOT RECOVER ANY DAMAGES, INCLUDING CONSEQUENTIAL, LOST PROFITS, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES.

This limitation applies to

- anything related to the software, services, content (including code) on third party Internet sites, or third party programs, and

- claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law.

It also applies even if

- repair, replacement or a refund for the software does not fully compensate you for any losses, or

- the manufacturer or installer, or Microsoft knew or should have known about the possibility of the damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. They also may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

25. FOR AUSTRALIA ONLY.
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being replaced. Refurbished parts may be used to repair the goods. For further information regarding this warranty and to claim expenses in relation to the warranty (if applicable), please contact the manufacturer or installer; see the contact information provided in the system packaging.

(For ISV Royalty Program Only)

Microsoft System Center[1] **2016 Standard** _____[2]

Microsoft System Center 2016 Datacenter __✕__[2]

Microsoft System Center Configuration Manager 1606_____[2]

Microsoft System Center 2016 Data Protection Manager _____[2]

Microsoft System Center 2016 Operations Manager _____[2]

Microsoft System Center 2016 Service Manager _____[2]

Microsoft System Center 2016 Orchestrator _____[2]

Licenses: ___96___ **Management Licenses:** _____[3]

END-USER LICENSE AGREEMENT

These license terms are an agreement between you and the licensor of the software application or suite of applications with which you acquired the Microsoft software ("Licensor"). Microsoft Corporation or one of its affiliates (collectively, "Microsoft") has licensed the software to the Licensor.

These terms supersede any electronic terms which may be contained within the software. If any of the terms contained within the software conflict with these terms, these terms will control. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft

- updates,
- supplements, and
- Internet-based services

for this software, unless other terms accompany those items. If so, those terms apply.

By using the software, you accept these terms. If you do not accept them, do not use the software. Instead, return it to place of purchase for a refund or credit.

As described below, using some features also operates as your consent to automatic updates and the transmission of certain standard computer information for Internet-based services.

If you comply with these license terms, you have the rights below for each software license you acquire.

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[1] **LICENSOR:** These terms include Microsoft trademarks. If you include a trademark footnote in the End User License Agreement for the Unified Solution to give notice of your own trademarks or other third party trademarks, then add the following wording to your trademark footnote: "*All other trademarks are the property of their respective owners.*"

[2] **LICENSOR:** For "Academic Edition" licensed software, please specify the name. For example: Microsoft® System Center Configuration Manager 1606 Edition and Academic Edition.

[3] **LICENSOR:** Specify the total number of management licenses of the software that the end-user is licensed for under this agreement.

1. **OVERVIEW.**

   a. **Software.** The software includes

      - Server Software; and

      - Additional Software that may only be used with the Server Software directly, or indirectly through other Additional Software.

   b. **Definitions.**

      Additional Software which includes but is not limited to, tools and System Center packs (such as Management Packs, Process Packs, and Integration Packs), that may only be used with the Server Software.

      Hyper-V Container is a feature of Windows Server that utilizes a virtual operating system environment. Each Hyper-V Container is considered to be one Virtual OSE.

      Server. A server is a physical hardware system capable of running server software. A hardware partition or blade is considered to be a separate physical hardware system.

      Server Software. "Server Software", as used in these license terms, means any or all of the components of System Center 2016 Standard, System Center 2016 Datacenter, System Center Configuration Manager 1606, System Center 2016 Data Protection Manager, System Center 2016 Operations Manager, System Center 2016 Service Manager, or System Center 2016 Orchestrator, depending on which software license(s) you acquire.

      Windows Server Container is a feature of Windows Server software.

   c. **License Model.** The software is licensed based on the number of physical and virtual operating system environments you manage, the physical hardware and, in some cases, the number of users who use them.

   d. **Licensing Terminology.**

      i. **Assigning a License.** To assign a license means simply to designate that license to one server, device, or user.

      ii. **Instance.** You create an "instance" of software by executing the software's setup or install procedure. You also create an instance of software by duplicating an existing instance. References to software in this agreement include "instances" of the software. You "run an instance" of software by loading it into memory and executing one or more of its instructions. Once running, an instance is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.

      iii. **Operating System Environment.** An "operating system environment" (or "OSE") is

         - all or part of an operating system instance, or all or part of a virtual (or otherwise emulated) operating system instance, which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights, and

         - instances of applications, if any, configured to run on the operating system instance or parts identified above.

      There are two types of OSEs, physical and virtual. A physical OSE is configured to run directly on a physical hardware system. The operating system instance used to run hardware virtualization software (e.g., Microsoft Hyper-V Server or similar technologies) or to provide hardware virtualization services (e.g., Microsoft virtualization technology or similar technologies) is considered part of the physical OSE. A virtual OSE is configured to run on a virtual (or otherwise emulated) hardware system. A physical hardware system can have either or both of: one physical OSE and one or more virtual OSEs.

iv. **Managing OSEs**. For purposes of these license terms, to "manage" an OSE means to

- solicit or receive data about,

- configure, or

- give instructions to the hardware or software that is directly or indirectly associated with the OSE.

"Managing" an OSE does not include discovering the presence of a device or OSE.

2. USE RIGHTS.

Acquiring and Assigning Management Licenses.

a. Before you use the Server Software to manage your OSEs, you must acquire and assign the required number of the appropriate category, type or edition of management licenses as described below.

i. **Categories of Management Licenses.** There are two categories of management licenses: server and client. The category of license required depends on the operating system software running within an OSE. OSEs running server operating system software require server management licenses. OSEs running any other operating system software require client management licenses.

ii. **Server Management Licenses.** There is one type of server management license: OSE, and two editions: Standard and Datacenter. An OSE server management license permits you to use the Server Software to manage the number of OSEs corresponding to its edition. All of the server management licenses you assign to a server must be of the same edition. Your server management licenses do not permit management of any OSE running a non-server operating system.

A. **System Center 2016 Standard**. The number of OSE server management licenses you need depends on the number of physical cores on the server on which your managed OSEs will run and the number of OSEs you will manage on that server.

I. The number of Licenses required equals the number of Physical Cores on the Licensed Server, subject to a minimum of 8 Licenses per Physical Processor and a minimum of 16 Licenses per Server.

II. Provided you acquire and assign to your server the required number of Standard edition server management licenses, as specified in 2.a.ii.A.I above, you may manage two OSEs on the licensed server. Standard edition permits management of the Physical OSE on the Licensed Server (in addition to two Virtual OSEs), if the Physical OSE is used solely to host and Manage Virtual OSEs. Additionally, you may manage any number of OSEs instantiated as Windows Server Containers on that server.

You may assign additional Standard edition Licenses to the Licensed Server equal to the number specified in 2.a.ii.A.I above and manage two additional OSEs.

B. **System Center 2016 Datacenter**. The number of OSE server management licenses you need depends on the number of physical cores on the server on which your managed OSEs will run. The number of Licenses required equals the number of Physical Cores on the Licensed Server, subject to a minimum of 8 Licenses per Physical Processor and a minimum of 16 Licenses per Server.

Provided you acquire and assign to your server the required number of Datacenter edition server management licenses, as described above, you may manage any number of OSEs on that server. Additionally, you may manage any number of OSEs instantiated as Windows Server Containers on that server.

iii. **Client Management Licenses.** Client Management Licenses include System Center Configuration Manager 1606 Client Management License, System Center 2016 Data Protection Manager Client Management License, System Center 2016 Operations Manager Client Management License, System Center 2016 Service Manager Client Management License, and System Center 2016 Orchestrator Client Management License. There are two types of client management licenses: one for managed OSEs and one for users. You may choose either type or a combination of both. Your client management licenses do not permit management of any OSE running a server operating system.

- OSE Client Management Licenses.

  o One OSE Client Management License permits you to use the Server Software to manage one OSE.

  o Each OSE Client Management License you acquire must be assigned to the device on which your managed OSE will run.

  o Management of an OSE accessed by more than one user requires one OSE Client Management License or one User Client Management License for each user.

- User Client Management Licenses.

  o One User Client Management license permits you to use the Server Software to manage all of the OSEs used by the user to whom it is assigned.

  o Each User Client Management License you acquire must be assigned to one user.

  o Management of an OSE accessed by more than one user requires one OSE Client Management License or one User Client Management License for each user.

iv. **Management Licenses Not Required.** You do not need a management license for

- any of your OSEs in which no instances of software are running,

- any of your network infrastructure devices functioning solely for the purpose of transmitting network data and not running Windows Server software,

- any OSEs you are converting from physical to virtual during the conversion process, or

- any of your devices for which you are exclusively performing out of band management.

- any device solely monitored or managed for the status of its hardware components with respect to system temperature, fan speed, power on/off, system reset or CPU availability.

v. **Reassignment of Management Licenses.** You may

- permanently reassign a management license from one device to another or from one user to another; or

- temporarily reassign a management license to a loaner device while the first device is out of service or a temporary worker while the first user is absent.

vi. **Management License Downgrade Rights.** Your System Center 2016 management licenses permit management by instances of earlier versions of the Server Software.

b. **Software Use.** Once you acquire and assign the required number of appropriate management license(s) to your servers, other devices and users, you may use the Server Software to manage your OSE(s). Each management license, gives you the following rights.

i. **Running Instances of the Server Software.** You may run, at any one time, one instance of the Server Software on one or more of your servers.

ii. **Running Instances of the Additional Software.** You may run or otherwise use any number of instances of software identified as additional software for the applicable Server Software in physical or virtual OSEs on any number of devices. You may use additional

software only with the Server Software directly, or indirectly through other additional software.

   c. **Included Microsoft Programs.** The software contains other Microsoft programs. These license terms identify them, and indicate if other license terms apply to your use of those programs, or if these license terms apply to your use of them. For the programs included but not identified, the license terms with those programs apply to your use.

   d. **Third Party Programs.** The software may include third party programs that Microsoft, not the third party, licenses to you under this agreement. Notices, if any for the third party programs are included in the software for your information only. Notices for third party programs included with System Center Configuration Manager are found at http://go.microsoft.com/fwlink/?LinkID=789409 .

3. **ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.**

   a. **SQL Server Branded Components.**

      i. System Center Virtual Machine Manager contains the following Microsoft SQL Server branded components and the license terms that would apply to your use of these programs are found in the "LICENSES" folder located on the DVD or in the installed location. If you do not agree to their license terms, you may not use these programs.

         o Data-Tier Application Framework (2014)
         o SQL Server 2014 Shared Management Objects
         o SQL Server 2014 Transact-SQL ScriptDom
         o SQL Server 2014 Transact-SQL Compiler Service
         o System CLR Types for Microsoft SQL Server 2014

      ii. System Center Configuration Manager 1606 contains the following Microsoft SQL Server branded components and the license terms that would apply to your use of these programs are found at http://go.microsoft.com/fwlink/?LinkID=787077 . If you do not agree to their license terms, you may not use these programs.

         o SQL Server 2012 Native Client
         o SQL Server 2014 Express
         o SQL Server 2014 Shared Management Objects
         o SQL Server Compact 4.0 Service Pack 1 (Sp1)
         o System CLR Types For Microsoft SQL Server 2014

   b. **Additional Functionality/Optional Services.** Microsoft may provide additional functionality for or an optional add-on service to the software. Other license terms or use rights and fees may apply.

   c. **No copying or Distributing Data Sets.** You may not copy or distribute any data set (or any portion of a data set) included in the software.

4. **INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. It may change or cancel them at any time.

   a. **Consent for Internet-Based Services.** The software features described below and in the System Center 2016 Privacy Statement connect to Microsoft or service provider computer systems over the Internet. In some cases, you will not receive a separate notice when they connect. Unless otherwise noted, you may switch off these features or not use them. For more information about these and other features, see System Center 2016 Privacy Statement found here: http://go.microsoft.com/fwlink/?LinkId=817381. By using these features, you consent to the transmission of this information. Microsoft does not use the information to identify or contact you.

Computer Information. The following features use Internet protocols, which send to the appropriate systems computer information, such as your Internet protocol address, the type of operating system, browser and name and version of the software you are using, and the

language code of the device where you installed the software. Microsoft uses this information to make the Internet-based services available to you.

- **Automatic Updates**. Software with Click-to-Run technology may check with Microsoft now and then for updates and supplements. If the software finds updates and supplements, it might download and install them on your licensed device.

- **Windows (or Microsoft) Update Feature**. You may connect new hardware to the device where you installed the software. Your device may not have the drivers needed to communicate with that hardware. If so, the update feature of the software can obtain the correct driver from Microsoft and install it on your device. You can switch off this update feature.

You can choose to stop receiving updates by turning off the automatic update feature or Internet access. Refer to the product documentation to learn how to turn off updates for your specific device or software.

b. **Use of Information.** Microsoft may use the computer information to improve our software and services. We may also share it with others, such as hardware and software vendors. They may use the information to improve how their products run with Microsoft software.

c. **Misuse of Internet-based Services.** You may not use these services in any way that could harm them or impair anyone else's use of them. You may not use the services to try to gain unauthorized access to any service, data, account or network by any means.

5. **KB975759.** The software contains Windows hotfix KB975759. This software program is part of Windows. The license terms for Windows apply to your use of Windows hotfix KB975759.

6. **SCOPE OF LICENSE.** The software is licensed, not sold. This agreement only gives you some rights to use the software. Licensor and Microsoft reserve all other rights. Unless applicable law gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may not

- work around any technical limitations in the software;

- reverse engineer, decompile or disassemble the software, except and only to the extent that applicable law expressly permits, despite this limitation;

- make more copies of the software than specified in this agreement or allowed by applicable law, despite this limitation;

- publish the software;

- rent, lease or lend the software;

- transfer the software or this agreement to any third party; or

- use the software for commercial software hosting services.

You also may not remove, minimize, block or modify any of the following that are included in the software, including any content made available to you through the software:

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- digital watermarks, or

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Rights to access the software on any device do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access that device.

7. **BACKUP COPY.**

a. **Media.** If you acquired the software on a disc or other media, you may make one backup copy of the media. You may use it only to create instances of the software.

b. **Electronic Download.** If you acquired and downloaded the software online, you may make one copy of the software on a disc or other media in order to create instances of the software.

8. **DOCUMENTATION.** Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes.

9. **NOT FOR RESALE SOFTWARE.** You may not sell software marked as "NFR" or "Not for Resale."

10. **ACADEMIC EDITION SOFTWARE.** You must be a "Qualified Educational User" to use software marked as "Academic Edition" or "AE." If you do not know whether you are a Qualified Educational User, visit www.microsoft.com/education or contact the Microsoft affiliate serving your country.

11. **SOFTWARE DOWNGRADE.** You may create, store and use instances of this version and an earlier version of the software at the same time. This agreement applies to your use of the earlier version. If the earlier version includes different components, any terms for those components in the agreement that comes with the earlier version apply to your use of them. Microsoft is not obligated to supply earlier versions to you.

12. **EXPORT RESTRICTIONS.** The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting .

13. **ENTIRE AGREEMENT.** This agreement and the terms for supplements, updates, Internet-based services that you use, are the entire agreement for the software.

14. **LEGAL EFFECT.** This agreement describes certain legal rights. You may have other rights under the laws of your state or country. You may also have rights with respect to the Licensor from whom you acquired the software. This agreement does not change your rights under the laws of your state or country if the laws of your state or country do not permit it to do so.

15. **NOT FAULT TOLERANT. THE SOFTWARE IS NOT FAULT TOLERANT. LICENSOR HAS INDEPENDENTLY DETERMINED HOW TO USE THE SOFTWARE IN THE INTEGRATED SOFTWARE APPLICATION OR SUITE OF APPLICATIONS THAT IT IS LICENSING TO YOU, AND MICROSOFT HAS RELIED ON LICENSOR TO CONDUCT SUFFICIENT TESTING TO DETERMINE THAT THE SOFTWARE IS SUITABLE FOR SUCH USE.**

16. **NO WARRANTIES BY MICROSOFT. YOU AGREE THAT IF YOU HAVE RECEIVED ANY WARRANTIES WITH REGARD TO EITHER (A) THE SOFTWARE, OR (B) THE SOFTWARE APPLICATION OR SUITE OF APPLICATIONS WITH WHICH YOU ACQUIRED THE SOFTWARE, THEN THOSE WARRANTIES ARE PROVIDED SOLELY BY THE LICENSOR AND DO NOT ORIGINATE FROM, AND ARE NOT BINDING ON, MICROSOFT.**

17. **NO LIABILITY OF MICROSOFT FOR CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MICROSOFT SHALL HAVE NO LIABILITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE SOFTWARE OR THE SOFTWARE APPLICATION OR SUITE OF APPLICATIONS WITH WHICH YOU ACQUIRED THE SOFTWARE, INCLUDING WITHOUT LIMITATION, PENALTIES IMPOSED BY GOVERNMENT. THIS LIMITATION WILL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. IN NO EVENT SHALL MICROSOFT BE LIABLE FOR ANY AMOUNT IN EXCESS OF TWO HUNDRED FIFTY U.S. DOLLARS (US$250.00).**

ADDITIONAL TERMS FOR

MICROSOFT SQL SERVER PRODUCTS

Product Name and Version	Applicable Additional Terms	End of License Date*
Microsoft SQL Server 2017 IoT Products		
Microsoft® SQL Server® 2017 IoT Client Access License (1 Device)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Client Access License (5 Device)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Client Access License (1 User)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Client Access License (5 User)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Enterprise 2 Core Additional License	29, 30, 33	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard 2 Core Additional License	29, 30, 33	November 30, 2032
Microsoft® SQL Server® 2017 IoT Enterprise 4 Core	1-9, 12, 13, 15, 24-26, 29, 32, 34, 35	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard 4 Core	1-9, 12, 13, 15, 24-26, 29, 32, 34, 35	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard (1 CAL)	1-9, 11-13, 15, 18, 24-26, 32, 35	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard (5 CAL)	1-9, 11-13, 15, 18, 24-26, 32, 35	November 30, 2032
Microsoft SQL Server 2016 Products		
Microsoft® SQL Server® 2016 Standard for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 32, 34	July 31, 2031
Microsoft® SQL Server® 2016 Standard for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	July 31, 2031
Microsoft® SQL Server® 2016 Standard for Embedded Systems (5 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	July 31, 2031
Microsoft® SQL Server® 2016 Standard for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	July 31, 2031
Microsoft® SQL Server® 2016 Enterprise for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 32, 34	July 31, 2031
Microsoft® SQL Server® 2016 Enterprise for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	July 31, 2031
Microsoft SQL Server 2014 Products		
Microsoft® SQL Server® 2014 Standard for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	December 31, 2028
Microsoft® SQL Server® 2014 Standard for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	December 31, 2028
Microsoft® SQL Server® 2014 Standard for Embedded Systems (5 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft® SQL Server® 2014 Standard for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft® SQL Server® 2014 Enterprise for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	December 31, 2028
Microsoft® SQL Server® 2014 Enterprise for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	December 31, 2028

Microsoft® SQL Server® 2014 Business Intelligence for Embedded Systems (10 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft® SQL Server® 2014 Business Intelligence for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft SQL Server 2012 Products		
Microsoft® SQL Server® 2012 Standard for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	March 31, 2027
Microsoft® SQL Server® 2012 Standard for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	March 31, 2027
Microsoft® SQL Server® 2012 Standard for Embedded Systems (5 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027
Microsoft® SQL Server® 2012 Standard for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027
Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	March 31, 2027
Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	March 31, 2027
Microsoft® SQL Server® 2012 Business Intelligence for Embedded Systems (10 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027
Microsoft® SQL Server® 2012 Business Intelligence for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027

Microsoft SQL Server 2008 R2 Products		
Microsoft® SQL Server® 2008 R2 For Embedded Systems Enterprise (1 CPU) (ESD)	1-8, 12-15, 21, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Enterprise (1 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Enterprise (10 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Standard (1 CPU) (ESD)	1-8, 12-15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Standard (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Standard (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems (Systems Management Runtime Standard 1 CPU) (ESD)	1-7, 11, 12, 14, 15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Workgroup (1 CPU) (ESD)	1-8, 12-15, 24-26, 27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Workgroup (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Workgroup (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft SQL Server 2008 Products		

Microsoft® SQL Server® 2008 For Embedded Systems Enterprise (1 CPU) (ESD)	1-8, 12-15, 21, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Enterprise (1 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Enterprise (10 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Standard (1 CPU) (ESD)	1-8, 12-15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Standard (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Standard (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems (Systems Management Runtime Standard 1 CPU) (ESD)	1-7, 11, 12, 14, 15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Workgroup (1 CPU) (ESD)	1-8, 12-15, 24-26, 27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Workgroup (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Workgroup (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023

Microsoft SQL Server 2005 Products		
Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (1 Processor Version) (ESD)	1-7, 12-15, 21, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x64) (1 Processor Version) (ESD)	1-7, 12-15, 21, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (10 CAL Version) (ESD)	1-7, 11-13, 15, 19, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x64) (10 CAL Version) (ESD)	1-7, 11-13, 15, 19, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (1 Processor Version) (ESD)	1-7, 12-15, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x64) (1 Processor Version) (ESD)	1-7, 12-15, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (5 CAL Version) (ESD)	1-7, 11-13, 15, 18, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x64) (5 CAL Version) (ESD)	1-7, 11-13, 15, 18, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (Systems Management Runtime Edition, 1 Processor Version) (ESD)	1-7, 12, 14, 15, 17, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (1 Processor Version) (ESD)	1-7, 12-15, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (5 CAL Version) (ESD)	1-7, 11-13, 15, 18, 25, 26, 28	November 5, 2020

Microsoft SQL Server Client Access Licenses
2014

Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (5 User) (ESD)	1, 10	June 30, 2029
Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (5 Device) (ESD)	1, 10	June 30, 2029
Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (1 User) (ESD)	1, 10	June 30, 2029
Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (1 Device) (ESD)	1, 10	June 30, 2029

2012		
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (5 User) (ESD)	1, 10	March 31, 2027
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (5 Device) (ESD)	1, 10	March 31, 2027
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (1 User) (ESD)	1, 10	March 31, 2027
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (1 Device) (ESD)	1, 10	March 31, 2027
2008 R2		
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (1 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (5 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (1 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (5 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (1 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (5 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (1 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (5 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Workgroup (5 User) (ESD)	1, 10, 22	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Workgroup (5 Device) (ESD)	1, 10, 22	July 31, 2023
2008		

Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (1 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (5 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (1 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (5 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (1 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (5 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (1 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (5 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Workgroup (5 User) (ESD)	1, 10, 22	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Workgroup (5 Device) (ESD)	1, 10, 22	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (1 User) (ESD)	1, 10	July 31, 2023
2005		
Microsoft® User Client Access License Pack for Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (1 User CAL Version) (ESD)	1, 10	November 5, 2020
Microsoft® User Client Access License Pack for Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (1 User CAL Version) (ESD)	1, 10, 23	November 5, 2020
Microsoft® User Client Access License Pack for Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (1 User CAL Version) (ESD)	1, 10, 22	November 5, 2020
Microsoft® Device Client Access License Pack for Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (1 Device CAL Version) (ESD)	1, 10	November 5, 2020
Microsoft® Device Client Access License Pack for Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (1 Device CAL Version) (ESD)	1, 10, 23	November 5, 2020
Microsoft® Device Client Access License Pack for Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (1 Device CAL Version) (ESD)	1, 10, 22	November 5, 2020

*The **End of License Date** is the earlier of: the date listed or the end of Company's Agreement.

The following ATs apply to the Products as indicated above and are in addition to the terms of Company's Microsoft OEM Customer License Agreement for Embedded Systems ("Agreement"). Capitalized terms used in this document and not otherwise defined have the meaning set forth in the Agreement. The applicable ATs shall supersede any inconsistent terms in the Agreement. Company must advise their Channel of the distribution restrictions in the ATs for any Product distributed by Company's Channel as permitted under the Agreement.

1. **Valid Agreement**. In order to obtain a Runtime License Envelope for a Product, Company must have a valid, current Agreement.

2. **Definitions**

"CAL" means client access license.

"CPU" and "Processor" mean a central processing unit. For this Agreement, a multi-core processor is one processor.

"Physical CPU" means a CPU in a physical hardware system. Physical operating system environments use physical CPUs.

"Virtual CPU" means a CPU in a virtual (or otherwise emulated) hardware system. Virtual operating system environments use Virtual CPUs. A Virtual CPU is considered to have the same number of threads and cores as each Physical CPU on the underlying physical hardware system.

"Instance" means an instance of software is created by executing the software's setup or install procedure or by duplicating an existing Instance. References to Product software in this Agreement include Instances of the software. To "run an Instance" means to load an Instance of the software into memory and execute one or more of its instructions. Once running, an "Instance" is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.

"OEM Activation" or "OA" means system locked preinstallation ("SLP") technology or its replacement technology.

"OSE" and "operating system environment" mean

    (a)   all or part of an operating system Instance, or all or part of a virtual (or otherwise emulated) operating system Instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights; and

    (b)   Instances of applications, if any, set up to run on the operating system Instance or parts identified above.

There are two types of OSEs, physical and virtual. A physical OSE is set up to run directly on a physical hardware system. The operating system Instance used to run hardware virtualization software (e.g. Microsoft Virtual Server or similar technologies) or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar technologies) is considered part of the physical OSE. A virtual OSE is set up to run on a virtual (or otherwise emulated) hardware system. A physical hardware system can have either or both of the following:

    ▪   one physical OSE, and
    ▪   one or more virtual OSEs.

"Partitioned Embedded System" means a Customer System where at least the central processing units, inputs/outputs, and memory resources are physically or logically allocated into independent partitions so each partition can run an Instance of the Product. All rights granted to Company in regards to Recovery Images and Update Images for an Embedded System in this Agreement also apply to each partition of a Partitioned Embedded System. A partition may have either or both of the following:

    •   one physical OSE.
    •   one or more virtual OSEs.

3. **Installation**

Company may use the Deliverables to install the Product software. Company must install the software in accordance with the Documentation, if provided. Company must also meet the following requirements. These requirements control over any conflicting terms in the Documentation.

(a)   Company must ensure that no Microsoft online End User registration screens or any other user interface components or screens are displayed to an End User. This includes any Microsoft logos, toolbars, icons and folders. This limit does not apply to boot screens, the initial Product splash screen or setup and maintenance screens.

(b)   Company may not use the shell included in the Deliverables as the End User interface. Instead, Company must develop and deploy a custom End User interface for the Product. That custom end-user interface must be the only way in which the End User can access the Product.

(c)   Company does not have to install all Product software files. Company may install only the files required by the Embedded System. Company also may hide or disable features of the Product software.

(d)   Each Embedded System or Partitioned Embedded System must be based on a processor architecture that is compatible with the Product.

(e)   If the Product includes a processor or CPU limitation in the Product Table, then each Embedded System or Partitioned Embedded System must not be designed or enabled to support the Product with more than the number of CPUs set forth in the Product Table.

4. **Installation -- Primary and Secondary Boot Copy**

Company may reproduce the MS Binaries as part of an Image and install one primary operating copy and one secondary boot copy of the MS Binaries as part of the Image on the hard disk drive of the Embedded System or on a partition of a Partitioned Embedded System. Company must configure the Embedded System or the partition to access, boot from, and use the secondary boot copy of the Product only if the primary operating copy fails or malfunctions.

5. **Distribution**

Company may distribute one copy of the MS Binaries as part of the Image on each Embedded System or Partitioned Embedded System. Company must distribute a COA with each Embedded System and a COA for each partition on which an Instance is installed or (where applicable) delivered on media which is distributed with the intent of permitting End Users to run those Instances on partitions. Company shall report and pay royalties only for each primary operating copy installed on the Embedded System or the Partitioned Embedded System.

6. **License Terms**

(a)   Company must sublicense rights to use the Product to each End User by means of License Terms. MS License Terms for each Product are available on MyOEM. For purposes of this subsection, "MS License Terms" means the Product License Terms available on MyOEM. Company may use different terms or additional terms, as long as they are no less protective of MS than the MS License Terms.

(b)   If Company elects to use the MS License Terms, Company should substitute its name for "[OEM]" in the MS License Terms. Company may also substitute the term "[Company]'s software suppliers" for the term "MS" in the MS License Terms.

(c)   Company must notify each End User before or at the time of purchase that

(1)   the Embedded System contains software that is subject to License Terms, and

(2)   the End User must agree to the License Terms before using the Embedded System.

(d)   Company must distribute the License Terms in a manner that forms a contract binding the End User under applicable law.

(e)   From time to time, MS may update the MS License Terms for this Product. Any such updates will be posted on MyOEM. For each Product, Company may use any version of the applicable License Terms that has been posted on MyOEM during the term of this Agreement. Certain updates to the License Terms may be required, however, as provided in the Agreement.

7.   **Language Versions.**   Language versions other than English are licensed on an "if and as available" basis.

8.   **32-Bit and x64 Versions for SQL Server 2008 and SQL Server 2008 R2**

The Deliverables for this Product includes 32-bit and x64 versions of the Product. Company may preinstall either version of the Product software, but not both, when installing an Instance of the Product on an Embedded System or a Partition of a Partitioned Embedded System in accordance with the terms of this Agreement.

9.   **Limitations on Distribution of Traditional Chinese Versions**

(a)   The Traditional Chinese (ZH) language version of the Product may be directly or indirectly distributed only within, or to, Taiwan. The ZH language version also may not be preinstalled in the People's Republic of China ("PRC"), except in the Special Administrative Regions of Hong Kong and Macau and in designated Special Economic Zones as defined by the government of the PRC (see subsection (c) below).

(b)   The Traditional Chinese for Hong Kong (B3) language version of the Product may not be preinstalled in, or directly or indirectly distributed by or for Company within or to, the PRC. However, the B3 language version may be preinstalled in, or directly or indirectly distributed, by or for Company within or to Hong Kong and Macau, and the B3 language version may be preinstalled in the designated Special Economic Zones as defined by the government of the PRC (subject to subsection(c), below).

(c)   The B3 and ZH language versions may be preinstalled in Company's manufacturing facilities within Special Economic Zones of the PRC (as defined by the government of the PRC), but only if

•   such preinstallation is permitted by all applicable laws, regulations and rules; and
•   the sole purpose of the preinstallation is to make possible distribution outside the PRC.

10.   **Distribution of Client Access Licenses**

(a)   CALs licensed under this AT must be acquired from an MS Distributor. They may be distributed only in the format in which Company receives them from the MS Distributor; and

(b)   Company may distribute CALs packaged with new Embedded Systems that include the applicable Product, or to existing End Users of the Product for which the CAL Pack is intended (as indicated by the Product Name for the CAL Pack in the Product Table).

(c)   Company may distribute a CAL with or for use with an earlier version of a Product, unless such distribution is not allowed under the MS License Terms.

(d)   OEM Parties may also combine and distribute multiple language versions of the License Terms for CALs for any combination of languages for which Company is licensed.

(e)   Company may quote and charge a separate price for CALs distributed in the manner described in this Section.

11.   **Client Access License Required.**   Each End User of this Product must have CALs for each person and each device that uses or accesses functions or services of the Product. This Product includes the number of CALs specified in the Product Name. These CALs may be used solely with the Product installed on the Embedded System.

12.   **Distribution of COA.**   The COA for this Product is only available in card format. Company must distribute a COA card with each copy of the Product installed on an Embedded System or on each Partition of a Partitioned Embedded System.

13.   **Use of Product**

This Product may only be used to run the Embedded Application. The Product may not be used either in conjunction with, or to develop, new applications, databases or tables other than those contained in Embedded Application.

This does not prohibit an End User of the Embedded Application from using a tool to run queries or reports from existing tables or from using a development environment or workbench, which is part of the Embedded Application to configure or extend that Embedded Application.

14.   **Combination of Processor Versions**

Company may distribute any combination of different processor versions of this Product ("Combination") with an Embedded System. The number of processors included in the Embedded System must not exceed the total number of processors allowed for such Combination. With respect to a Partitioned Embedded System, Company may distribute a Combination with a Partitioned Embedded System. However, the total number of processors supporting Partitions running the Product must not exceed the total number of processors for such Combination. For example, a valid Combination for SQL Server 2008 Standard Edition for an Embedded System that ships with four processors would be to associate four copies of SQL Server 2008 Standard Edition (1CPU) with the Embedded System by distributing four COAs of that Product, and reporting and paying MS Distributor for four copies.

15. **Pre-populated Product Key**

Company shall pre-populate the Product Key on behalf of the End User, provided that the Product Key matches the unique number provided by MS to Company for Company's installation of the Product. If Company is distributing more than one Embedded System to a single End User, Company may pre-populate the Product Key for the Embedded System with a single Product Key. The Product Key Company uses for this must be one of the Product Keys provided by MS that Company is delivering only to that End User.

16. **Distribution of SQL Server 2000 Standard and Enterprise; No Distribution of MSDE**

   (a)   Company must include in the MS Binaries the client software (SQL Server Personal Edition) portion of the Product.

   (b)   Company may not distribute as part of the MS Binaries or in any other manner the Microsoft SQL Server Desktop Engine (MSDE) portion of the Product.

17. **Embedded Application Design.** This Product may only be used to run the Embedded Application. The Embedded Application must be designed solely to capture or send information about a device (such as operation status of device – on/off). Data shall be centrally stored and managed in the database based on the Product. The Product may not be used for any other purpose. For example, the Product may not be used

   (a)   to capture business transaction data from a device (e.g., information regarding goods and/or receivables),

   (b)   to develop new applications, databases or tables other than those in the Embedded Application, or

   (c)   in conjunction with any applications, databases or tables other than those in the Embedded Application.

The terms of this AT, however, do not prohibit an End User of the Embedded Application from using a tool to run queries or reports from existing tables. An End User also may use a development environment or workbench that is part of the Embedded Application to configure or extend that Embedded Application.

18. **Additional Instances Server + CAL Model for SQL Server Products**

The Product is licensed based on a server + CAL license model. To license an Embedded System for End Users to run Instances in physical or virtual OSEs, Company must assign software licenses to the Embedded System. Company may preinstall any number of Instances in one physical OSE or one virtual OSE on an Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire a COA and shall report and pay royalties for each OSE on which an Instance is installed.

19. **Additional Instances – CAL Model for SQL Server 2005 Enterprise; SQL Server 2008 Enterprise (including R2 releases, if available)**

Company may preinstall any number of Instances in physical or virtual OSEs on an Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire a COA and shall report and pay royalties for each Embedded System or each Partition on which an Instance is installed.

20. **Additional Instances – Per Proc Model for SQL Server 2000 Standard and Enterprise; SQL Server 2005 Standard and Workgroup; SQL Server 2008 Standard and Workgroup (including R2 releases, if available)**

Company may preinstall any number of Instances of the Product software in physical and virtual OSEs on an Embedded System or on a Partition of a Partitioned Embedded System, provided that the total number of Virtual CPUs and Physical CPUs used by those OSEs does not exceed the total number of CPUs of the Combination distributed on the Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire the applicable COA(s) and shall report and pay royalties for each Embedded System or each Partition on which an Instance is installed.

21. **Additional Instances – Per Proc Model for SQL Server 2005 Enterprise; SQL Server 2008 Enterprise (including R2 releases, if available)**

Company may preinstall any number of Instances of the Product software in physical and virtual OSEs on an Embedded System or on a Partition of a Partitioned Embedded System, provided that the total number of Physical CPUs used by those OSEs does not exceed the total number of CPUs of the Combination distributed on the Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire the applicable COA(s) and shall report and pay royalties for each Embedded System or each Partition on which an Instance is installed.

22. **CAL Limitations for SQL Server 2005 Workgroup; SQL Server 2008 Workgroup (including R2 releases, if available)**

   (a)   SQL 2005 Workgroup CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Standard Edition, Enterprise Edition or later versions of SQL Server.

   (b)   SQL 2008 Workgroup CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Standard Edition, Enterprise Edition or later versions of SQL Server.

23. **CAL Limitations for SQL Server 2005 Standard; SQL Server 2008 Standard (including R2 releases, if available)**

   (a)   SQL 2005 Standard CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Enterprise Edition or later versions of SQL Server.

   (b)   SQL 2008 Standard CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Enterprise Edition or later versions of SQL Server.

24. **Downgrade Version Rights**

(a) For the purpose of this AT, "Downgrade Software" means a previous version of the Product. For example, Microsoft SQL Server 2005, Standard Edition for Embedded Systems is a Downgrade Software of the Microsoft SQL Server 2008 for Embedded Systems Standard.

(b) Company may preinstall an Instance of the Downgrade Software instead of the Product, as part of the Image. If Company preinstalls an Instance of the Downgrade Software, Company may only upgrade the preinstalled Downgrade Software through the Field Upgrade process.

(c) Company may not market the availability of the Downgrade Software, except as a right granted in the License Terms. In any marketing, the Product must be featured more prominently than the Downgrade Software. For example, Company may not market an Embedded System as preinstalled with Microsoft SQL Server 2005 when such version was acquired through downgrade rights from a license to Microsoft SQL Server 2008.

(d) Company must have a license for the Downgrade Software.

(e) Company does not owe any additional royalty for the Downgrade Software distributed under this AT.

25. **Recovery of Virtual OSEs**

For recovery purposes only, Company's APM may include recovery media for each virtual OSE that contains an Instance of the Product preinstalled on the Embedded System or on a Partition of a Partitioned Embedded System.

26. **Update of Virtual OSEs**

Company may reproduce and distribute one copy of the Update for each virtual OSE that contains an Instance of the Product preinstalled on the Embedded System or on a Partition of a Partitioned Embedded System.

27. **Copies of Product Used for Passive Fail-over (per processor license)**

For any Operating System Environment in which Company installs Instances of the Product, Company may install up to the same number of passive fail-over Instances in a separate OSE for use by End Users solely for temporary support (each such Instance, a "Fail-Over Instance"), as provided in the License Terms. The number of processors used in that separate OSE must not exceed the number of processors used in the corresponding OSE in which the active Instances are installed for primary use. There is no royalty owed to MS for the Fail-Over Instance; however, a royalty may apply to the operating system installed on the OSE on which the Fail-Over Instance is installed. No COA is required for the Fail-Over Instance.

28. **Copies of Product Used for Passive Fail-over (Server + CAL license)**

For any Operating System Environment in which Company installs Instances of the Product, Company may install up to the same number of passive fail-over Instances in a separate OSE for use by End Users solely for temporary support (each such Instance, a "Fail-Over Instance"), as provided in the License Terms. There is no royalty owed to MS for the Fail-Over Instance; however, a royalty may apply to the operating system installed on the OSE on which the Fail-Over Instance is installed. No COA is required for the Fail-Over Instance.

29. **Minimum License Requirements for an Embedded System**

Company may distribute the Product with an Embedded System provided that:

(a) the total number of CPUs or cores (as applicable) included in the Embedded System are licensed with a number of licenses equal to or greater than the number of CPU or core licenses for the Product and;

(b) for a Partitioned Embedded System, the total number of CPUs or cores (as applicable) supporting all the partitions which the Product is intended to be run are licensed with a number of licenses an equal to or greater than the number of CPU or core licenses for the Product.

30. **Additional Licenses Distributed with an Embedded System**

The Product may only be distributed with an Embedded System licensed with at least one base license Product as identified in the table below. Company must distribute the license terms for the Product in a manner that forms a contract binding the End User under applicable law.

Base License Product	Product
Microsoft® SQL Server® 2012 Standard for Embedded Systems 4 Core	Microsoft® SQL Server® 2012 Standard for Embedded Systems 2 Core Additional License
Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 4 Core	Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 2 Core Additional License

31. **Core License Model Requirements (except SQL Server 2016)**

(a) **Definitions**

"Physical Core" means a core in a physical processor. A physical processor consists of one or more Physical Cores.

"Hardware Thread" means either a Physical Core or a hyper-thread in a physical processor.

"Virtual Core" means the unit of processing power in a virtual (or otherwise emulated) hardware system. A Virtual Core is the virtual representation of one or more Hardware Threads. Virtual OSEs use one or more Virtual Cores.

"Core Factor" means a numerical value associated with a specific physical processor for purposes of determining the number of licenses required to license all of the Physical Cores on a server.

(b) **Requirements -- Physical Cores on a Server**

The Product is licensed based on a core license model (the number of physical or virtual cores in a server). To license an Embedded System for End Users to run Instances in physical OSEs Company must;

(1) distribute a number of core licenses of the Product equal to or greater than the number of Physical Cores in the server, and;

(2) ensure the number of licenses distributed equals the number of Physical Cores on the server multiplied by the applicable Core Factor, as referenced in the table below, to determine the appropriate number of licenses needed.

MS reserves the right to update or make changes to the Core Factor at any time.

Processor Type	Core Factor
All processors not mentioned below	1
AMD Processors (31XX, 32XX, 41XX, 42XX, 61XX, 62XX Series Processors with 6 or more cores)	0.75
Single Core Processors	4
Dual Core Processors	2

(c) **Requirements – Individual OSEs**

(1) To license an Embedded System for End Users to run Instances in virtual OSEs, Company must distribute a number of Product licenses equal to the number of Virtual Cores intended to be run in the virtual OSE subject to a minimum requirement of four licenses per virtual OSE, and include any additional core Product licenses required by the Software License Terms for Virtual Cores that are intended by the End User to be configured to use more than one Hardware Thread.

(2) In addition to (c)(1) above, for Microsoft SQL Server 2012 Enterprise, for each additional license assigned to an Embedded System under (b) above, Company may install and configure to run, instances of the server software in an additional OSE on that licensed server.

32. **Additional Instances for Passive Fail-over**

For Operating System Environments (OSEs) in which Company installs Instances of the Product, Company may install a number of Instances for use by End Users solely for temporary support (each such

Instance, a "Fail-Over Instance"), as provided in the License Terms. No royalty is owed to MS for the Fail-Over Instance; however, a royalty may apply to the operating system installed on the OSE on which the Fail-Over Instance is installed. No COA is required for the Fail-Over Instance. For all Fail-over Instances installed, Company must ensure that if the Product is licensed by cores:

(a) the number of physical cores in the OSE in which the Fail-Over Instance is installed does not exceed the number of physical cores on the licensed OSE and the core factor for the physical processors in that server must be the same or lower than the core factor for the physical processors in the licensed OSE, and,

(b) for Virtual Cores, the number of hardware threads used in the OSE in which the Fail-over Instance is installed does not exceed the number of hardware threads used in the corresponding licensed OSE in which the active instances run.

33. **Additional Licenses Distributed with an Embedded System**

(a) The Product is comprised of a license card and COA only, and may only be distributed with an Embedded System licensed with at least one Base License Product. A "Base License Product" means the corresponding edition of the Product e.g., Windows Storage Server 2012 Standard is the Base License Product for Windows Storage Server 2012 Standard Additional License.

(b) The Product may not be distributed on a standalone basis, and as such, all of the rights and obligations that apply to Company's distribution of the Base License Product apply to Company's distribution of the Product.

34. **Core License Model Requirements – SQL Server 2016**

(a) Definitions

(1) "Physical Core" means a core in a physical CPU. A physical CPU consists of one or more Physical Cores.

(2) "Hardware Thread" means either a Physical Core or a hyper-thread in a physical CPU.

(3) "Virtual Core" means the unit of processing power in a virtual (or otherwise emulated) hardware system. A Virtual Core is the virtual representation of one or more Hardware Threads. Virtual OSEs use one or more Virtual Cores.

(b) Requirements – Physical Cores on a Server

The Product (or for Microsoft Data Warehouse Appliance 2012, the SQL Server component) is licensed based on a core license model (the number of physical or virtual cores in a server). To license a Customer System for End Users to run Instances in physical OSEs, Company must distribute licenses to of the Product (or component) equal to or greater than the number of Physical Cores in the server.

(c) Requirements – Individual Virtual OSEs

To license a Customer System for End Users to run Instances in virtual OSEs, Company must distribute a number of Product licenses equal to the number of Virtual Cores intended to be run in the virtual OSE subject to a minimum requirement of licenses to cover 4 Virtual Cores per virtual OSE, and include any additional core Product licenses required by the Software License Terms for Virtual Cores that are intended by the End User to be configured to use more than one Hardware Thread.

35. **Microsoft SQL Server 2017 IoT – Windows and Linux**

Microsoft SQL Server 2017 IoT includes both Windows-based and Linux-based installation options. Company may, in accordance with the License Terms, install the Product in either a Windows or Linux operating system environment (OSE), but not both. For Linux-based installation, the Product will be made available as a download only at: https://aka.ms/sqlserver2017installoem.

Exhibit B
Payment Schedule for PSA System Agreement

Payment Milestone	Payment
Contract Execution	20%

Contract Design Review
        Completion of Functional Specification
        Document Review, Interface Overview,
        Schedule and Bill of Materials, Completion of Site
        Survey and Infrastructure Planning, Network
        Analysis
	20%

Delivery of applicable System Hardware and Application Software to Customer Site	35%
Train the Trainer - CAD	5%
Train the Trainer - Records	5%
Successful Completion of System Live Cut – CAD/Mobile	5%
Successful Completion of System Live Cut – Records	5%
Final Acceptance	5%

Exhibit C

Technical and Implementation Documents

C-1   "Pricing Summary & Equipment List" dated
C-2   "Implementation Plan" dated
         System Description
         Project Plan
         Statement of Work
C-3   "Acceptance Test Plan" or "ATP" (to be mutually developed during implementation)
C-4   "Performance Schedule" dated

Exhibit D
Maintenance and Support Agreement

The Maintenance and Support Agreement is on the following pages.

Maintenance and Support Agreement

Motorola Solutions, Inc., a Delaware corporation ("Motorola") having a place of business located at 7237 Church Ranch Blvd, Suite 406 Westminster, CO 80021 and the City of Irvine, CA ("Customer"), having a place of business located at _____, enter into this Maintenance and Support Agreement ("Agreement"), pursuant to which Customer will purchase and Motorola will sell the maintenance and support services as described below and in the attached exhibits. Motorola and Customer may be referred to individually as "party" and collectively as "parties."

For good and valuable consideration, the parties agree as follows:

Section 1   EXHIBITS

The Exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement will take precedence over the Exhibits and any inconsistency between the Exhibits will be resolved in the order in which they are listed below.

Exhibit A   "Covered Products, Support Options and Pricing"
Exhibit B   "Statement of Work"
Exhibit C   "Customer Support Plan"

Section 2   DEFINITIONS

"CSR" means Motorola Solutions Customer Service Request System

"Equipment" means the physical hardware purchased by Customer from Motorola pursuant to a separate System Agreement, Products Agreement, or other form of Agreement.

"Motorola" means Motorola Solutions, Inc., a Delaware corporation.

"Motorola Solutions Software" means Software that Motorola owns. The term includes Product Releases, Standard Releases, Supplemental Releases, Cumulative Updates, and On Demand Releases.

"Non-Motorola Solutions Software" means Software that a Third Party other than Motorola owns.

"Optional Technical Support Services" means fee-based technical support services that are not covered as part of the standard Technical Support Services.

"Principal Period of Maintenance" or "PPM" means the specified days and times during the days, that maintenance and support services will be provided under this Agreement. The PPM selected by the Customer is indicated in the Covered Products, Support Options and Pricing Exhibit.

"Patch" means a specific change to the Software that does not require a Release.

"Products" means the Equipment (as indicated in the Covered Products Exhibit) and Software provided by Motorola.

"Releases" means an Update or Upgrade to the Motorola Software and are characterized as "On Demand Releases," "Cumulative Updates," "Supplemental Releases," "Standard Releases," or "Product Releases." The content and timing of Releases will be at Motorola's sole discretion.

A "Cumulative Update" is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates will be superseded by the next issued Cumulative Update.

A "Supplemental Release" is defined as an interim release of Motorola Software that contains primarily error corrections to an existing Standard Release and may contain limited improvements that do not affect the overall structure of the Motorola Software. Depending on the Customer's specific configuration, a Supplemental Release might not be applicable.

A "Standard Release" is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that is reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release).

A "Product Release" is defined as a release of Motorola Software considered to be the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola's opinion will prevail, provided that Motorola treats the Product offering as a new Product or feature for its end user customers generally.

On Demand Releases are identified by the fifth character of the five-character release number, shown here as underlined: "1.2.0.4.**a**," Cumulative Updates by the fourth digit: "1.2.0.**4**.a," Supplemental Releases are identified by the third digit: "1.2.**0**.4.a," Standard Releases by the second digit: "1.**2**.0.4.a," and Product Releases by the first digit: "**1**.2.0.4.a."

"Residual Error" means a software malfunction or a programming, coding, or syntax error that causes the Software to fail to conform to the Specifications.

"Services" means those maintenance and support services described in the Customer Support Plan Exhibit and provided under this Agreement.

"Software" means the Motorola Solutions Software and Non-Motorola Solutions Software (Third Party) that is furnished with the System or Equipment.

"Specifications" means the design, form, functionality, or performance requirements described in published descriptions of the Software, and if also applicable, in any modifications to the published specifications as expressly agreed to in writing by the parties.

"Standard Business Day" means Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding established Motorola holidays.

"Standard Business Hour" means a sixty (60) minute period of time starting at notification within a Standard Business Day(s).

"Start Date" means the date upon which this Agreement begins. The Start Date is specified in the Covered Products, Support Options and Pricing Exhibit.

"System" means the Products and Services provided by Motorola as a system and are more fully described in the Technical and Implementation Documents attached as Exhibits to the applicable system agreement between Customer and Motorola.

"Technical Support Services" means the remote support provided by Motorola on a standard and centralized basis concerning the Covered Products, including diagnostic services and troubleshooting to assist the Customer in ascertaining the nature of a problem being experienced by the Customer. Technical Support Services includes minor assistance concerning the use of the Software (including advising or assisting the Customer in attempting data/database recovery, database set up, client-server advice), and minor assistance or advice on installation of Releases provided under this Agreement.

"Update" means an On Demand Release, Cumulative Update, Supplemental Release or Standard Release.

"Upgrade" means a Product Release.

Section 3   SCOPE AND TERM OF SERVICES

3.1.   In accordance with the provisions of this Agreement and in consideration of the payment by Customer of the price for the Services, Motorola will provide to the Customer the Services as described in the Statement of Work Exhibit for the Support Services package listed above and as indicated in the Covered Products, Support Options and Pricing Exhibit. Services will apply only to the Products described in the Covered Products Exhibit.

3.2.   Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, the term of this Agreement is _____ (xxx) year(s), beginning on the Start Date. Following the initial term period, this Maintenance and Support Agreement will automatically renew upon the anniversary date for successive one (1) year periods unless either party notifies the other of its intention to not renew the Agreement (in whole or part) not less than thirty (30) days before the anniversary date or requests an alternate term or this Agreement is terminated for default by a party.

3.3.   This Agreement covers all copies of the specified Products listed in the Covered Products, Support Options and Pricing Exhibit that are licensed by Motorola to the Customer. If the price for Services is based upon a per unit fee, such price will be calculated on the total number of units of the Products that are licensed to Customer as of the beginning of the maintenance and support period. If, during a maintenance and support period, Customer acquires additional Products that will be covered by this Agreement, the price for maintenance and support services for the additional Products will be calculated and added to the total price either (1) if and when the maintenance and support period is renewed or (2) immediately when Customer acquires additional Products, as determined by Motorola. Motorola may adjust the price of the maintenance and support services at the time of a renewal if it provides to Customer notice of the price adjustment at least forty-five (45) days before the expiration of the maintenance and support period. If Customer notifies Motorola of its intention not to renew this Agreement as permitted by Section 3.2 and later wishes to reinstate this Agreement, it may do so with Motorola's consent provided (a) Customer pays to Motorola the amount that it would have paid if Customer had kept this Agreement current, (b) Customer ensures that all applicable Equipment is in good operating conditions at the time of reinstatement, and (c) all copies of the specified Software listed in the Description of Covered Products are covered.

3.4.   When Motorola performs Services at the location of installed Products, Customer agrees to provide to Motorola, at no charge, a non-hazardous environment for work with shelter, heat, light, and power, and with full and free access to the covered Products. Customer will provide all information pertaining to the hardware and software with which the Products are interfacing to enable Motorola to perform its obligations under this Agreement.

3.5.   All Customer requests for covered Services will be made initially with the call intake center identified in the Covered Products, Support Options and Pricing Exhibit.

3.6.   Motorola will provide to the Customer Technical Support Services and Releases as follows:

3.6.1.   Motorola will provide Technical Support Services and correction of Residual Errors during the PPM in accordance with the Exhibits. The level of Technical Support depends upon the Customer's selection as indicated in this agreement and the Covered Products, Support Options and Pricing Exhibit. Any Technical Support Services that are performed by Motorola outside the contracted PPM and any Residual Error corrections that are outside the scope will be billed at the then current hourly rates. The objective of Technical Support Services will be to investigate specifics about the functioning of covered Products and to determine whether there is a defect in the Product. Technical Support Services will not be used in lieu of training on the covered Products.

3.6.2.　Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, Motorola will provide to Customer without additional license fees an available Cumulative Update, Supplemental, or Standard Release for Motorola's PremierOne Applications after receipt of a request from the Customer. The Customer must pay for any installation or other services and any necessary Equipment or third party software or training provided by Motorola in connection with Supplemental or Standard Releases. On Demands and Cumulative Updates are designed to be delivered remotely. Services for onsite delivery related to On Demands and Cumulative Updates as requested by Customer will be quoted at the time of the request. Any services will be performed in accordance with a mutually agreed schedule.

3.6.3.　Motorola will provide to Customer an available Product Release after receipt of a request from Customer, but Customer must pay for all additional license fees, any installation or other services, and any necessary Equipment provided by Motorola in connection with such Product Release. Motorola's duty as described in this paragraph is contingent upon Customer's then-current installation at the time of Customer's request being within two (2) Standard Release versions of the new Standard Release available for general release. Any services will be performed in accordance with a mutually agreed schedule.

3.6.4　Along with maintenance Software Releases, Motorola will make available new purchasable products, features and modules which are separate and distinct from the mainstream PremierOne line of Products. Newly released Products may have PremierOne as a pre-requisite and/or share some portion of the PremierOne code base. Customers are not entitled to these products, features and modules, or upgrades to them within this Maintenance and Support Agreement, if they have not purchased the required licenses.

3.6.5.　As part of the Software development process Motorola makes every reasonable effort to lessen impact to customer operations. Any change to existing functionality is done after thorough review of customer feedback and with announcement of said change. When it's not technically feasible to meet a particular requirement Motorola will proactively communicate the changes. Beyond these efforts Motorola does not warrant that a Release will meet Customer's particular requirement, be uninterrupted or error-free, be backward compatible, or that all errors will be corrected. Errors addressed as part of the Software Release will be corrected. Full compatibility of a Release with the capabilities and functions of earlier versions of the Software may not be technically feasible. If it is technically feasible, Motorola will make available services to integrate these capabilities and functions to the updated or upgraded version of the Software, which services may be fee based.

3.6.6.　Motorola's responsibilities under this Agreement to provide Technical Support Services in accordance with the package selected by the customer and as further detailed in the statement of work, customer support plan. will be limited to the current Standard Release plus the two (2) prior Standard Releases (collectively referred to in this section as "Covered Standard Releases"). Notwithstanding the preceding sentence, Motorola will provide Technical Support Services for a Severity Level 1 or 2 error concerning a Standard Release that precedes the Covered Standard Releases unless such error has been corrected by a Covered Standard Release (in which case Customer will need to have the Standard Release that fixes the reported error installed or terminate this Agreement as to the applicable Software).

3.6.7.　Motorola's responsibilities under this Agreement to provide Technical Support Services will be limited to the current Standard Release concerning the following Software: Customer Service Request, Case Management, Integration Framework, and Integration Framework Express.

3.7.　The maintenance and support Services described in this Agreement are the only covered services. Unless Optional Technical Support Services are purchased, these Services specifically exclude and Motorola will not be responsible for:

3.7.1.　Any service work required due to incorrect or faulty operational conditions, including but not limited to Equipment not connected directly to an electric surge protector, or not properly maintained in accordance with the manufacturer's guidelines. Other services may be available for an additional fee and will be addressed with an amendment to the Agreement.

3.7.2.   The repair or replacement of Products or parts resulting from failure of the Customer's facilities, Customer's personal property and/or devices connected to the System (or interconnected to devices) whether or not installed by Motorola's representatives.

3.7.3.   The repair or replacement of Equipment that has become defective or damaged due to physical or chemical misuse or abuse, Customer's negligence, or from causes such as lightning, power surges, or liquids.

3.7.4.   Any transmission medium, such as telephone lines, computer networks, or the worldwide web, or for Equipment malfunction caused by such transmission medium.

3.7.5.   Accessories, custom or Special Products; modified units; or modified Software.

3.7.6.   The repair or replacement of parts resulting from the tampering by persons unauthorized by Motorola or the failure of the System due to extraordinary uses.

3.7.7.   Operation and/or functionality of Customer's personal property, equipment, and/or peripherals and any application software not provided by Motorola.

3.7.8.   Services for any replacement of Products or parts directly related to the removal, relocation, or reinstallation of the System or any System component.

3.7.9.   Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.

3.7.10. Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements, or modifications in the Customer's platform or in the Software.

3.7.11. Services to correct errors found to be caused by Customer-supplied data, machines, or operator failure.

3.7.12. Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.

3.7.13. Third-party software unless specifically listed on the Covered Products Exhibit.

3.7.14. Support of any interface(s) beyond Motorola-provided port or cable, or any services that are necessary because third party hardware, software or supplies fail to conform to the specifications concerning the Products.

3.7.15. Services related to customer's failure to back up its data or failure to use a UPS system to protect against power interruptions.

3.7.16. Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.

3.8.   The Customer hereby agrees to:

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

3.8.2.   Provide standard industry precautions (e.g. back-up files) ensuring database security, per Motorola's recommended backup procedures.

3.8.3.   Ensure System accessibility, which includes physical access to buildings as well as remote electronic access. Remote access can be stipulated and scheduled with the Customer; however, remote access is required and will not be substituted with on-site visits or proxies if access is not allowed or available.

3.8.4.   Appoint one or more qualified employees to perform System Administration duties, including acting as a primary point of contact to Motorola's Technical Support organization for reporting and verifying problems and performing System backup. At least one member of the System Administrators group must have completed Motorola's End-User training and System Administrator training (if available). The combined skills of this System Administrators group includes proficiency with: the Products, the system platform upon which the Products operate, the operating system, database administration, network capabilities such as backing up, updating, adding, and deleting System and user information, and the client, server and stand alone personal computer hardware. The System Administrator will follow the Residual Error reporting process described herein and make all reasonable efforts to duplicate and verify problems and assign a Severity Level according to definitions provided herein. Customer agrees to use reasonable efforts to ensure that all problems are reported and verified by the System Administrator before reporting them to Motorola. Customer will assist Motorola to confirm that errors are not the product of the operation of an external system, data links between system, or network administration issues. If a Severity Level 1 or 2 Residual Error occurs, any Customer representative may contact Motorola's Customer Support by telephone, but the System Administrator must follow up with Motorola's Customer Support as soon as practical thereafter.   A full list of customer system management responsibilities is provided in the Customer Support Plan section 5.2.

3.9.   In performing repairs under this Agreement, Motorola may use parts that are not newly manufactured but which are warranted to be equivalent to new in performance. Parts replaced by Motorola will become Motorola's property.

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

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

3.12   Customer agrees not to attempt or apply any update(s), alteration(s), or change(s) to the database software without the prior approval of Motorola.

Section 4.   RIGHT TO SUBCONTRACT AND ASSIGN

Except as provided herein, neither party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work; however, subcontracting will not relieve Motorola of its duties under this Agreement.

Section 5. PRICING, PAYMENT AND TERMS

5.1 Prices in United States dollars are shown in the Covered Products, Support Options and Pricing Exhibit. The term prices shown in the Covered Products, Support Options and Pricing Exhibit will be invoiced annually in advance of the period of service. Customer affirms that a purchase order or notice to proceed is not required for the duration of this services contract and will appropriate funds each year through the contract end date. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement. Motorola will provide to Customer an invoice, and Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Payments when due, will be in the form of a check, cashier's check, or wire transfer drawn on a United States financial institution. Motorola's annual maintenance and support pricing for Motorola products increases each year 5% over the previous term's pricing. Third-party products will increase annually based on a current vendor supplied maintenance and support quote.

5.2. Overdue invoices will bear simple interest at the rate of ten percent (10%) per annum, unless such rate exceeds the maximum allowed by law, in which case it will be reduced to the maximum allowable rate.

5.3 If Customer requests, Motorola may provide services outside the scope of this Agreement or after the termination or expiration of this Agreement and Customer agrees to pay for those services. These terms and conditions and the prices in effect at the time such services are rendered will apply to those services.

5.4 Price(s) are exclusive of any taxes, duties, export or customs fees, including Value Added Tax or any other similar assessments imposed upon Motorola. If such charges are imposed upon Motorola, Customer will reimburse Motorola upon receipt of proper documentation of such assessments.

5.5 At the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed. Should the annual inflation rate increase greater than 5% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 5%. The Midwest Region Consumer Price Index (http://www.bls.gov/ro5/cpimid.htm), All items, Not seasonally adjusted shall be used as the measure of CPI for this price adjustment. Measurement will take place once the annual average for the new year has been posted by the Bureau of Labor Statistics

Section 6. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola Solutions total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA SOLUTIONS WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA SOLUTIONS PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 7. DEFAULT/TERMINATION

7.1. If Motorola breaches a material obligation under this Agreement (unless Customer or a Force Majeure causes such failure of performance); Customer may consider Motorola to be in default. If Customer asserts a default, it will give Motorola written and detailed notice of the default. Motorola will have thirty (30) days thereafter either to dispute the assertion or provide a written plan to cure the default that is acceptable to

Customer. If Motorola provides a cure plan, it will begin implementing the cure plan immediately after receipt of Customer's approval of the plan.

7.2. If Customer breaches a material obligation under this Agreement (unless Motorola or a Force Majeure causes such failure of performance); if Customer breaches a material obligation under the Software License Agreement that governs the Software covered by this Agreement; or if Customer fails to pay any amount when due under this Agreement, indicates that it is unable to pay any amount when due, indicates it is unable to pay its debts generally as they become due, files a voluntary petition under bankruptcy law, or fails to have dismissed within ninety (90) days any involuntary petition under bankruptcy law, Motorola may consider Customer to be in default. If Motorola asserts a default, it will give Customer written and detailed notice of the default and Customer will have thirty (30) days thereafter to (I) dispute the assertion, (ii) cure any monetary default (including interest), or (iii) provide a written plan to cure the default that is acceptable to Motorola. If Customer provides a cure plan, it will begin implementing the cure plan immediately after receipt of Motorola's approval of the plan.

7.3. If a defaulting party fails to cure the default as provided above in Sections 7.1 or 7.2, unless otherwise agreed in writing, the non-defaulting party may terminate any unfulfilled portion of this Agreement and may pursue any legal or equitable remedies available to it subject to the provisions of Section 6 above.

7.4. Upon the expiration or earlier termination of this Agreement, Customer and Motorola will immediately deliver to the other Party, as the disclosing Party, all Confidential Information of the other, including all copies thereof, which the other Party previously provided to it in furtherance of this Agreement. Confidential Information includes: (a) proprietary materials and information regarding technical plans; (b) any and all other information, of whatever type and in whatever medium including data, developments, trade secrets and improvements, that is disclosed by Motorola to Customer in connection with this Agreement; (c) all geographic information system, address, telephone, or like records and data provided by Customer to Motorola in connection with this Agreement that is required by law to be held confidential.

7.5 Any termination by Customer prior to the expiration of the multi-year term, for any reason other than Motorola default, will result in an early termination fee equal to the discount applied to the invoices for the multi-year term, which will be due and payable upon such early termination. Annual discounts, if any, for the multi-year term can be found on the Covered Products, Support Options and Pricing Exhibit.

Section 8.   GENERAL TERMS AND CONDITIONS

8.1. Notices required under this Agreement to be given by one party to the other must be in writing and either delivered in person or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service), or by facsimile with correct answerback received, and will be effective upon receipt.

    Customer: _____
    Attn: _____
    _____
    _____

    Motorola Solutions, Inc.
    Attn: Legal, Corporate Communications and Government Affairs
    500 W. Monroe St., Floor 43
    Chicago, IL 60661

8.2. Neither party will be liable for its non-performance or delayed performance if caused by an event, circumstance, or act of a third party that is beyond such party's reasonable control.

8.3. Failure or delay by either party to exercise any right or power under this Agreement will not operate as a waiver of such right or power. For a waiver to be effective, it must be in writing signed by the waiving party.

An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

8.4.   Customer may not assign any of its rights under this Agreement without Motorola's prior written consent.

8.5.   This Agreement, including the exhibits, constitutes the entire agreement of the parties regarding the covered Maintenance and Support Services and supersedes all prior and concurrent agreements and understandings, whether written or oral, related to the services performed. Neither this Agreement nor the Exhibits may be altered, amended, or modified except by a written agreement signed by authorized representatives of both parties. Customer agrees to reference this Agreement on all purchase orders issued in furtherance of this Agreement. Neither party will be bound by any terms contained in Customer's purchase orders, acknowledgements, or other writings (even if attached to this Agreement).

8.6.   This Agreement will be governed by the laws of the United States to the extent that they apply and otherwise by the laws of the State to which the Products are shipped if Licensee is a sovereign government entity or the laws of the State of Illinois if Licensee is not a sovereign government entity.

Section 9.   CERTIFICATION DISCLAIMER

Motorola specifically disclaims all certifications regarding the manner in which Motorola conducts its business or performs its obligations under this Agreement, unless such certifications have been expressly accepted and signed by an authorized signatory of Motorola.

Section 10.   COMPLIANCE WITH APPLICABLE LAWS

The Parties will at all times comply with all applicable regulations, licenses and orders of their respective countries relating to or in any way affecting this Agreement and the performance by the Parties of this Agreement. Each Party, at its own expense, will obtain any approval or permit required in the performance of its obligations. Neither Motorola nor any of its employees is an agent or representative of Customer.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed as of the day and year first written above:

MOTOROLA SOLUTIONS, INC.   **CUSTOMER**

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

MOTOROLA SOLUTIONS

Exhibit A
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT   **TERM:**

CUSTOMER AGENCY		BILLING AGENCY	
Address		Address	
City, State, Zip		City, State, Zip	
Contact Name		**Contact Name**	
Contact Title		Contact Title	
Telephone Number		Telephone Number	
Email Address		Email Address	

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding prompt by product

Site Identification Numbers

Product Group	Site Identification Number	Phone Prompt

Standard Services Include:

Customer Support Plan	Virtual Private Network VPN Tool
Case Management 24x7	Third-party Vendor Coordination
Technical Support 9x5	Access to Users Group Site
On-site Support (when applicable)	Software Releases, as defined

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Support Service Package	Qty	Term Fees
				$.00
				$.00
				$.00
				$.00
				$.00
				$.00
				$.00
			TOTAL	**$.00**

THIRD-PARTY VENDOR SUPPORTED PRODUCTS

Vendor	Description	Vendor Service Level	Qty	Term Fees
				$.00
				$.00
				$.00
				$.00
				$.00
				$.00
			TOTAL	**$.00**

Exhibit A Continued
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT   **TERM:**

Ala Carte Services Available:

Professional Services Upgrades*	Users Conference Advance Purchase**
Hardware Refresh*	On-site Support Dedicated Resource
Professional Services Consultation	GeoFile Services
Professional Services Training	Lifecycle Services*

Require Multi-Year Agreement

USERS CONFERENCE ADVANCE PURCHASE OPTION					
Users Conference Attendance	**Year**		**Attendees**	**Qty**	**Fees**
			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.**

ALA CARTE SUPPORT SERVICES

Service	Description	SOW Reference	Qty	Term Fees
				$.00
				$.00
				$.00
			TOTAL	**$.00**

SUPPORT FEES SUMMARY

Product	Service Level	Term Fees
Motorola Product ™	xx	$.00
Added Motorola Product ™	xx	$.00
Multi-System Discount - x%		($.00)
Multi-Year Discount - 2%		($.00)
SUBTOTAL MOTOROLA SUPPORT		**$.00**
Vendor Product	xx	$.00
Added Vendor Product	xx	$.00
SUBTOTAL THIRD PARTY SUPPORT		**$.00**
Ala Carte Support Service	xx	$.00
Added Ala Carte Support Service	xx	$.00
SUBTOTAL OPTIONAL SUPPORT SERVICES		**$.00**
GRAND TOTAL		**$.00**
MONTHLY FEES (remove if not applicable)		**$.00**

Exhibit B
STATEMENT OF WORK

MAINTENANCE AND SUPPORT AGREEMENT   **TERM:**

CUSTOMER:

This Statement of Work (SOW), including all of its subsections and attachments is an integral part of the Services Agreement or other signed agreement between Motorola Solutions, Inc. (Motorola) and Customer ("Agreement") and is subject to the terms and conditions set forth in the Agreement.

Essential Services are Software Upgrades and Technical Support. Each of these services are summarized below and expanded upon in appendices A and B. In the event of a conflict between the Sections below and an individual SOW Appendix, the individual SOW Appendix prevails.

Essential Services

Motorola's Essential Services provide basic support delivered through a combination of centralized resources within the Motorola Solutions Technical Support Center (TSC) collaborating with product development resources that are experienced in managing mission critical systems and associated technologies. The TSC operates 24 x 7 x 365, leveraging remote access to customer systems for complete resolution methods.

Essential Services applies to the PremierOne System located on the Customer Enterprise Network. The services described in this SOW will be performed in accordance with the Customer Support Plan (CSP) agreed upon by the parties.

Customer Support Plan (CSP)

Exhibit A of the Maintenance and Support Agreement defines the system elements covered under Essential Services. The division of responsibilities between Motorola and Customer shall be defined and documented in the Appendices of this SOW, the Essential Services CSP and other portions of the Agreement.

The CSP is a critical component of this SOW and, once created, will automatically become integrated into this SOW. The outlined services in this SOW will be adapted to Customer's own environment and unique needs, including Customer technologies, systems, operating environments, and operational capabilities in the CSP. Motorola and Customer will collaborate to define the Customer-specific processes, procedures, network information, and other relevant support details required to perform the Services set forth in the this SOW. Any delay by Customer in providing information relevant to the CSP will create a delay in implementing the CSP and this SOW.

Centralized Service Delivery

Technical Support service provides telephone consultation for technical issues that require a high level of PremierOne experience and troubleshooting capabilities. Technical Support is delivered through the TSC Operations Center by a staff of technical support specialists skilled in diagnosis and swift resolution of on-premise software system performance and operational issues. Motorola applies leading industry standards in recording, monitoring, escalating and reporting for Technical Support calls from its contracted customers, reflecting the importance of maintaining mission critical systems. Appendix A contains the SOW for Technical Support.

Software Maintenance Agreement (SMA)

As new PremierOne releases become available, Motorola will provide the Customer with the software required to execute an upgrade. Motorola's Essential service includes remote upgrades of any On Demand (OD) and Cumulative Upgrade (CU) Motorola software releases that may be available. Motorola will only provide releases that have been analyzed, pre-tested, and certified in a dedicated test lab. Appendix B contains the SOW for the SMA.

"Releases" means an Update or Upgrade to the Motorola Software and are characterized as "On Demand Releases," "Cumulative Updates," "Supplemental Releases," "Standard Releases," or "Product Releases." The content and timing of Releases will be at Motorola's sole discretion.

A "Cumulative Update" is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates will be superseded by the next issued Cumulative Update.

A "Supplemental Release" is defined as an interim release of Motorola Software that contains primarily error corrections to an existing Standard Release and may contain limited improvements that do not affect the overall structure of the Motorola Software. Depending on the Customer's specific configuration, a Supplemental Release might not be applicable. A "Standard Release" is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that is reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release). A "Product Release" is defined as a release of Motorola Software considered to be the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola's opinion will prevail, provided that Motorola treats the Product offering as a new Product or feature for its end user customers generally. On Demand Releases are identified by the fifth character of the five-character release number, shown here as underlined: "1.2.0.4.a," Cumulative Updates by the fourth digit: "1.2.0.4.a," Supplemental Releases are identified by the third digit: "1.2.0.4.a," Standard Releases by the second digit: "1.2.0.4.a," and Product Releases by the first digit: "1.2.0.4.a."

End User Provisioning

Motorola will work with Customer during the initial deployment of the PremierOne system on all provisioning. All subsequent provisioning after the initial deployment are the responsibility of the Customer. The process to implement and deploy provisioning will be communicated during the initial deployment of the system. Provisioning efforts are not included in this agreement.

Appendix A: Technical Support Services Statement of Work

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

1.1   Description of Technical Support Services

Motorola's Technical Support Center's (TSC) primary goal is resolution of Customer issues, providing incident restoration and service request fulfillment on Motorola's currently supported system. This team of highly skilled, knowledgeable, and experienced specialists is available to the customer as an integrated part of the support and technical issue resolution process. The TSC remotely supports the customer and works with fault diagnostics tools, simulation environments and knowledge database search engines.

Calls requiring incidents or service requests will be assigned the impact level in accordance with the agreed Severity Level Response Time Goals stated in this document.

Motorola will track the progress of each case from initial capture to resolution. Motorola will advise and inform the customer of the case progress and tasks that require further investigation and assistance from the customer's technical resources.

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

1.2   Scope

Technical Support service is available Monday - Friday 8:00am - 5:00pm local site time and 24 hours a day, 7 days a week for Severity 1 Incidents. See Severity Level Response Time Goals.

1.3   Inclusions

1.3.1   Technical Support service will be delivered on Motorola sold PremierOne Components.

1.3.2   Remote upgrade services for On Demand (OD) and Cumulative Update (CU) releases to apply defect resolutions.

1.3.3   Access to new PremierOne software releases via MyView Portal

1.4   Limitations and Exclusions

The following activities are outside the scope of the Technical Support service, but are part of another offering of Services that are available to remote Technical Support customers at an additional cost:

1.4.1   On-site visits /resources.

1.4.2   System installations, upgrades, and expansions.

1.4.3   Hardware replacement/exchange.

1.4.4   Motorola implementation or on-site upgrade services.

1.4.5   Proactive Solution Monitoring

1.5   Motorola has the following responsibilities:

1.5.1.   Provide availability to the Motorola Solution Support Center (800-221-7144), 24 hours a day, 7 days a week to respond to Customer's requests for Severity 1 support.   Refer to Severity Level Response Time Goals for Severity 2 and 3 response times.

1.5.2.   Respond initially to Incidents and Technical Service Requests in accordance with the response times set forth in the Severity Level Response Time Goals section of this document.

1.5.3.   Provide caller a plan of action outlining additional requirements, activities or information required to achieve restoral/fulfillment.

1.5.4.   Maintain communication with the customer as needed until resolution of the case

1.5.5.   Coordinate technical resolutions with agreed upon third party vendors, as needed.

1.5.6.   Manage functionally escalated support issues to additional Motorola technical resources, as applicable.

1.5.7.   Determine, in its sole discretion, when a case requires more than the Technical Support services described in this SOW and notify customer of an alternative course of action.

1.6.   The Customer has the following responsibilities:

1.6.1.   Provide Motorola with pre-defined information prior to contract start date necessary to complete Customer Support Plan (CSP).

1.6.2.   Submit changes in any information supplied in the Customer Support Plan (CSP) to the Customer Support Manager (CSM).

1.6.3.   Contact the TSC in order to engage the Technical Support service, providing the necessary information for proper entitlement services. Including but not limited to the name of contact, name of customer, system ID number, site(s) in question, and brief description of the problem including pertinent information for initial issue characterization.

1.6.4.   Maintain suitable trained technical resources that provide technical maintenance services to the system, and who are familiar with the operation of that system.

1.6.5.   Supply suitably skilled and trained on-site presence when requested by the TSC.

1.6.6.   Validate issue resolution prior to close of the case in a timely manner.

1.6.7.   Acknowledge that cases will be handled in accordance with the times and priorities as defined in the Severity Level Response Time Goals section in this document.

1.6.8.   Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Technical Support.

1.6.9   Obtain at Customer's cost all third party consents or licenses required to enable Motorola to provide the Service.

1.6.10   Monitor SCOM alerts and notify TSC of any issues requiring technical resolution.

1.7   Severity Level Response Time Goals

The response times are based on the defined severity levels as follows:

Severity Level	Response Time
Severity 1	This severity level is meant to represent a complete failure of the PremierOne Solution. No Work-around or immediate solution is available. A Motorola TSC Technician will respond within one hour of the request for support being logged in the issue management system. Continual effort will be maintained to restore the system or provide a workaround resolution. Response provided 24 x 7.

Severity 2	This level is a non-critical major failure. This error level occurs when a major but non-critical element in the System is not functioning but that does not prohibit continuance of basic operations. 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. A Motorola TSC Technician will respond within three (3) hours of the request for support being logged in the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.
Severity 3	This level is meant to represent a non-critical minor issue that does not preclude use of PremierOne Solution. A Motorola TSC Technician will respond within the next business day of the request for support being logged in the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.
Severity 4	This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests. A Motorola Solution Support Center Agent will make contact with the customer/caller within two (2) standard business days of the request for support. Response provided 8 x 5 on standard business which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.

Appendix B: Software Maintenance Agreement (SMA) Statement of Work

1.1   Description of Service and Obligations

As PremierOne releases become available, Motorola agrees to provide the Customer with the software required to execute the upgrade for their PremierOne system. Remote upgrade services are included for OD and CU releases.   Standard Release (SR) installation labor services are not included. Currently, Motorola's software releases include any Motorola software updates that may be available. Motorola will only provide releases that have been analyzed, pre-tested, and certified in a dedicated PremierOne test lab to ensure application functionality.

1.2   Scope

The PremierOne certified release software is covered under SMA. The PremierOne SMA does not cover other products. Refer to section 1.3 for exclusions and limitations.

PremierOne SMA pricing is based on the customer system configuration outlined in Exhibit A. This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require a PremierOne SMA price adjustment.

The PremierOne SMA applies only to software release upgrades within the previous two releases from the current PremierOne version.

The Customer agrees that they shall:

1.2.1   Contact Motorola to schedule and engage the appropriate Motorola resources to obtain resources for a PremierOne release upgrade.

1.2.2   Purchase any labor needed to implement system release upgrades.

1.2.4   Purchase any additional hardware and software needed to implement any optional solution features or number of users/new service expansions.

1.2.5   Provide or purchase labor to implement optional solution features or number of licenses/new service expansions.

1.2.6   Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide software upgrade services.

1.3   Exclusions and Limitations

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

1.3.2   The parties acknowledge and agree that the PremierOne SMA does not cover the following products:

1.3.4   Motorola Networks and Infrastructure Products

1.3.5   Non- Motorola Network and Infrastructure Products

1.3.6   Motorola Command Central Software

1.3.7   Custom Software or Third Party Application Software

1.3.8   Data Radio Devices

1.3.9   Mobile computing devices such as Laptops

1.3.10   Motorola and Non-Motorola two-way radio subscriber products

1.3.11 Point-to-point products such as fiber, LAN/WAN, microwave terminals and association multiplex equipment

1.3.12 PremierOne SMA does not cover any hardware or software supplied by or to the Customer when purchased directly from a third party, unless specifically included in this SOW.

1.3.13 PremierOne SMA does not cover software support for virus attacks or other applications that are not part of the PremierOne system, or unauthorized modifications or other misuse of the covered software. Motorola is not responsible for management of anti-virus or other security applications.

1.3.14 Upgrades for equipment add-ons or expansions during the term of this PremierOne SMA are not included in the coverage of this SOW unless otherwise agreed to in writing by Motorola.

1.4   Special provisions

1.4.1   Customer will only use the software (including any System Releases) in accordance with the applicable Software License Agreement.

1.4.2   PremierOne SMA services do not include repair or replacement of hardware or software that is necessary due to defects that are not corrected by the system release, nor does it include repair or replacement of defects resulting from any nonstandard, improper use or conditions; or from unauthorized installation of software.

1.4.3   PremierOne SMA coverage and the parties' responsibilities described in this Statement of Work will automatically terminate if Motorola no longer supports the PremierOne software version in the Customer's system or discontinues the PremierOne SMA program. In either case, Motorola will refund to Customer any prepaid fees for PremierOne SMA services applicable to the terminated period.

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

1.4.5   The SMA annualized price is based on the fulfillment of the 12 month term. If Customer terminates, except if Motorola is the defaulting party, Customer will be required to pay for the balance of payments owed if a system release upgrade has been taken prior to the point of termination.

![Motorola Solutions logo] MOTOROLA SOLUTIONS

Exhibit C
CUSTOMER SUPPORT PLAN - PREMIERONE ESSENTIAL

MAINTENANCE AND SUPPORT AGREEMENT   **TBD**   **TERM:**   **TBD**

CUSTOMER: **XX**

Below are the topics outlined in this Customer Support Plan:
I.   **Service Level Targets**
II.   **Security**
III.   **Service Offerings**
IV.   **Accessing Customer Support**
V.   **Responsibilities**
VI.   **Contacts**

I.   **TECHNICAL SUPPORT SERVICE LEVEL TARGETS**

Motorola will strive to meet the technical support response time goals set forth in the table below.

RESPONSE TIME GOALS

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	Non-Critical Major Failure - A major but non-critical element in the System is not functioning but that does not prohibit continuance of basic operations. 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

SEVERITY LEVEL	DEFINITION	RESPONSE TIME
3	**Non-Critical Minor 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 8 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**

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 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 Director of Customer Support 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 Director of Customer Support Director of Systems Integration VP of System Integration 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 Presidents of Operations, System Integration, Customer Support and Engineering.	Senior Management Support Operations Systems Integration 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.

II.   SECURITY.

1.1   Motorola will maintain industry standard security measures to protect the Solution from intrusion, breach, corruption, or other security risk. During the term of the Agreement, if the Solution enables access to Criminal Justice Information (CJI), as defined by the Criminal Justice Information Services Security Policy (CJIS), Motorola will provide and comply with a CJIS Security Compliance document. Any additional Security measure desired by Customer may be available for an additional fee.

1.2   Motorola will require its personnel that access CJI to submit to a background check based on submission of FBI fingerprint cards.

1.3   Customer is independently responsible for establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Service provided. Customer must also establish and ensure compliance with access control policies and procedures, including password security measures. Further, Customer must maintain industry standard security and protective data privacy measures. Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed or viewed by Customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, including but not limited to lost or stolen passwords. MSI reserves the right to terminate the Service if Customer's failure to maintain or comply with industry standard security and control measures negatively impacts the Service, Solution, or Motorola's own security measures.

1.4   Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries.

III.   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.

IV.   Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Applications. 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 commercially reasonable. 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 Technical Support is always available. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time a customer calls, information is logged about the specific request such that it is available for future reference and analysis.

There are three options for accessing Support at Motorola:

1.   **Motorola System Support Center Toll Free Number**
2.   **Email Case Ticketing**
3.   **MyView Portal**

Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949

> **Select from the auto attendant as follows:**
> o   **Option 2 – Technical Support of Infrastructure Products**
> o   **Then select Option 6 for Public Safety Applications**
> o   **Next select the appropriate product type option**

Upon contact with the SSC/TSO personnel, the caller will provide the name and phone number for Customer contact and your agency and **Site ID [to be customized]**. 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 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.

Option 2 - Submit a ticket via Email Case Management

An alternate Customer Support tool is available for Applications 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 available for severity levels (3) three and (4) four only. To properly process a ticket, the message must be formatted exactly as described below:

Address Email to: PSACASE@motorolasolutions.com

Subject: Type **PSA Service Request** and Brief Description of the problem (This becomes the case title)

Use the following template for the body of the email. You can copy and paste from below, filling in the accurate and specific needs of the request following the bold items listed:

Site ID = Site **ID**

Product Type= followed by the product family type. Choose from the following list:

- PremierOne CAD, Mobile, Records, Jail, Handheld
- PremierMDC (PMDC)

Contact First Name = followed by your first name or the name of the person you would like support personnel to contact

Contact Last Name = followed by your last name or the name of the person you would like support personnel to contact.

Phone Number = followed by the area code and phone number where the contact person may be reached

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

Problem Description = followed by a comprehensive description of the problem

Send the message to us. You will receive an email with your case number for future reference.

SAMPLE Email Ticket Formatting:

Site ID number: PSA1234_(NetRMS_) *(Clarify site identification number)*
Product type: NetRMS *(Specific product such as LRMS, NetRMS, PremierMDC, etc.)*
Contact first name: John
Contact last name: Doe
Phone number: 303-123-4567
Severity level: Level 3 *(Email ticketing is available for severity levels there and four only)*
Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports *(Include a comprehensive description of the problem)*
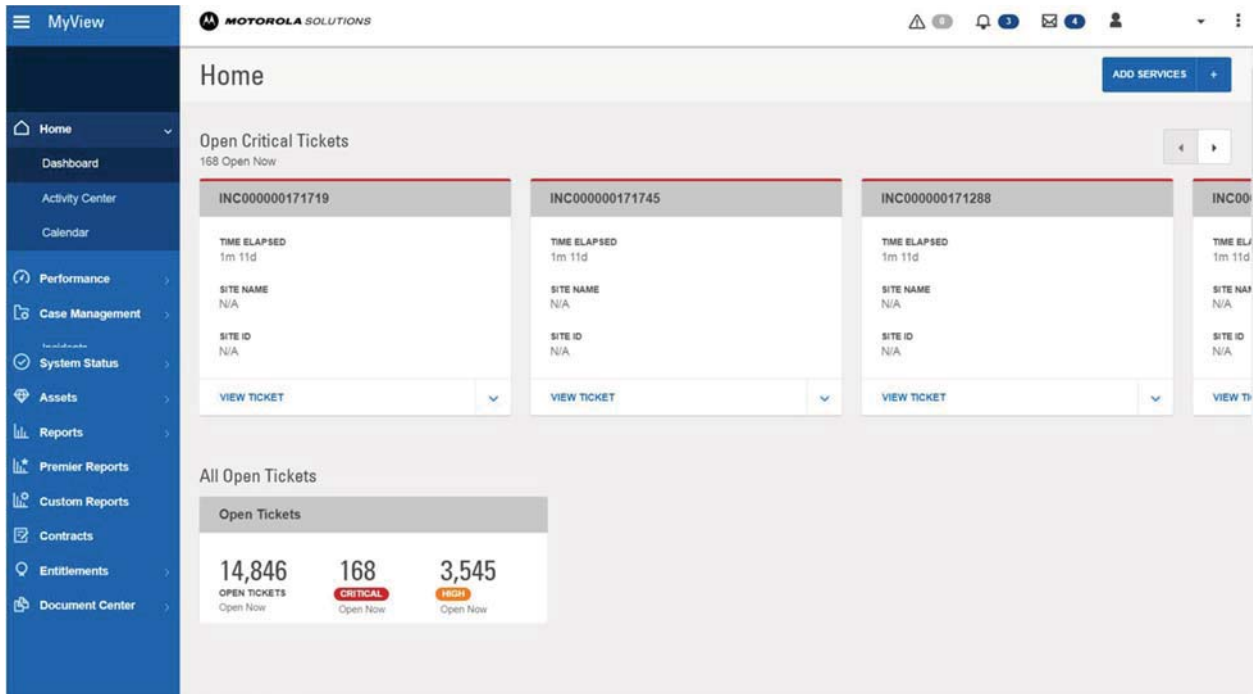
Option 3 - Case Management via MyView Portal

MyView Portal provides actionable insights into your mission-critical operations, giving you the knowledge to make data-driven decisions that mitigate the risk of downtime and enhance system performance. With Essential and Advanced Support Service Packages, MyView Portal gives you valuable system and service information whenever you need it along with complete support case/incident management from submission to close.

V. Key Responsibilities

5.1 Motorola Responsibilities

5.1.1 **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 in the subscription agreement.

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

5.1.3 **On-Site Software Correction**. Unless otherwise stated herein, all support 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.

5.1.4 **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.

5.1.5 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 NCIC and state interfaces are not part of the covered Services. Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.

5.1.6 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

5.1.7 Monitor the customer system per the requirements in the Advanced Statement of Work.

5.2 Customer Responsibilities

5.2.1 **Troubleshooting**. Customer will make every effort to triage issues internally. If MSI assistance is requested, customer will make all reasonable efforts to assist in problem resolution. This may include problem reproduction, answering questions, supplying data, etc.

5.2.2 **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.

5.2.3 **Assess Severity Level**. Assist in assessing and assigning the initial and the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.

5.2.4 **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.

5.2.5 **Maintenance on Hardware**. Customer will provide all on-site hardware maintenance and 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 Solutions Maintenance and Support Agreement.

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

5.2.1 **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 and will not adversely impact the system.

5.2.8 **Physical Server Maintenance**. Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.

5.2.9 **Virtual Server Maintenance**. Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.

5.2.10 **Event Log Review**. Review System and Application Event Logs periodically to identify any possible problems, and/or unrecognized or frequent errors.

5.2.11 **Physical Workstation Maintenance**. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.

5.2.12 **CAD Client Maintenance**. Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.). Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list.

5.2.13 **Mobile Client Maintenance**. Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.). Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list. Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).

5.2.14 **Third-Party Maintenance**:

5.2.14.1 **.Net**. Install, upgrade, configure, and maintain .net framework software as per minimum requirements outlined by MSI

5.2.14.2 **Server**. Install, upgrade, configure, and maintain all servers hosting 3rd party products that interface to MSI products. See Physical Server Maintenance section above for additional explanation

5.2.14.3 **SQL**. Install, upgrade, configure, and maintain MSSQL application. Make resource optimization changes pertaining to best practices as required by MSI.

5.2.14.4 **SQL Express**. Install, upgrade, configure, and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by MSI.

5.2.14.5 **Unembedded Third-Party Licensing.** Maintain and apply all third party licensing for products not specifically embedded within an MSI proprietary product.

5.2.15 **DB Failover** (Post 4.0). Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Support and provide supporting data for any problems discovered. Perform and periodically test system disaster recovery site failover via script provided by Motorola. Officially notify Motorola of any plans to perform DR failover with reasonable advance notice. Engage Motorola Support and provide supporting data for any problems discovered.

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

5.2.17 **Storage Capacity Tracking and Maintenance**.   Monitor, maintain, and configure system data storage components in accordance with accepted standards and operational requirements as outlined by MSI. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above.

5.2.18 **Temporary DB File Size Maintenance**. Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above.

5.2.19 **RDW Maintenance**. See Physical/Virtual Server.

5.2.20 **Customer Reports**. Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by MSI.

5.2.21 **CAD Client Install and Testing**. Install, upgrade, and test P1 Software Updates (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to MSI for review and correction. Ensure that minimum software/hardware requirements are met.

5.2.22 **Mobile Client Install and Testing**. Install, upgrade, and test P1 Software Updates (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to MSI for review and correction. Ensure that minimum software/hardware requirements are met.

5.2.23 **GIS Updates - PremierOne Map Maintenance**. Ensure validity and integrity of all GIS related data introduced to the system. Record modifications made to GIS files, and confirm expected behavior within the PremierOne system. Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients.

5.2.24 **Anti-Virus and Windows UAC**. Install, configure, and upgrade chosen anti-virus software. Appropriately configure user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the customer will be responsible for diagnosing and correcting the issue. Per request, MSI will make every reasonable effort to test and verify specific anti-virus patches against a replication of the customer's application if a problem cannot be resolved internally.

5.2.25 **System, Database, HD and Tape Backups**. Perform and/or ensure successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes, and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne SSMS full and incremental database backups completing successfully, report related SCOM notifications to MSI.

5.2.26 **Provisioning knowledge of the system**. Customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Provisioning. Provisioning changes should be tracked. This information should be supplied to MSI to aid in troubleshooting efforts should a problem be experienced. MSI now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the customer as a failsafe.

5.2.27 **Records ACT**. Only trained users of ACT should attempt to use ACT to maintain their system. New module creation, or existing module changes, should first be completed and tested within

a non-production environment. Apply changes to the production environment by running a buildset, or importing the ash file(s). All changes made in ACT should be tracked via MSI supplied excel files. These files must be made available upon request to aid in MSI troubleshooting efforts. ACT additions, changes, and maintenance is the sole responsibility of the customer.

5.2.28 **Use of Deployment or All-In-One**. Users of the deployment tool or AIO tool must be appropriately trained, and understand it's operation fully. Deployment packages that are no longer necessary should be purged. Customer is responsible for client deployment, and should engage MSI support if a problem is discovered.

5.2.29 **Tape Backup Rotation**. See Backup.

5.2.30 **HD Backup Rotation**. See Backup.

5.2.31 **Gathering Issue Logs (Server and Client)**. Supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by MSI, must be furnished. Absence of requested data may lead to case closure.

5.2.32 **Customer Data Archiving**. Customer is responsible for all P1 Data Archival as per their internal requirements and needs. Adequate storage space should be maintained, and data must not be stored in a manner that adversely impacts the PremierOne System or component operations.

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

5.2.34 **Remote Access**. Upon successful completion of approved background check, customer must provide remote access to requesting MSI personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne domain access, and access to all system elements that pertain to the operation of the PremierOne CAD system and functionality.

5.2.35 **User Access Control**. See Anti-Virus.

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

5.2.37 **End User Training**. Ensure that all end users of MSI products are adequately trained to perform their duties and not cause harm or upset of system functionality. MSI does offer additional training if necessary for an additional cost.

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

VI. Contact Information

Motorola Solutions Contacts

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	**(800) 323-9949** **Option 2 >** **Option 6 >** **Option #**
CSM NAME Customer Service Manager CSM@motorolasolutions.com	(XXX) XXX-XXXX - mobile
Linda Hudson Senior Manager, Technical Support linda.hudson@motorolasolutions.com	(303) 527-4017 - office
Phillip Askey Technical Support Manager – Command & Control (PSA) Applications P.Askey@motorolasolutions.com	(720) 565-4764 - office
AE NAME Account Executive, Manager AE@motorolasolutions.com	(XXX) XXX-XXXX - mobile

Customer Contacts (to be provided by Customer)

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

Exhibit C
LABOR RATES

MAINTENANCE AND SUPPORT AGREEMENT   **TERM:**

CUSTOMER:

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.

Exhibit E

SYSTEM ACCEPTANCE CERTIFICATE
Public Safety Applications

Customer Name: _____

Project Name:_____

This System Acceptance Certificate memorializes the occurrence of System Acceptance. Motorola and Customer acknowledge that:

1. The Acceptance Tests set forth in the Acceptance Test Plan have been successfully completed, and all System or product documentation promised under the Agreement has been provided.

2. The System is accepted, except for any items listed on a punch list. The Parties will promptly complete their respective punch list responsibilities according to a mutually agreed schedule.

Customer Representative: Motorola Representative:

Signature: _____   Signature: _____

Print Name: _____   Print Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

FINAL SYSTEM ACCEPTANCE:

Motorola has provided and Customer has received all deliverables, and Motorola has performed all other work required for Final System Acceptance.

Customer Representative: Motorola Representative:

Signature: _____   Signature: _____

Print Name: _____   Print Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Exhibit F

Three Party Master Depositor Escrow Service Agreement

The Three Party Master Depositor Escrow Service Agreement is not applicable.

MOTOROLA PRICING MATRIX - CITY OF IRVINE POLICE DEPARTMENT

Item	Quantity	Unit Price	Extended Price	Discount	Total Price	Tax @ 7.75		Total Price w/Tax Costs
FIRST YEAR (18 Month) PROJECT COSTS								
SYSTEM HARDWARE (Note $500 shipping fee has been added into this section)								
PremierOne HPE 42U Enterprise rack, with Console, KVM Switch, and monitored PDUs	1	$11,065	$11,065	$0	$11,065	y	$858	$11,923
Panduit cable strain relief bar for PremierOne	4	$20	$81	$0	$81	y	$6	$87
PremierOne HPE DL360 Gen10 Host Server (w/5 Yr Mx)	3	$24,341	$73,022	$0	$73,022	y	$5,659	$78,681
PremierOne HPE DL360 Gen10 Monitor Server (w/5 year Mx package)	1	$11,131	$11,131	$0	$11,131	y	$863	$11,993
Extreme Networks Summit X620-16t switch	2	$5,949	$11,897	$0	$11,897	y	$922	$12,819
Extreme Networks Summit X460-48 OOB switch	1	$4,776	$4,776	$0	$4,776	y	$370	$5,147
PremierOne FortiGate FG-501E Firewall Device	2	$5,994	$11,988	$0	$11,988	y	$929	$12,917
PremierOne FortiGate AC Power Supply for FG-300/301E AND FG-500/501E (Mx included in	2	$594	$1,188	$0	$1,188	y	$92	$1,280
Storage Nimble Storage	1	$30,775	$30,775	$0	$30,775	y	$2,385	$33,160
PremierOne Cable RJ-45(M) to RJ45(M) STP 2.44M CAT6a BLUE	2	$14	$29	$0	$29	y	$2	$31
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a AQUA	8	$11	$91	$0	$91	y	$7	$99
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a BLACK	4	$14	$57	$0	$57	y	$4	$62
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a BLUE	2	$13	$26	$0	$26	y	$2	$28
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a AQUA	2	$11	$23	$0	$23	y	$2	$25
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a BLACK	2	$14	$29	$0	$29	y	$2	$31
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a ORANGE	10	$16	$157	$0	$157	y	$12	$169
PremierOne Cable RJ-45(M) to RJ45(M) UTP 30.5cm CAT6a BLUE	2	$9	$17	$0	$17	y	$1	$18
PremierOne Cable RJ-45(M) to RJ45(M) UTP 15.2cm CAT6 RED	1	$3	$3	$0	$3	y	$0	$3
PREMIERONE 10GBASE50CM TWINAXIAL CABLE	6	$23	$137	$0	$137	y	$11	$148
Lantronix UDS1100	1	$174	$174	$0	$174	y	$14	$188
Hardware Shipping	1	$500	$500	$0	$500	y	$39	$539
SECTION DISCOUNT				($31,333)	($31,333)			($31,333)
Sub-Total			$157,167	($31,333)	$125,833		$12,180	$138,014
SYSTEM SOFTWARE								
VM, Monitoring and ADC SW SolarWinds Network Performance Monitor SL250 License+ 1st	1	$8,363	$8,363	$0	$8,363	y	$648	$9,011
VM, Monitoring and ADC SW SolarWinds NetFlow Traffic Analyzer SL250 License + 1st Year	1	$5,349	$5,349	$0	$5,349	y	$415	$5,763
VM, Monitoring and ADC SW F5 BIG-IP LTM VE200 Load Balancer	2	$6,973	$13,945	$0	$13,945	y	$1,081	$15,026
SECTION DISCOUNT				($5,531)	($5,531)			($5,531)
Sub-Total			$27,657	($5,531)	$22,125		$2,143	$24,269
PREMIER ONE SOFTWARE								
PremierOne CAD Server License (Primary)	1	$67,590	$67,590	$0	$67,590	n	0	$67,590
PremierOne CAD Dispatch (CAD Client and Mapping)	8	$13,067	$104,539	$0	$104,539	n	0	$104,539
PremierOne CAD Low Use Client License mapping (Per Concurrent User)	16	$1,081	$17,303	$0	$17,303	n	0	$17,303
PremierOne AVL Vehicle Tracking Module License	1	$31,542	$31,542	$0	$31,542	n	0	$31,542
CAD to CAD License (for FATPOT)	1	$45,060	$45,060	$0	$45,060	n	0	$45,060
Integrated Call Control (moved from Options section)	8	$11,814	$94,512	$0	$94,512	n	0	$94,512
PremierOne Mobile Server License (Primary)	1	$45,060	$45,060	$0	$45,060	n	0	$45,060
PremierOne CAD&Mobile Reporting Service Server License	1	$9,012	$9,012	$0	$9,012	n	0	$9,012

Item	Qty	Unit Price	Ext Price	Discount	Net Price			Total
NRPC-40-SRV Distinct ONC RPC/XDR for .NET v4.0 Server Run Time -- CADI Protocol For	1	$2,020	$2,020	$0	$2,020	n	0	$2,020
Records Convert-on-Demand Tool	1	$72,096	$72,096	$0	$72,096	n	0	$72,096
PremierOne Records Tier 2 Server License (51 to 500 users)	1	$54,072	$54,072	$0	$54,072	n	0	$54,072
PremierOne Enterprise Site License for Records Client Usage	1	$12,504	$12,504	$0	$12,504	n	0	$12,504
PremierOne Records Client Concurrent User License	75	$1,667	$125,042	$0	$125,042	n	0	$125,042
PremierOne Records Reporting Service Server License	1	$9,012	$9,012	$0	$9,012	n	0	$9,012
Advanced Configuration Tool	1	$0	$0	$0	$0	n	0	$0
Command Central Analytics	1	$16,148	$16,148	$0	$16,148	n	0	$16,148
PremierOne Mobile w/Mapping & Records - Concurrent User	30	$2,659	$79,756	$0	$79,756	n	0	$79,756
Command Central App (Handheld)	1	$34,336	$34,336	$0	$34,336	n	0	$34,336
PremierOne Query Service Server License	1	$6,008	$6,008	$0	$6,008	n	0	$6,008
PremierOne GIS Editing Client Plug-In License	1	$6,759	$6,759	$0	$6,759	n	0	$6,759
PremierOne Mapping Server License	2	$9,012	$18,024	$0	$18,024	n	0	$18,024
Learning Management System (moved from Options section)	1	$19,392	$19,392	$0	$19,392	n	0	$19,392
Command Central Vault Storage, Manage and Judicial (25TB) (Software as a	1	$60,000	$60,000	($3,000)	$57,000	n	0	$57,000
Command Central Vault Judicial (Software as a Service/Subscription)(moved from Options	1	$0	$0	$0	$0	n	0	$0
Parsing for 49 States (includes discount)	1	$10,000	$10,000	$0	$10,000	n	0	$10,000
SECTION DISCOUNT				($151,177)	($151,177)			($151,177)
Sub-Total			**$939,787**	**($154,177)**	**$785,610**		**$0**	**$785,610**
PREMIER ONE IMPLEMENTATION SERVICES								
General Implementation Services								
Project Management	1	$375,033	$375,033	$0	$375,033	n	0	$375,033
Kickoff and Other Project Start Tasks	1	$154,412	$154,412	$0	$154,412	n	0	$154,412
Hardware Installation and Setup	1	$70,174	$70,174	$0	$70,174	n	0	$70,174
CAD Configuration and Implementation	1	$167,884	$167,884	$0	$167,884	n	0	$167,884
Records Configuration and Implementation	1	$192,222	$192,222	$0	$192,222	n	0	$192,222
Convert on Demand Services	1	$19,032	$19,032	$0	$19,032	n	0	$19,032
Command Central App	1	$13,333	$13,333	$0	$13,333	n	0	$13,333
CAD Interface Configuration and Implementation								
MCC7500	1	$18,680	$18,680	$0	$18,680	n	0	$18,680
Outbound Data for Video tagging	1	$24,728	$24,728	$0	$24,728	n	0	$24,728
Viper 911	1	$19,184	$19,184	$0	$19,184	n	0	$19,184
ASAP	1	$20,192	$20,192	$0	$20,192	n	0	$20,192
Fatpot (OCFD)	1	$44,384	$44,384	$0	$44,384	n	0	$44,384
ALPR/Vigilant	1	$49,424	$49,424	$0	$49,424	n	0	$49,424
PTT	1	$26,744	$26,744	$0	$26,744	n	0	$26,744
Legacy CAD Query	1	$31,784	$31,784	$0	$31,784	n	0	$31,784
State Query	1	$16,160	$16,160	$0	$16,160	n	0	$16,160
Records Interface Configuration and Implementation								
Legacy RMS Query	1	$31,784	$31,784	$0	$31,784	n	0	$31,784
LiveScan	1	$31,784	$31,784	$0	$31,784	n	0	$31,784
DA Outbound data	1	$30,776	$30,776	$0	$30,776	n	0	$30,776
Courts (Citation)	1	$30,776	$30,776	$0	$30,776	n	0	$30,776
LexisNexis Desk Officer	1	$19,184	$19,184	$0	$19,184	n	0	$19,184
State Records Submission	1	$54,968	$54,968	$0	$54,968	n	0	$54,968

LINX Push	1	$29,768	$29,768	$0	$29,768	n	0	$29,768
JUS (NEIM-Conformant Disposition Reporting)	1	$30,776	$30,776	$0	$30,776	n	0	$30,776
Forensic Logic Coplink	1	$16,160	$16,160	$0	$16,160	n	0	$16,160
CAD Training								
PremierOne CAD/Mobile Client Installation	1	$2,430	$2,430	$0	$2,430	n	0	$2,430
PremierOne CAD/Mobile Provisioning Training	1	$22,185	$22,185	$0	$22,185	n	0	$22,185
Importing GIS Data into PremierOne	1	$13,075	$13,075	$0	$13,075	n	0	$13,075
PremierOne Computer Aided Dispatch Train-the-Trainer (Includes Shadowing)	1	$39,478	$39,478	$0	$39,478	n	0	$39,478
PremierOne Mobile Train-the-Trainer for Law Agencies (includes Shadowing)	1	$17,666	$17,666	$0	$17,666	n	0	$17,666
PremierOne CAD/Mobile/Records System Administrator	1	$14,105	$14,105	$0	$14,105	n	0	$14,105
SSRS Report Builder Training in PremierOne for CAD/Mobile	1	$12,052	$12,052	$0	$12,052	n	0	$12,052
Intelligent Data Discovery in PremierOne CAD	1	$12,052	$12,052	$0	$12,052	n	0	$12,052
Records Training								
PremierOne Records Provisioning Training	1	$24,096	$24,096	$0	$24,096	n	0	$24,096
PremierOne Records Train-the-Trainer (Includes Shadowing)	1	$52,498	$52,498	$0	$52,498	n	0	$52,498
PremierOne Records Advanced Configuration Tool (ACT) Training	1	$17,182	$17,182	$0	$17,182	n	0	$17,182
SSRS Report Builder Training in PremierOne for Records	1	$12,052	$12,052	$0	$12,052	n	0	$12,052
Intelligent Data Discovery in PremierOne Records	1	$12,052	$12,052	$0	$12,052	n	0	$12,052
Development of Training Materials	1	$0	$0	$0	$0	n	0	$0
Command Central Analytics	1	$900	$900	$0	$900	n	0	$900
Command Central App	1	$10,000	$10,000	$0	$10,000	n	0	$10,000
Command Central Vault Implementation (moved from Options section)	1	$13,215	$13,215	$0	$13,215	n	0	$13,215
Post Go-Live Cut Support -(moved from Options section - note quantity of 3)	3	$11,794	$35,381	$0	$35,381	n	0	$35,381
Integrated Call Control (moved from Options section)	1	$29,635	$29,635	$0	$29,635	n	0	$29,635
Testing	1	$102,825	$102,825	$0	$102,825	n	0	$102,825
CAD/Mobile/Records Live Cut	1	$316,974	$316,974	$0	$316,974	n	0	$316,974
Sub-Contractor Oversight								$0
Parsing for 49 States (includes discount)	1	$2,000	$2,000	$0	$2,000	n	0	$2,000
ASAP Software Licenses Implementation Services	1	$7,733	$7,733	$0	$7,733	n	0	$7,733
ASAP Consulting Software Licenses Implementation Services	1	$10,667	$10,667	$0	$10,667	n	0	$10,667
Query Services Software Licenses Implementation Services	1	$51,333	$51,333	$0	$51,333	n	0	$51,333
User Conference Prepaid Attendance	4	$2,800	$11,200	$0	$11,200	n	0	$11,200
SECTION DISCOUNT				$0	$0			$0
Sub-Total			**$2,362,125**	**$0**	**$2,362,125**		**$0**	**$2,362,125**

Pricing Summary						
System Discount with base purchase as proposed without years 2-10 of maintenance			($212,000)	($212,000)		($212,000)
Multi Year Maintenance Agreement			($35,000)	($35,000)		($35,000)
Additional System Discount (based on full scope of project)			($214,000)	($214,000)		($214,000)
Sub-Total		**$3,486,736**	**($652,042)**	**$2,834,694**	**$14,324**	**$2,849,018**
Implementation Perod Maintenance						**$41,386**
Total Maintenance Years 1 thru 10						**$2,988,275**
Maintenance Lifecycle Upgrades		**$694,486**	**($30,000)**	**$664,486**		**$664,486**

Sub-Total		**$3,694,147**
10 Year Total System Cost		**$6,543,165**

Fiscal Year Cost Projection

FY 2019 / 20			
Nov-19	Contract Design Review	15%	$427,352.69
	Completion of Functional Specification		
	Document Review, Interface Overview,		
	Schedule and Bill of Materials, Completion of Site		
	Survey and Infrastructure Planning, Network		
	Analysis		
	Implementation Year Maintenance		$41,386.00
May-20	Completion of On-Site Installation	15%	$427,352.69
			$896,091
FY 2020 / 21			
Aug-20	Completion of instructor-led CAD and R	15%	$427,352.69
Sep-20	Completion of performing and passing	15%	$427,352.69
Oct-20	Completion of Cutover Event	20%	$569,803.59
Jan-21	Final Acceptance (90 Day Reliability Peri	20%	$569,803.59
		100%	$1,994,313
FY 2021/ 22			
Jan-22	**1st Year Maintenance**		**$165,737**
FY 2022 / 23, ETC			
Jan-23	**2nd Year Maintenance**		**$360,984**
Jan-24	**3rd Year Maintenance**		**$368,978**
Jan-25	**4th Year Maintenance**		**$377,213**
Jan-26	**5th Year Maintenance**		**$385,694**
Jan-27	**6th Year Maintenance**		**$381,110**
Jan-28	**7th Year Maintenance**		**$389,709**
Jan-29	**8th Year Maintenance**		**$398,565**
Jan-30	**9th Year Maintenance**		**$407,687**
Jan-31	**10th Year Maintenance**		**$417,083**
			$3,652,761

OPTIONS

Custom SSRS Report Development	1	$89,300	$89,300	$0	$89,300	n	0	$89,300
Radio Location	1	$117,846	$117,846	$0	$117,846	n	0	$117,846
Motorola has included the Severity 2 Response Uplift for the Year 1 Warranty. Customer is	1			$0		n	0	$0
Command Central Vault Storage, Manage and Judicial (Per additional 25 TB quantities during	1	$60,000	$60,000	($32,095)	$27,905			$27,905
Sub-Total			**$8,104,781**	**($1,175,137)**	**$6,203,104**		**$14,326**	**$235,051**

EXHIBIT 2: MODIFICATIONS TO THE AGENCY AGREEMENT

1.   <u>References</u>. All references to "City of Irvine," "Customer," and "Agency" in the Agency Agreement shall mean and be understood to be "City of San Diego." All references to "Contractor" and "Consultant" in the Agency Agreement shall mean and be understood to be "Motorola, Inc."

2.   Both the City and Contractor acknowledge and agree that City will not purchase any consultant services through this Contract as the term "consultant" is defined in the San Diego Municipal Code.

3.   Deleted or Modified Provisions

3.1   Part II, General Provisions, Section 2.1.1 Insurance Coverage Required of the Agency Agreement is modified as follows:

Add Section 2.1.1 J. **ADDITIONAL INSURANCE**

Cyber Liability Insurance. Contractor shall obtain Cyber Liability insurance with limits of $2,000,000 for each occurrence and an annual aggregate of $2,000,000 covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security.

3.2   Part II, General Provisions, Section 4.1 Records and Reports of the Agency Agreement is modified as follows:

Modify three years to five years in the following sentences to read:

The obligations of this Section 4.1 shall survive the expiration (or earlier termination) of this Agreement for a period of five (5) years. During said five (5) year period, Contractor shall keep and maintain all records and reports related to this Agreement, and City shall have reasonable access to such records in the event any audit is required.

3.3   Part V, Budget of the Agreement is modified as follows:

Modify the sentence "Consultants should submit invoices electronically to: <u>invoicesubmittal@cityofirvine.org</u>" to read:

Contractor should submit invoices electronically to: <u>AccountsPayable@pd.sandiego.gov</u>

3.4   Section 5. Pricing, Payment and Terms of Exhibit D Maintenance and Support Agreement sections 5.1 - 5.4 are deleted in their entirety.

3.5 Section 5.1.5 of Exhibit C Customer Support Plan - PremierOne of Exhibit D Maintenance and Support Agreement is modified as follows:

> Section 5.1.5 Compliance to Local, County, State and/or Federal Mandated Changes. (Applies to Software and interfaces to those Products). Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering. Local and County mandated changes are covered under these Services.

3.6 Section 10.2 Privacy of Exhibit F Subscription Services Agreement is modified to remove the following:

> Further, if the Solution or Subscription Services are available to the general public pursuant to this Agreement, Customer will provide the appropriate privacy notification.

> Customer will hold Motorola harmless from any and all liability, expense, judgment, suit, or cause of action, which may accrue against Motorola for causes of action for damages related to tracking, location based services, breach of privacy, and the use or misuse of PPII provided that Motorola gives Customer prompt, written notice of any such claim or suit. Motorola shall cooperate with Customer in its defense or settlement of such claim or suit.

4. The remaining portions of the Agency Agreement shall remain in full force and effect.

EXHIBIT 3: CITY OF IRVINE REQUEST FOR PROPOSAL (RFP) FOR PUBLIC SAFETY CAD/RMS MOBILE SYSTEM REPLACEMENT, INCLUDING MOTOROLA SOLUTIONS, INC. RESPONSE TO RFP

Request for Proposals for Public Safety CAD/RMS Mobile System Replacement

RFP NO. 19-1511

KEY RFP DATES
Issue Date: February 20, 2019
Questions Due: March 11, at 4:00 PM
Submittals Due: March 22, at 4:00 PM

Address:
1 Civic Center Plaza, Irvine, CA

Email Address:
purchasing@cityofirvine.org

TABLE OF CONTENTS

1. PROPOSER RFP CHECKLIST

☐ **Download the RFP from the City's website.**

☐ **Read the <u>entire</u> document.** Note critical items such as minimum requirements; supplies/services required; proposal submittal dates and format; contract requirements (e.g. insurance, performance and or reporting, etc.)

☐ **Note the City's contact information.** Firms may only contact those listed in the RFP and in the manner and dates specified in this document. Communication with any other City employee, official, or agent regarding the RFP is prohibited.

☐ **Take advantage of the "Question" period**. Submit your questions to the City's contacts by the due date and time listed on the front page of the RFP document. Questions received by the date, time, and manner specified in the RFP will be answered via an addendum.

☐ **Download, review and acknowledge all addenda** issued for the RFP. All addenda are posted on the City's website as stated in the RFP.

☐ **Follow the format required in the RFP** when preparing your response. Provide point-by-point response to all sections in a clear and concise manner. The proposals are evaluated based solely on the information and material provided in your proposal response.

☐ **Upload your proposal on time to the City's website.** Follow the submittal instructions listed in the RFP. Note the submittal date and time listed on the front page of the RFP and be sure to allow enough time to fully submit your response. No late proposals will be accepted. Staff cannot view submissions prior to RFP closing.

2. INTRODUCTION

Thank you for considering the attached Request for Proposals (RFP). If you are interested in submitting a Proposal, please follow these instructions for submissions:

Only RFP documents downloaded from the City's website (www.cityofirvine.org/purchasing) shall be considered official, as the City must track RFP holders in the event an addendum is issued. Failure to download the RFP document and any addendum from the website will result in disqualification of the proposal.

Proposal Submittal: Please refer to the Submittal Instructions section of this RFP for full details. Proposals submitted by any other method such as hard copy or email will be disqualified.

3. QUESTIONS

Any requests for clarification or other questions concerning this RFP must be submitted in writing and sent via email to the following City contacts no later than the date and time specified on the cover page of this RFP.

Jade Mazzio   Brian D. Brown
Business Services Administrator   Senior Buyer
jmazzio@cityofirvine.org   bbrown@cityofirvine.org

4. OVERVIEW AND SCOPE OF SERVICES

The City of Irvine (hereinafter referred to as the "City") is requesting proposals to establish a contract for Public Safety CAD/RMS Mobile System Replacement, with work to commence on or about June 30, 2019 and cutover to be accomplished by December 31, 2020. Scope of Services in accordance with ATTACHMENT I, attached hereto.

5. MINIMUM QUALIFICATIONS REQUIRED FOR PROPOSAL SUBMITTAL

Firms who fail to meet the minimum qualifications set forth below should not submit a proposal; any such proposal shall be deemed non-responsive and not be considered.

1) Minimum three (3) most recent years of experience performing similar services as those detailed in the Scope of Services section of this RFP.

6. EVALUATION AND AWARD SCHEDULE*

Review of proposals to be completed by staff	March 29, 2019
Recommendation to department management that the highest-rated firms be interviewed	Week of April 1
If performed, interviews with highest-rated firms	Week of April 1

Recommendation to Purchasing Agent for contract award	April 2019
Recommendation to Finance Commission for City Council recommendation	April 2019
Recommendation to City Council for contract award in open session	May 2019
Contract award	June 2019

*Schedule subject to change

7. TERMS AND CONDITIONS

Agreement: The City's standard Agreement for Consulting Services is included as ATTACHMENT II. Upon award of the contract, it is expected that the successful proposer will accept the Agreement terms and conditions "as is" without modification. (Please refer to Part III Special Provisions of ATTACHMENT II for special requirements relating to these services.) The Agreement for Consulting Services will include an as-yet defined Functionality Matrix. The contents of the Functionality Matrix shall be negotiated between the City and the awarded firm.

Respondent's Proposal: At the discretion of the City, any or all parts of the respondent's proposal shall be made a binding part of the selected firm's contract. The City reserves the right to reject in whole or in part any of the proposals.

Insurance Documents: At the time the contract is awarded, the firm must be able to provide all required insurance documentation to the City's insurance certificate tracking company as set forth in ATTACHMENT II. If these requirements are not met, the City reserves the right to select the next best qualified firm.

Business License: Consultants who provide services for the City of Irvine within the city limits of Irvine shall obtain, within five (5) days of executing this Agreement and prior to commencing any work herein, a City of Irvine business license and shall maintain a current business license throughout the term of this Agreement.

Failure to Execute the Agreement: Failure to execute the Agreement and furnish the required insurance and business license within the required time period shall be just cause for the rescission of the award. If bonds are also required, failure to furnish sufficient bonds shall cause rescission of the award. If the successful proposer refuses or fails to execute the Agreement, the City may award the Agreement to the next highest-rated firm.

8. ORGANIZATION OF PROPOSAL

If your proposal does not include all of the items below, it may be deemed non-responsive. The proposal will be evaluated by the City and shall include, at a minimum, the following information:

- **BUSINESS INFORMATION**

  State the full legal name of your firm, including the state of incorporation if applicable. Include your address, phone number, and email address. State the number of years your firm has been doing business. List the names of principals or officers authorized to bind your firm, including position titles.

- **EXPERIENCE/QUALIFICATIONS INFORMATION**

  Provide information concerning your firm's experience and qualifications directly related to the services set forth herein. Provide a detailed description of the capabilities/functionality of your firm's proposed solution as it relates to the City's' needs which are identified in this RFP document. Include specifics regarding your firm's proven ability to deliver innovative technology. Additionally, this section shall define the experience of the Project Manager, other key personnel and sub-consultants assigned to the project. Include resumes for all managers, supervisors, and other key individuals including sub-consultants who will comprise the team. Demonstrate the relevant expertise and experience of each team member. The designated Project Manager shall be the primary contact with the City during the project period. The proposer (prime consultant) must perform a majority of the services. Proposer shall disclose in the project proposal any and all proposed sub-consultant(s), including details regarding which tasks they would perform.

  - **PRICING PROPOSAL**

  Provide a fee schedule/pricing information for the project, which must include a project lump sum price. The pricing information must also include the cost for annual software maintenance for the first five years after cutover. Additionally, include hourly rates for each category of employee or sub-consultants required to perform the services as set forth in ATTACHMENT I.

  The City shall not provide reimbursement for business or travel-related expenses; therefore, such costs must be absorbed in the hourly rate or lump sum fee structure.

- **PROJECT APPROACH / METHODOLOGY**

  Explain in detail how your firm would perform the services required as set forth herein. Describe how the proposed modules integrate with each other to yield a fully-integrated solution. Demonstrate how the requirements and provisions of the scope of this project will be implemented. Demonstrate knowledge of the project's objectives and existing conditions/assumptions; identify potential issues/challenges; and describe your firm's approach to minimize disruptions to performance. Present a comprehensive plan for completing the specified work in accordance with the Scope of Services. The response should demonstrate an efficient use of work force, material resources, equipment, and technology to complete the project within the constraints outlined in the Scope of Services. Provide any additional information that communicates how your team intends to achieve the required outcomes and fulfill the responsibilities of the anticipated contract. If appropriate, a project schedule should be included that details each task and sub-task, the timeframe for each and

showing the total number of calendar days from issuance of the Notice to Proceed through 100% completion of the Scope of Services.

- **REFERENCES**

  Provide a minimum of three (3) references for <u>work similar to this scope of services</u> that your firm has provided within the last five (5) years. Include a detailed description of the services, the agency or firm names, contact names, phone numbers, email addresses, and dates of services performed.

- **SIGNATURE**

  The proposal shall be signed by an official authorized to bind the firm, including his or her printed name and title.

  Proposer shall include a statement to the effect that their firm's proposal is valid for ninety (90) days.

9. SELECTION PROCESS

The contract award will be made after selection of one (1) respondent's proposal from among all respondents with implementation of services to follow. However, this RFP does not indicate a commitment by the City to award a contract to any successful respondent. The City intends to evaluate the proposed services based upon the data presented in response to the RFP. The following general selection criteria will be used to evaluate the proposals:

Phase 1:

1. Capability/Functionality of firms proposed product. Relevant experience, innovation and qualifications of firm and designated project management staff, other key personnel, and sub-consultants, if applicable. (50%)
2. Proposal Pricing (20%)
3. Methodology/Project Approach provided (20%)
4. Responsiveness to the Request for Proposals (10%)

Phase 2 for highest-rated firm(s):

- The City reserves the right to conduct interviews with the highest-rated firm or firms. In the event the City does perform an interview process, the additive weighting shall be 50%.

Phase 3 for highest-rated firm(s):

- The City will perform reference checks for similar work completed within the last five (5) years for the highest-rated firm(s), with an additive weighting of 20%.

The City reserves the right to negotiate final pricing with the most qualified/highest-rated firm(s).

The City reserves the right to reject any or all proposals, to waive any informality in any proposal, and to select the proposal that best meets the City's needs.

10. SUBMITTAL INSTRUCTIONS

Proposals submitted by any other method such as hard copy or email will be disqualified.

Submittals:

- **Must be completed** no later than the date and time specified on the cover sheet of this RFP

    o **Failure to completely upload** your document(s) by the deadline shall result in disqualification

- **May be submitted** at any time prior to the deadline

- Submitted proposal **may be withdrawn and resubmitted** at any time prior to the deadline

- **Large files** may take time to upload; so, plan the timing of your submittal accordingly

- **Cannot be viewed** by City staff until the close date and time

Proposals must be submitted electronically as follows:

Proposals must be submitted electronically by visiting the City's website at www.cityofirvine.org/purchasing. **No other form of submission will be accepted.**

1. Click on the "Supplier Registration and Bid Opportunities" link.
2. Next, click the BidsOnline link and then click "Log In."
3. Enter your User Name and Password.
4. Click "Bid Opportunities" and then select the RFP.
5. Click on "Place eBid" and follow the instructions.

Proposal Document Files

The proposal submittal **requires one (1) file**. Use the naming convention as shown below. Do not exceed 20 characters; abbreviate your firm's name if necessary. **Do not use** symbols such as "$" as your file may not load correctly.

1. Proposal, including pricing: "CompanyName"

Technical Support

In the event you encounter technical difficulties during the uploading process, please contact the Planet Bids, BidsOnline system team as shown below (M-F from 8 am to 5 pm PST):

support@planetbids.com or call (818) 992-1771 ext. 0

11. GENERAL INFORMATION

Costs

Any costs incurred in the preparation of a proposal, presentation to the City, travel in conjunction with such presentations, or samples of items shall be the responsibility of the respondent. The City assumes no responsibility and no liability for costs incurred by respondents prior to issuance of a contract or purchase order.

Additional Information

The proposer shall furnish the City with such additional information as the City may reasonably require.

Property of the City

All data, documents and other products used or developed during performance of the services will remain the property of the City upon completion of the services.

Payment Terms

The City will make payments monthly on approved invoices, with payment terms of net 30 days upon receipt of invoice. Payment for additional work, if any, will be negotiated as required. Final payment will be made after approval and acceptance of the work. The City of Irvine encourages its vendors to choose electronic payment, either through Electronic Fund Transfer (EFT) or ePayables, in order to promote efficiency.

Sincerely,

Brian D. Brown
Senior Buyer

Attachments

ATTACHMENT I

SCOPE OF SERVICES

Consultant shall perform the services as set forth below.

1 SCOPE OF SERVICES

1.1   *Background Information*

1.1.1 <u>The Community</u>
The City of Irvine, located Orange County, CA was formally incorporated in 1971. The City was formed as a master planned community encompassing many residential villages; commercial centers particularly in the technology and semiconductor sectors with many having their national headquarters within the city; religious institutions and educational institutions such as the University of California Irvine, Concordia University, Brandman University, and satellite campuses for numerous colleges, including University of Southern California, California State University Fullerton, University of La Verne and Pepperdine University – just to name a few.

Fire protection in Irvine is provided by the Orange County Fire Authority ("OCFA") with ambulance service by a private Consultant. Law enforcement is provided by the Irvine Police Department ("IPD"), staffed with approximately 232 sworn officers and 241 non-sworn personnel. The City of Irvine is rated as having the lowest violent crime rate in the nation among larger cities (population over 100,000 to 499,999) based on FBI statistics. Irvine has held the safest city designation for thirteen consecutive years. Irvine's 2019 population estimated to be at least 285,000 with continued growth over the next two decades that will likely make Irvine the largest city in Orange County, California.

The agency's Communications Bureau, located at Police Headquarters (1 Civic Center Plaza, Irvine, CA 92606) provides a central service point for responding to both emergency and non-emergency calls for police and animal services with emergency calls taking preference. Staffing consists of 16 full-time dispatchers and 5 supervisors each of whom are committed to providing exceptional service to the public.

The Communications Bureau receives an average of 200,000 phone calls annually.   The Communications Bureau operates with state-of-the-art equipment, including a computer aided dispatch system, GPS automatic vehicle location system, intelligent phone workstations and an 800 MHz trunked radio system. The center is also equipped with a video wall that allows dispatchers to view live video from a closed-circuit TV system, as well as from nearly 130 traffic intersection cameras located throughout the City. This innovative feature helps dispatchers to be more proactive in their duties by providing deployed resources with updates they may be obtaining visually.

1.1.2 <u>Sizing Information Summary</u>
The following information is being provided with the sole purpose of assisting Consultants in sizing the correct solution within their proposals.

Public Safety Employees	Police
Sworn Employees	232
Auxiliary Officers	**2**
Civilian Employees	**241**
Total Employee Count	**475**
CAD Access Equipment	Police
Dispatch and Call Taking	8
Mobile Computers	82
Desktop Computers w CAD Access	16
Desktop Computers w PD RMS Access	300
Public Safety Stats	Police
Calls for Service	187,042
Dispatched Responses, Police & Fire	187.042

1.1.3 Current CAD & Police RMS System

IPD currently utilizes disparate systems to include; Hexagon's I/CAD products, Hexagon's Ileads for records management, Tritech's Copperfire for report writing, DIMS for digital evidence management, Crossroads for citation and accidents reporting and Hyland's OnBase for case and records management.

Approximately 90% of Public Safety staff use the following systems: CAD dispatcher, CAD mobile, CAD web, California Law Enforcement Telecommunication System ("CLETS") interface, jail management, property and evidence management, report writing, investigations, case management, records management, records archiving, custom reports, and database management.

Although the City intends to evaluate the Contractor's total solution for CAD / RMS and Mobile, eExisting Sub-systems may require integration in the event the Consultant's solution does not meet the functionality requirements. These subsystems include a citation and accident reporting application called Crossroads.

The Police Department headquarters and substations are interconnected via fiber and traditional T1 circuits, but the network backbone is primarily 1GB to the desktops. The City standardized with Dell for the desktop computers and Dell OptiPlex 7010 workstations for all the dispatch console positions (all desktops and workstations run Windows 7 Pro 32bit and 64bit). Computer systems are refreshed every three years and MDC's every five years. All networking equipment is Brocade, which may be replace by CISCO and all servers are HP.

The existing CAD system consists of 7 servers (one physical and 6 virtual). The City uses VMWare's product and plans to remain with VMWare for virtualization. The existing Dell interface servers maintain interfaces for CLETS and ALI-ANI.

Servers run Win2k8. The City's Directory Services/Domain are planned to be upgraded to either Windows 2008 or Windows 2012. The City's database standard is Microsoft SQL.

1.2   *Project Goals*

With a new CAD and RMS, the City's ability to prevent, respond to, manage, and analyze situations threatening the safety and property of citizens, and provide other critical emergency services

resources will be significantly enhanced. An integrated Police and RMS System will lay the foundation for intelligence led policing, enhanced criminal justice, and overall strategic public safety resource deployment.

The system must advance the overall mission, goals, and objectives of the City by making public safety personnel more effective in preventing, combating, and responding to public safety matters through strategic resource deployment.

The City is aware of current industry technologies and is seeking a balance between mainstream and state-of-the-art technology. The City wants to employ solutions that will prolong the life of the new system and postpone the need for replacement. The City envisions that the system will be based upon current, proven technology that is derived from current industry and City standards.

1.2.1 CAD, RMS and Mobile Systems Objectives

The system must be able to perform so that an operator will not have to wait for critical information and will rarely have to wait for routine information.

The system must utilize an easily understandable user interface that optimizes efficiency and the viewing of critical data in real time. Users must be able to filter information according to their preferences utilizing the mouse, hot keys and/or command line functionality. All critical functions must be accessible via the keyboard, as mousing between entries is discouraged.

The system must be easily configurable and permit the System Administrator to create, update, and manage the key records and tables, dialog boxes, status monitors, and masks, as well as create, modify, and, print reports.

The proposed solution must adhere to City's technology standards. The standards are consistent with those being adopted by public safety entities throughout the country, as well as with the interoperability standards adopted by the US Federal government. The "City Technology Standards" is being provided as Attachment "IV" within this RFP.

The system must be in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §792).

The City is increasingly adopting the .Net platform for new development and interfaces utilizing XML-based web services. Thin client applications are preferred. This consideration is critical for new and upgraded applications in the public safety arena where appropriate.

The underlying IT Infrastructure (Network, Computer, Storage) must be built on the WINTEL Platform (current version minus one), the database should be MS SQL Server, and capable of virtualization with VMware's ESX hypervisor platform. The underlying storage must offer three tiers of block level storage; Solid-State Drive ("SSD"), Serial-Attached Storage ("SAS"), Serial AT Attachment ("SATA") and dynamically move data between each tier based on access frequency.

1.3   *Services*

1.3.1 Project Management Services

Major City information technology projects, including the CAD, RMS and Mobile Replacement project, are managed by Consultant specific subject matter experts ("SME") and project

managers reporting to the City Project Manager as the primary lead in this project. Project sponsorship is through business units and City resources for the project are staffed and managed through a matrix management project structure. A project steering committee will oversee the CAD, RMS and Mobile project. The City expects significant project management activities to include, but not be limited to, Project Scheduling, Risk Management, Cost Management, Change Control Management, Communications Management and on-site meetings as (and when) required.

Prior to contract signing, the Consultant shall prepare and submit to the City Project Manager for approval a Statement of Work to include;

   a. Draft proposed schedule,
   b. All features of Consultants base system that are available in the base system price
   c. All features request via the functional matrix and the cost of each
   d. Annual maintenance costs, and
   e. Final Implementation Plan

1.3.2 Project Schedule

Consultant must provide draft project schedule in Microsoft Project format utilizing a Work Breakdown Structure ("WBS") format including resources and milestones. The intent of the City is to develop and maintain a shared project schedule that includes all Consultant and City tasks and activities. Implementation schedule should incorporate the major subproject implementation phases such as CAD, RMS, Mobile, etc.

1.3.3 Consultant Project Staffing Plan

Given the high-profile nature of this project, the City expects best in class project management services from the Consultant. The City expects the Consultant shall work closely in conjunction with City's Project Manager. The City will only accept Consultant personnel who have significant and relevant experience with the Consultant's CAD, RMS and Mobile system and can show a successful track record at locations of similar size and complexity as the City.

Consultant shall:
   a. Identity proposed staffing resources and level of effort for each major task. Consultant must also include an organization chart for proposed project personnel, including proposed sub-Consultants.
   b. Describe expectation of City staffing resources and Level of Effort for each major phase, including expected skill set needed to successfully complete each task.
   c. List key personnel that will be assigned to the project.
   d. Provide resumes of all key staff that provides enough information to allow the City to evaluate their capability and qualifications to perform proposed tasks.
   e. Describe roles and tasks for all key personnel for each major phase of the project,
   f. Identify whether this is their major assignment, and a projection of other assignments they may be working on during the implementation period.
   g. Describe for all key personnel what percentage of time will be on project.
   h. Provide information regarding who will be on site for each major phase of the project, and who will be remote.
   i. Provide the Consultant's escalation process of issues.
   j. Describe facilities and equipment that the City is required to provide on-site staff.

k. Submit all Consultant personnel assigned to work on-site on the CAD, RMS and Mobile project to undergo a criminal history check. Off-site personnel may also be subject to a criminal history check. Please note that arrangements for required criminal history checks should be made in advance with appropriate City personnel. The City reserves the right to reject any personnel proposed by the Consultant for any reason. All key personnel will be required to sign a confidentiality agreement for access to sensitive data.

l. Ensure that support personnel proposed have the necessary level of training and experience with the application suite to ensure that the City is receiving expert-level support. The Consultant may be requested to provide the City with a listing of all certificates, training courses and other relevant evidence to document the level of expertise of proposed support personnel.

m. Understand that the Consultant's Project Manager is expected to coordinate and participate in all activities related to Consultant demonstrations.

1.3.4 Project Reporting

The Consultant shall participate, at a minimum, in a bi-weekly Project Meeting to report progress toward contract deliverables, update status from the previous reporting period, and advise current objectives, problems or delay issues, proposed corrections and other relevant information.

1.3.5 Project Status Reports

The Consultant's Project Manager shall provide, at a minimum, bi-weekly project status reports detailing relevant information to the City's Project Manager.

1.3.6 Implementation Management Plan

The City uses the Project Management Book of Knowledge ("PMBOK") as a guide for implementation of all projects. Please provide how the Consultant's implementation planning activities incorporate all of the major PMBOK phases: Initiation, Planning Execution, Monitoring & Control, and Closing. For each phase, Consultant shall:

a. Provide the Consultant's process to complete each major phase (i.e. CAD, RMS, Mobile, AFR, etc.);

b. Provide the Consultant's methodology to prepare servers (i.e., completed on-site or at the Consultant's location);

c. Provide the Consultant's Deployment plan of all phases and why this methodology is being proposed;

d. Provide the Consultant's Risk Management plan that shall be used to ensure successful implementation of all phases;

e. Provide the Consultant's Quality Management plan that shall be used to ensure successful implementation of all phases; and

f. Provide any Change Management solutions provided by the Consultant that are a component of the proposal.

1.3.7 Training

The Consultant shall develop a training work plan and curriculum to be approved by the City project manager in conjunction with City personnel. The work plan should also include periodic follow-up and update training when a new release or version of any application is installed. The

Consultant must develop a training plan and curriculum that specifies the required training and technical staff supporting the application. The Consultant's City-approved training schedule must be closely coordinated with City staff to coincide with the installation of the software and hardware. Upon acceptance by the City Project Manager, the Consultant shall implement said approved plan.

The City requires a hybrid training approach that utilizes both Consultant-supplied trainers, as well as a train-the-trainer capability. All initial CAD, RMS and Mobile training shall be performed by Consultant training City personnel as trainers. Thereafter, the Consultant shall shadow a training session conducted by the City trainers, who will become responsible for completing the rest of the training sessions. The shadow period is expected to run for one (1) class for each training type (dispatchers, records, field personnel and administrators).

The City requires an optional provision to have each of the dispatchers trained by the Consultant, as opposed to a train-the-trainer approach. This option will be determined at the time training is to commence and will be based on the comfort level of the project team.

The City will work with and assist the Consultant in the scheduling of the initial shadow training programs. The City shall provide space adequate for conducting the training and housing and securing the training equipment.

Given the shift assignments of public safety personnel, training courses will often need to be scheduled outside of normal working hours, including weekends and evenings. In order to keep the training relevant to the ultimate system look-and-feel, as well as fresh as possible and still accommodate the necessary number of sessions, it is expected that training will not begin until after preliminary system acceptance and before cut-over, but in no case will begin longer than 30 days prior to the scheduled "Go-live" date.

If the system Go-live date is significantly delayed due to the Consultant's actions or faults, any repeat training sessions as determined by the City must be performed at no cost to the City.

With some exceptions (e.g. System Administration training), classes will contain no more than 6 trainees for CAD training and no more than 12 trainees for RMS and Mobile systems and will not last longer than eight hours.

The Consultant shall be responsible for providing training materials and take-away documents such as user manuals and user guides and cheat sheets to adequately perform the initial training and provide follow-up reference material for the trainees. These documents should also be provided in an electronic format.

The Consultant must provide a comprehensive training program minimally covering:
   a. PSAP personnel user training;
   b. Police field personnel;
   c. Agency-Based supervisory personnel;
   d. Standard and ad hoc reporting;
   e. Records personnel
   f. CAD/RMS/Mobile system administration (including Consultant supplied Interfaces);
   g. CAD technical Operations; and
   h. GIS Functions and Operation

1.3.8 <u>Data Conversion</u>

It is the City's desire to have historical data from CAD and RMS systems accessible, resident or not, within the new CAD, RMS and Mobile solution. It is imperative that all historical data is either archived or maintained in a manner that allows querying of the data from the new proposed system or is converted and added to the new proposed system.

Consultants are encouraged to use their expertise in this area to provide the City applicable options in the form of a Data Conversion. The City understands there may be many methodologies available to manage legacy data in a cost-effective and user-friendly manner. The City is seeking to migrate the following data from the legacy systems:

a. Incidents,
b. Incident Premise History,
c. Case Reports,
d. Case Narratives,
e. Case Persons,
f. Case Property,
g. Case Vehicles,
h. Arrests and Associated Booking records,
i. Case Attachments,
j. Historical Case Report Requests,
k. Field Interviews,
l. Citations Data and Attachments,
m. Accident Reports and Attachments,
n. Pawns
o. Equipment Lists,
p. Personnel Data,
q. Master Name Index,
r. Master Property Index, and
s. Master Locations Index,

The Consultant shall include a description of all Consultant and City processes and activities required to successfully migrate legacy data from the legacy systems into the Consultant's proposed solution. The study should include the following:
a. The Consultant's proposed data conversion process;
b. Specific functionality and features of the proposed solutions(s). For example, precise information how City personnel would access the historical data;
c. Specific roles and responsibilities for proposed City resources, as well as recommended skills of personnel required to perform City tasks;
d. Specific roles and responsibilities for proposed Consultant resources, as well as recommended skills of personnel required to perform City tasks;
e. Qualification, experience and resumes of Consultant staff proposed for the Data Conversion Task;
f. A description of the Consultant's proposed automated data conversion tools;
g. Recommended solutions for end-users to access non-migrated legacy data via integrated system or separate queries;
h. Recommended storage location for non-migrated legacy data;

i. Any prior data conversion experience with the City's legacy systems. Please list the relevant projects, the versions involved, and provide contact information for the clients. We are particularly interested in projects that involved the proposed Data Conversion personnel; and

j. The Consultant shall include a description of its process for implementing data conversion and archiving legacy data.

Consultants shall provide pricing estimates and recommended methodology for conversion based on converting ten years of data from Hexagon's I/CAD, ILEADS and Hyland's OnBase

1.3.9 Operational Migration Plan

The migration from one CAD, RMS and Mobile system to a new one can present significant threats to the health and safety of the public and first responders if problems arise. The City CAD cutover will take place in its existing Communications Center and will require an extraordinary level of coordination and staging to avoid impacting existing operations.

Cut-over activities shall be approved in advance by the City. A cut-over working group composed of City, CAD, RMS and Mobile Consultant and other relevant personnel will be formed to develop a detailed migration plan and the actual execution of the CAD, RMS and Mobile system cut-over.

1.4   General Software Requirements

1.4.1 GIS Requirements

The City uses an ESRI GIS database. Consultant must interface with this database to develop the geo-file required for the proposed systems. The interface should be designed to load an initial file from the City's GIS and to also periodically enable updates of CAD, RMS and Mobile system's geo-file from the City's GIS database. The Consultant must provide the tools necessary for City GIS staff to perform the geo-file creation and upload process. Specific details of the City's GIS Services are outlined within this RFP in "Attachment "V", City GIS Services"

1.4.2 Browser Based Functionality

The proposed solution must include browser-based functionality. This functionality allows authorized staff to access the system from non-dispatch or call taking terminals utilizing a thin or thick client. The browser-based functionality must include:

a. The ability to see all CAD activity in real time;
b. The ability to see the CAD GIS map, including available units, units on calls, calls holding, active calls, etc.;
c. The ability to send and receive messages within the system, including individuals, units, dispatch positions, call taking positions, etc.; and
d. The ability to access information within the system, including all call information, all unit information, all timestamps, all AVL/GPS data and routing information to any location.

1.4.3 Data Purging

The system must have a purge facility that will off-load data from the servers for archival storage, access, and/or destruction. Purging must be administrator-configurable by multiple parameters. All purges must be subject to strict audit tracking and reporting and must occur while the system is fully operational, without degradation of performance.

1.4.4 Back-up and Recovery

The servers must have an appropriate automated back-up capability for system and application back-up and transactional level recovery. Back-up media shall be in a format suitable for convenient off-site storage. The system must provide differential back-up schedules for various system components and be configurable by the system administrator. Incremental and full back-up capabilities must be provided. All back-up and recovery processes must be subject to auditing and reporting. System back-ups must be accomplished without taking the application out of service and without degradation of performance or disruption to operations.

The City desires to utilize its existing backup system to perform all necessary backups providing for full-restore should an event occur that requires it. A full restore means that all primary and ancillary systems that are being backed up are restored and fully functional. If specific backup parameters are required by the Consultant, please describe those requirements in detail. If the proposal includes backup alternatives, it is required to specify the system, cost, and methodologies that will be used to accomplish the back-up and recovery of the system.

The City's current Back-Up and Recovery Software and process is more fully described in the "City Technology Standards" being provided as Attachment "IV" within this RFP.

1.4.5 CAD Stand-Alone Mode

The CAD workstations must have the ability to operate in a stand-alone, off-line mode in the event the CAD servers become unavailable. At a minimum, the system must provide the ability to track basic unit availability and status information in a standalone mode.

1.4.6 Automatic Update of Workstations/MDCs

All software updates to both desktop CAD and RMS workstations and MDC computer terminals must be accomplished through an automated network facility and not require a technician to perform a manual procedure on each workstation/MDC. This update utility must be configurable by multiple parameters, e.g., workstation type, and able to support the scheduling of update activities in batch and non-batch modes. A summary report is required, documenting the results of the update activity.

1.4.7 Data Integrity

The system must ensure the integrity of the data which it maintains. Interruptions in processing due to incidents such as aborted transactions, hardware failures, or network unavailability must not result in inaccurate or inconsistent data in the system. If data transfers occur, the system must provide a method of audit validation to ensure that all data sent was received in the target application.

1.4.8 Coding

The system shall be developed utilizing a current programming language such as .NET Framework, ASP.NET MVC, or other language acceptable to the City. The City requires Consultants to actively advance development technologies as provided by industry standards and not maintain any portion of the proposed solution with technology that is outdated, end of life, end of support, etc. The Consultant must disclose the programming language used in the proposed solution.

1.4.9 Scalability

Future requirements for regional cooperation and interoperability will only increase. Since this may result in the system being subjected to a greater than normal amount of traffic, the system must be able to scale up to handle the additional load without any performance impact, specifically on the CAD operations. Increased loads of up to 50 percent may be the result of temporary surges based on a major event. Also, the need may arise to permanently increase the standard capabilities of the system. The former will be handled by building in excess capacity over historical trends, the latter by seamlessly adding hardware and software components to adapt to the new workload. Adding or upgrading hardware components must be accomplished without bringing the system down or negatively affecting its performance.

1.4.10 Flexibility

The system shall be able to retain its performance levels when adding additional users, functions and data. The solution functionality and associated business rules must be able to be configured with the use of applications or functions that do not require "code" modifications. The screens shall be highly configurable, providing ability to reposition and rename field labels, remove or "turn-off" unused fields, maintain data, and allow the addition of user-defined fields. The system shall provide the ability to create and/or modify business rules.

1.4.11 System Reliability/Availability and Access

The public safety mission requires consistent operations, at a minimum 99.999% up time. Routine maintenance or administrative procedures must not require system "down-time" or a re-start to take effect.

1.4.12 System Administration

The proposed solution must provide a suite of system administration tools to support the effective ongoing operation of the systems. The full suite of system administration tools shall be available to appropriate City personnel. System administration capabilities, at a minimum, must include the ability to:

a. Create and maintain user and group accounts;
b. Integrate with Active Directory to allow for single sign on;
c. Manage security (as described below);
d. Manage back-up and recovery processes;
e. Monitor and tune system performance;
f. Install and configure hardware;
g. Install and configure software/updates;
h. Interface with ESRI Web Services and google maps for updating CAD geo data;
i. Monitor and maintain interfaces;
j. Schedule procedures (staff, assignments);
k. Schedule report distribution;
l. Manage disaster recovery procedures;
m. Configure alerts;
n. Organize and maintain system documentation; and
o. Perform remote management.

The systems must allow the System Administrator to configure by jurisdiction, agency, or user group the display of all available information, including maps, status screens, event forms, call

entry screen, dispatch screens, and pull-down menus. Changes to one agency/jurisdiction/user-group configuration must not affect any other agency/jurisdiction/user-group configurations.

The System Administrator must be able to modify the layout and data elements displayed on all Consultant supplied forms and screen masks, and the ability to create macros or shortcuts for common user functions.

The System Administrator or other authorized user must also be able to add a report, macro, or function to the application menu and add new data elements to forms or report formats.

All system administration procedures must be supported by a detailed logging, auditing and reporting capability.

1.4.13   Database Administration
The full suite of database administration tools and capabilities for the system must be available to the City. These include, but are not limited to, the ability to:
   a.   Alter on-screen field attributes, i.e., positioning, labels, drop-down lists;
   b.   Specify edit and validation checks on fields;
   c.   Modify content of drop-down lists; radio button lists, etc.;
   d.   Perform system diagnostics;
   e.   Monitor and tune database performance;
   f.   Perform database back-up and recovery;
   g.   Execute queries;
   h.   Download data directly into Microsoft Excel, Microsoft Access, and SQL Server format;
   i.   Support integration via web services;
   j.   Configure alerts; and
   k.   Log and archive all database activity.

Database imports and exports must be accomplished with minimal impact on system performance and must maintain the integrity of all relational linkages. Import/export tools must support both automated and ad hoc operations.

All database administration procedures must be supported by a detailed logging, auditing and reporting capability. Changes to one agency/jurisdiction/user-group configuration must not affect any other agency/jurisdiction/user-group configurations.

1.4.14   Security
A mission-critical application affecting the safety of the public, as well as the City's first responders, the system must be supported by robust security controls. Security considerations to be addressed minimally include: hardware and networks; application security; user identification and authentication; and multi-jurisdictional considerations.

Multiple firewalls, encryption, anti-virus software, intrusion detection, advanced authentication for remote users and LDAP authentication are all utilized within the existing City's systems. Software must support the City's virus scanning software.

All hardware implemented within the City networks must go through a security review and be certified by the City Information Services Manager for compliance with the City standards.

1.4.15   Security Requirements

The system/security administrator must have, at a minimum, the ability to assign different user profiles based on individual and group classifications and sub-classifications and assign differential access privileges. To protect HIPAA, CJIS and other restricted data, the System Administrator must have the ability to define security profiles down to the individual data field level. Profiles must support read-only access and selective read/write privileges. Security profiles must also be able to be assigned to individual devices such as workstations and printers.

Secure Platform Application: The Consultant must support deployment of host server and database security patches and service pack updates within one month of patch release (e.g., application running on Windows server Operating System ("OS") should not limit installation security patches on host operating system). Application and Consultant must support new operating system versions within one year of release. Application security vulnerabilities shall be remediated with the development, testing and timely release of security patches by the application Consultant within three calendar months of the vulnerability being identified.

User Authentication/Single Sign-on (SSO): The City standard for a single point of user authentication is Microsoft Active Directory ("AD"), using the Lightweight Directory Access Protocol ("LDAP"). The City standard for authentication is to allow properly authorized users to login just once on their computer and be able to access all approved applications during that active session.

Secure Authentication: All authentication activity occurring over the network should be encrypted using FIPS to ensure that logins and passwords are not transmitted in clear text. This includes using FIPS 140-2 (at a minimum) and administrator authentication activity.

Sensitive Data: Applications containing or hosting sensitive data, as defined by State of California or US Federal law or regulation, shall encrypt data at rest, using (at a minimum) FIPS 140-2, data in motion over the network and all authentication activity. Encryption algorithm used to encrypt data and authorization activity shall be industry standard.

Auditing and Logging: Application must log all security-related events including logon, logoff, data modification, data deletion, change in rights or permission levels, and the addition of data/information to the application. Logs must include user ID generating the transaction, time of the transaction, and details regarding the activity (e.g., logon, logoff or data details). System should support interoperability with centralized logging and Security Information Event Management ("SIEM") technologies.

Compliance with Organization's Security Policy, Standards and Procedures - Application Consultants working directly on City-owned applications or from City facilities are subject to all City policies, standards and guidelines.

Specific security information for the City's Public Safety Network is provided in the "City Technology Standards" being provided as Attachment "IV".

1.4.16   Application Security Coding Requirements

a. Parameter Manipulation: Applications shall be designed to ensure that parameter manipulation does not provide access to data or application functionality that the user is not authorized to see or use.
b. Input Validation: Sanitize all user input fields to ensure that cross-site scripting, SQL injection and other input related vulnerabilities are closed through secure application coding. Input validation should be performed on the server/application and not on the client devices.
c. Hidden Fields: System should not use "hidden fields" for Security.
d. Cookies: System should not rely on cookies to define security settings. Cookies must not contain or be used to obtain sensitive information.
e. Session Identifiers: If system uses session identifiers, they should be generated with unpredictable numbers and should contain enough key space to prevent unauthorized use or guessing of the session ID's.
f. Error Messages: System should handle system errors in an appropriate manner. Failed login attempts to the system should not generate detailed information about the failed login attempt (e.g., incorrect password or unknown user account). Other security related errors (e.g., file not found, or permission denied) should generate generic error responses. Detailed error information should be written to secure logs so that developers and system administrators have access to error details required to address the error. Error messages should be clear.

1.4.17   National & State Public Safety Data Standards

The US Federal government has taken the lead recently in developing standards for facilitating information sharing among local, state and federal first responders and emergency operations managers. The proposed CAD, RMS and Mobile applications must comply and be maintained to these standards.

Deviations from the architecture and standards may represent a barrier to the implementation of the City's public safety integration and interoperability goals and may be reviewed with prejudice. All Consultants must specifically disclose all aspects of the proposed solution which deviate from the documented standards and desired architectures and provide approaches for consideration about the way non-standard components may be integrated.

The US Federal government, California Department of Justice and other parties, such as APCO, occasionally update and improve the referenced standards or develop new ones. In that the City may adopt such future standards, it is mandatory that the CAD Consultant monitor these developments and upgrade their offerings as necessary to comply.

The time between purchase of a CAD system and its implementation may be significant; therefore, it is possible that updated standards may have been released in the interim. The City shall not accept products that will be outdated by the time they are implemented. It shall be the Consultants responsibility to verify and validate all new standards as they are implemented. The City shall not be responsible for determining when new standards are required.

Consultants are encouraged to review the standards and comply at minimum to the standards associated which each of the following:

NIBRS - National Incident Based Reporting System, CIBRS - California Incident Based Reporting System and UCR-Uniform Crime Report

Capture data to report official crime statistics to the Federal Bureau of Investigation under Uniform Crime Report ("UCR"), National Incident-Based Reporting System ("NIBRS") and California Incident-Based Reporting System ("CIBRS"), once approved by California DOJ, implemented to improve the overall quality of crime data collected by law enforcement, captures details on each single crime incident—as well as on separate offenses within the same incident—including information on victims, known offenders, relationships between victims and offenders, arrestees, weapons, and property/evidence involved in the crimes**.**

https://ucr.fbi.gov/nibrs-overview

NIEM - National Information Exchange Mode

NIEM is a product developed by the Office of Justice Programs in the US Department of Justice and adopted by the US Department of Homeland Security. NIEM describes XML schema for a variety of attributes associated with incidents and events including NCIC and NIBRS. The schemas allow for the easy sharing of data among disparate agencies and are becoming the de-facto incident-based integration and interoperability standard. Having CAD NIEM-compatible XML schemas available in a depository is required to improve the City's ability to quickly respond to current and future data-sharing requirements. The Consultant's solution must specifically meet Global Justice Extensible Markup Language Data Model ("GJXDM").

http://www.niem.gov/

http://it.ojp.gov/jxdm/

LEITSC - Law Enforcement Information Technology Standards Council

The LEITSC was established by the Office of Justice Programs in the US Department of Justice to foster integrated justice systems through the definition and implementation of standards of CAD and RMS systems.

https://it.ojp.gov/documents/leitsc_law_enforcement_rms_systems.pdf

https://it.ojp.gov/documents/leitsc_law_enforcement_cad_systems.pdf

NENA – National Emergency Number Association

NENA provides 9-1-1 policy, technology, operations and education standards for public safety communication centers. The City has adopted the standards for ALI Data Exchange, ALI Response and GIS Mapping as a minimum standard. As the technology advances, the City requires compliance for NG 9-1-1 standards as adapted by NENA.

https://www.nena.org/

Next-Gen 9-1-1

Consultant must be prepared to meet all existing and proposed Next-Gen 9-1-1 functionality, including VOIP, Voice to Text, Text to 911, Video Submission and T.D.D. requirements.

http://www.its.dot.gov/ng911/

HIPAA - Health Insurance Portability and Accountability Act of 1996

HIPAA requires, among other things, that the privacy and security of protected health information be assured. This includes such information as may be transmitted and/or stored by electronic systems, including via wireless telecommunications. The CAD, RMS and Mobile systems must comply with the requirements of the law and the proposal must identify the steps taken to test and certify compliance with the standard prior to implementation.

http://www.hhs.gov/ocr/privacy/

CJIS Security Policy – Criminal Justice Information Services Security Policy
The CJIS Security Policy provides Criminal Justice Agencies ("CJA") and Noncriminal Justice Agencies ("NCJA") with a minimum set of security requirements for access to Federal Bureau of Investigation ("FBI") Criminal Justice Information Services ("CJIS") Division systems and information and to protect and safeguard Criminal Justice Information ("CJI"). The CAD, RMS and Mobile systems must comply with the policy and the proposal must identify the steps taken to certify compliance with the standards prior to implementation.
http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view

CLETS - California Law Enforcement Telecommunications System
California Law Enforcement Telecommunications System ("CLETS") is an efficient law enforcement communications network available to all public agencies of law enforcement within the state. The CLETS provides all law enforcement and criminal justice user agencies with the capability of obtaining information directly from federal and state computerized information files. The CAD, RMS and Mobile systems must adhere to the statutes established in the CLETS Policies, Practices and Procedures publication.
http://oag.ca.gov/

RIPA – Racial and Identify Profiling Act
The Racial and Identity Profiling Act of 2015 ("RIPA")(AB953) requires each state and local law enforcement agency to annually report to the Attorney General data on all stops, as defined, conducted by the agency's peace officers, and require that data to include specified information, including the time, date, and location of the stop, and the reason for the stop. The RIPA Board has established a requirement of reporting stop data by April 1, 2019. Specific required data elements are defined in Article 3. Data Elements to be Reports of the California Code of Regulations, Title 11. LAW, Division 1. ENFORCEMENT, Chapter 19, Final Text of Regulations. The proposed systems must comply with the RIPA stop data reporting requirements no later than the earliest of the dates required by the RIPA Board. Consultants must submit specification on how the proposed solution shall collect all required data elements and how the data will be reported via a secure file transfer or web service to the California Department of Justice Stop Data Collection System ("SDCS")
https://oag.ca.gov/sites/all/files/agweb/pdfs/ripa/stop-data-reg-final-text-110717.pdf?

APCO - The Association of Public-Safety Communications Officials
APCO is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit and the public. APCO is an American National Standards Institute ("ANSI")-Accredited Standards Developer ("ASD") that develops standards for public safety communications. The CAD system must comply with these standards and the proposal must identify the steps taken to certify compliance with the standards.
https://www.apcointl.org/

1.5 CAD Software Requirements

The City requires the proposed CAD solution to be fully integrated with RMS and Mobile, with neither of these systems provided by a third party. The CAD solution must meet the same general requirements as depicted in "Section 1.4, General Software Requirements".

The proposed CAD system shall facilitate incident response and communication with operations in the field. The system allows operations and communications to be augmented, assisted, or partially controlled by atomization that includes the ability for computer-controlled resource dispatching, resource status management, incident reporting and analytical information. The system must be optimized for rapid response time and system reliability. Because time is of the essence, the system must accurately provide a date and time-stamp for every activity. The system must be capable of interfacing with more than one RMS system and support the exchange of data between other agency CAD systems.

The CAD solution must be designed to conform to the national standard for computer aided dispatch functional specifications, Unified Computer-Aided Dispatch Functional Requirements ("UCADFR"), developed by the LEITSC and the Law Enforcement Information Sharing Program ("LEISP") technical standards of the U.S. Department of Justice's ("US DOJ") Global Justice Extensible Markup Language ("XML") Data Model (Global "JXDM").
https://it.ojp.gov/documents/LEITSC_Law_Enforcement_CAD_Systems.pdf

For all exchanges generated by CAD, conformance with US DOJ's Global JXDM is required.

The City desires a hosted or cloud-based system over a traditional server-client based solution requiring in-house expertise to support and maintain the infrastructure and software suite.

The CAD application must support complex, agency-defined resource recommendation algorithms that meet the needs of the public safety users. Resource recommendations must be based on either AVL locations and/or Patrol Beat, depending on the event type. The CAD application must maintain and track public safety resources by status and location provided by real-time AVL.

The CAD application must support complex event distribution based on event location, service agency, service type, and/or jurisdiction. Certain event types must automatically create "linked" events for multiple agencies/services and distribute each to the appropriate dispatch position.

The systems must meet the following performance specifications as measured by maximum response time. Response time is measured as the time between a user-initiated command via any mode and the return of the requested data or action from the system. The system must (at a minimum) provide 99.999% uptime performance.

Transaction	Maximum Response Time
Locally attached CAD workstations, no external data access	1 second
Locally attached CAD workstations, geo-file validation required	2 second
Locally attached CAD workstations, non-CAD data access required	3 second
Locally attached Report Server, simple query	2 second
Locally attached Report Server, complex query	3 second
Standalone MDC computer, single record access	1 second

NOTE: For each transaction listed, 95% of the occurrences must complete within the specified Maximum Response Time.

A workstation shall be deemed to be locally attached when it is in the same premise and on the same physical network as the application server. All CAD workstations located in the PSAP will be locally attached on a 1GB network backbone with 100MB to the desktop.

The maximum response time for CAD queries that necessitate access to data sources outside the City's computing environment, such as a mutual aid request or CLETS lookup, shall be measured as the response time provided by the external source plus three (3) seconds.

Response times for MDC computers shall be measured in standalone mode to discount any wireless network latency.

1.6   MDC Software Requirements

The City requires the proposed Mobile solution to be fully integrated with CAD and RMS, with neither of these systems provided by a third party. It is expected that the Mobile application will be an extension of CAD and RMS, providing the necessary functionality of a public safety user to receive and manage an incident and to further initiate and complete the reporting of an incident into the RMS system. The Mobile solution must meet the same general requirements as depicted in "Section 1.4, General Software Requirements".

The proposed Mobile system shall facilitate communication between operations in the field and the communication center, specifically for the atomization of notification of a Call for Service from the CAD to the MDC. The CAD application's Mobile component must provide the public safety user with real-time, incident-specific information. Information must be accessible with minimal effort by the operator. Routine queries and status functions must be form-driven or single function key/screen press, minimizing the need to type commands.

The Mobile environment must support multiple applications, such as mapping and field-based reporting while maintaining CAD status, messaging, and dispatch functionality as the primary operation. Third party software applications must be able to co-exist on the same mobile hardware without impacting the performance of the Mobile solution.

The City's MDC's are configured with software to provide advanced authentication as required by the CLETS and the FBI CJIS Security Policy. Specific details of the City's mobile security standards are depicted in Attachment "IV", City Technology Standards, within this RFP.

The proposed solution must be fully capable of being deployed on the City's existing hardware and operating system. The City utilizes Panasonic CF-33, Getac F110 and Getac T800 ruggedized mobile computers for police and civilian vehicles. Each MDC are equipped with a GPS chipset and accesses the City's secured network by Verizon Wireless as their public wireless carrier.

The proposed mobile solution must be capable of being utilized on a smart devices or similar functionality must be provided within an application to be used on a smart device.

1.7   RMS Software Requirements

The City requires the proposed RMS solution to be fully integrated with CAD and Mobile and be developed as a native solution and not provided by a third party. The RMS solution must meet the same general requirements as depicted in "Section 1.4, General Software Requirements".

The proposed Law Enforcement RMS solution shall provide for the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations and cover the entire life span of records development, from the initial generation of the case file to its completion. The RMS solution, at minimum, shall provide for the

following business functions: calls for service, incident reporting, booking, investigative case management, property and evidence management, arrests, warrants, traffic accident reporting, citations, field interviews/contacts, registrants, pawns, civil process orders and restraints, permits and licenses, equipment and asset management, fleet management, personnel, and analytical support (crime analysis).

The RMS solution must be designed to conform to technical standards by the US DOJ Global Justice Extensible Markup Language (XML) Data Model (Global JXDM).

The RMS shall provide, at a minimum, the following general requirements: single entry (i.e., no duplicate data entry); automatic submission of data to external sources; maximization of the utilization of code tables; provide the ability to enter and query narrative(s)/text fields; spell check and formatting capability on narrative(s)/ text fields; provide the ability to access multiple systems from a single RMS workstation; utilization of a single database (virtual or physical); validation on data entry (i.e., logical edits, edit checks for all fields); and provide the ability for operators to generate inquiries to internal (i.e., CAD and RMS) and external data sources (i.e., CLETS, NCIC, DMV, LInX) from within each module where such inquiries make sense.

The proposed RMS solution must provide the operator with, at a minimum, the ability to reuse and/or import data returned from external sources to eliminate redundant data entry. RMS must provide the capability to electronically forward RMS data to external data sources, either automatically or upon the user's request (i.e., based on agency rules embedded within RMS). The above capabilities should be based on existing and emerging criminal justice standards, including DOJ's Global JXDM; the NIEM; and the National Institute of Science and Technology (NIST), including the Electronic Fingerprint Transmission Specification (EFTS) and Facial Recognition Collection standards.

The proposed RMS solution must have basic master indices that correlate and aggregate information in the following areas: people, locations, property, conveyances (e.g., vehicles), and organizations (including businesses and gangs). Master indices eliminate redundant data entry by allowing the reuse of previously stored information and the automatic update of the master indices upon the entry of report information. Master indices information should be captured in a variety of ways to include, at a minimum during the input of, information from an incident, traffic accident, vehicle reports, citation, booking, arrest, juvenile, fingerprint, and mug shot subsystems. Prior to accepting an entry, RMS should automatically give the user the option of determining whether there is a match based on existing data. The system should support the validation and linking of addresses, commonplace names, and street intersections. Linkages among any information contained in the master indices (e.g., people to places or person to person) must be included in RMS.

The proposed RMS solution must be compatible with third party reporting tools such as Crystal Reports. The City requires the solution to provide standard reports for Federal and State Statistical Reporting, including Uniform Crime Reporting ("UCR") and National Incident Based Reporting System ("NIBRS").

The proposed RMS solution must be capable of being utilized on an MDC and a smart devices or similar functionality must be provided within an application to be used on a smart device.

1.8   *Interface Software Requirements*

The CAD/Mobile/RMS must be designed to operate as a component of a tightly integrated, comprehensive, multi-jurisdictional, multi-agency, multi-user, incident based public safety system. Therefore, the proposed solution must interface with several of the City's ancillary systems. For each interface, all functionality will be fully described within a Functional Specification Document ("FSD") that will be developed by the Consultant and approved by the City. The FSD shall be developed and approved after the Consultant is selected but before any work begins on the interface. In the event a standard interface exists, the Consultant shall provide, in response to this RFP, the capabilities and functionality of each interface by submitting the FSD. Each interface, if appropriate, must operate from the CAD, Mobile, RMS & Smart Device platforms.

1.8.1 <u>ANI/ALI</u>

An interface with the City's Public Safety Answering Points ("PSAP") software, VIPER® is required. The interface must enable incoming E9-1-1 ANI/ALI data to be automatically mapped to corresponding address and phone data fields based on the Master Street Address Guide ("MSAG") standard in the CFS event entry form and geo-locate the location of the caller on the CAD map display. The interface must support all E9-1-1 ANI/ALI formats including wire-line, Wireless Phase I and Wireless Phase II, Voice over IP, and Multi-Line Telephone Systems. The interface must enable the insertion of additional fields captured in the CFS event, including ESN, call type (landline, wireless), and ANI/ALI tracking ID (if available).

If the Consultant has an integrated PSAP software application as part of the CFS process, the integration shall be included as standard functionality and not be delivered nor implemented as a secondary option.

Next Generation 9-1-1 (NG-9-1-1)

The Consultant shall be responsible for progressive research and development of new technologies as they relate to NG-9-1-1 to be capable of receiving cellular calls, text messages, instant messaging, legacy 9-1-1 calls (wireline), telematics (automatic crash notification) data directly from the vehicle, VoIP calls, and live video feeds. The Consultant shall include this functionality as standard functionality and not be delivered nor implemented as a secondary option.

The Consultant shall describe their vision, both immediate and long-term, for CAD-integrated Next Generation 9-1-1 services. This should include a description of NG9-1-1-associated data management (receipt, case integration, storage and retention), as well as access for both CAD and mobile users. The Consultant shall describe any NG9-1-1-related capabilities, functionality and features of the proposed CAD system, including any integration of NG9-1-1 data into the CAD call workflow.

To the extent that the functional elements of NG9-1-1 are defined, The Consultant is required to describe the proposed solution's ability to meet NENA i3 (08-002/08-003) and associated standards. The City recognizes that current NENA standards do not specifically address core CAD functionality; however, it is clear that there are points of interaction with standardized i3 functional elements. Consultant shall describe how the proposed CAD solution will be updated as new and revised standards, functionalities and features are developed, as well as how data elements from NG9-1-1 and CAD are managed to ensure data received from NG9-1-1 is usable without extensive reformatting by the CAD solution.

References:

http://www.its.dot.gov/ng911/
http://www.nena.org/?page=FuncIntrface_NG911

1.8.2 Alarm Monitoring Company Public Safety Answering Point

The City is anticipating implementing an interface to provide the atomization between an Alarm Monitoring Company and the City's Public Safety Answer Point ("PSAP").   The proposed solution must be capable of establishing a bi-directional interface to receive an initial notification of an alarm event and provide status updates by the PSAP to the initiating alarm company.   Bi directional updates may include the request for cancellation by the alarm company, updates by the key-holders information, notifications by the PSAP of the primary response along with associated status changes such as a unit being dispatched, arriving on scene and closing of the incident with disposition.

https://www.apcointl.org/resources/interoperability/asap-to-psap/asap-to-psap-protocol/
https://www.apcointl.org/download/alarm-monitoring-company-to-psap-cad-automated-secure-alarm-protocol-asap/?wpdmdl=5938

1.8.3 License Plate Reader – Vigilant Solutions

The City Police Department uses a License Plate Reader ("LPR") system by Vigilant Solutions. Vigilant Solutions provides the capability to interface their technology with CAD to assist in automating alerts within CAD and/or the MDC's for matches against various hotlists.   The proposed solution must provide the ability to interface with Vigilant Solutions Mobile LPR solution.

1.8.4 Radio Console Interface / Push to Talk

The City utilizes Project 25 ("P25") compliant fixed mount and portable radios by Motorola in conjunction with a Motorola MCC 7500 IP Dispatch Console.   The proposed solution must provide ability to display on a CAD workstation, the radio Push to Talk ("PTT") IDs and EIDs (Emergency IDs) when received by the dispatcher for Police. The IDs must include the Unit Radio Name (i.e. 100M or E1…etc.) and the location, by address or cross street as determined by GPS data provided by the P25 compliant radio. In addition, the proposed solution must also display "Action Commands" as entered in the field on an MDC or other mobile device, i.e. "Acknowledged", "Enroute", "Staged", "Onscene", "Clear", "Change Location", etc.

1.8.5 Global Positioning System (GPS) / Automatic Vehicle Location (AVL)

The City requires that the CAD/Mobile/Smart Device applications utilize the most current, real-time to near real-time location of each police vehicle and/or personnel. Latitude and Longitude information needs to be converted to address data and appropriately displayed on the integrated CAD and Mobile maps. The CAD and Mobile applications must be able to manually poll any GPS-equipped vehicle or person by assigned radio, MDC and/or Smart Device. The CAD and Mobile applications must be configurable to control the automatic polling update rate based on location, status, time and/or distance, or any combination thereof. GPS data is available from following:

Mobile Data Computers: The City utilizes a Panasonic and Getac Rugged Tablet equipped with a built in GPS chipset in police vehicles. The system must be capable of being configured to track the location of the MDC as the primary method of receiving GPS data for vehicle location.

Radio System: The City utilizes Motorola P25 compliant radios equipped with an internal GPS receiver and should be used as the primary, or secondary method of receiving GPS data.   The system should be capable of being configured to track the location of the portable radio if the portable radio assigned to an officer is not within a defined perimeter of the vehicle they are assigned to.

Cellular/Smart Devices: The City utilizes a verity of cellular enabled smart devices to include, Apple IOS, Android and Windows based operating systems. Most devices are equipped with Assisted GPS (A-GPS). The system should be capable of being configured to track the location of the smart device assigned to an officer, and if necessary, be a secondary method of tracking the location of the assigned officer if the smart devices is not within a defined perimeter of the vehicle they are assigned to.

1.8.6 Records Check System

The City requires an interface be implemented to provide the ability to access and complete either; queries, locating, entering, modifying, clearing, cancelling, and or commenting on records on multiple systems either individually, or a combination thereof.

The Records Check system must be capable of accessing; agency local databases such as CAD and RMS, state databases such as the CLETS and DMV, National Databases such as NLETS/NCIC, Local Databases such as the local Orange County Automated Telecommunications System ("OCATS") system and the regional LInX and CopLink Databases.

In addition, the Consultants must provide their experience in completing each of the following interfaces and where applicable, provide the experience in working with specific applications that are depicted below.

1.8.7 California Dept of Justice CLETS

The City requires an interface to; the CLETS for the purpose of accessing files of the CJIS, the Department of Motor Vehicles ("DMV"), the National Crime Information Center ("NCIC"), and the National Law Enforcement Telecommunications System ("NLETS") over the California Department of Justice ("CA DoJ") secure telecommunication backbone. Connectivity to the CLETS is through the Orange County Sheriff's Department's OCATS message switch. The Orange County Sheriff's Department is the CLETS Direct Interfaces System Host for Orange County.

The interface shall be designed to handle all CLETS traffic; transmitting and receiving responses to inquiries, entries and updates, and the processing of administrative messages such as All-Point Bulletins on a statewide or nationwide basis.

The CLETS interface must provide for all data forms currently available for the CLETS system to complete queries, locating, entering, modifying, clearing, cancelling, and or commenting on records including LoJack records. The interface must be able to "nest" queries (example, when a registered owner's information is returned from a vehicle tag query, the system automatically runs the registered owner's information, etc.).

The interface shall present the returned CLETS information in a formatted display with capability to add specific returned information as a supplement to the CAD incident or RMS record, or be forwarded to an MDC or smart device application. The proposed solution shall also provide for the display of images (mug shots, driver's license or ID photos, etc.).

The interface shall provide the ability to "spawn" additional queries based on the information returned from a previous query to any other interfaced database. The ability to generate spawned queries shall be configurable by a system administrator (example, when a return from CLETS is received and the info contains the name of an individual, the system shall spawn an additional query to the regional LInX database).

The proposed solution should provide the ability to perform multiple simultaneous searches from a single-entry screen form (i.e. with a single entry of identifying information in a query) and automatically search CLETS, NCIC, DMV, local databases via OCATS, and the resident CAD, RMS and BOLO files, etc.

1.8.8 Orange County Automated Telecommunications System ("OCATS")

The Orange County Sheriff's Department maintains a message switch, known as OCATS for local subscribing agencies to inquiry and update records within the local Automated Jail System ("AJS"), Automated Warrant Services System ("AWSS"), and the Local Arrest Records System ("LARS"). The City intends to maintain its direct interface with OCATS for performing queries of the local systems similar to the CLETS system. OCATS has established an established protocol for CAD and RMS providers. The proposed solution must provide for the simultaneous query of both CLETS and the OCATS system.

1.8.9 Law Enforcement Information Exchange ("LInX")

The City is a participating member of the So Cal LInX Region. LInX is a national cooperative law enforcement data share consisting of participating members of municipal, county, state and federal law enforcement agencies broken down into 12 regions, primarily in jurisdictions with military bases nearby.

The LInX database consists of law enforcement data to include: Incident Reports, Accident Reports, Warrants, Arrest Reports, Booking Records, Field Interviews/Contacts, Pawn Shop Records, Citations, Traffic Stops, Sexual Offender Registry, Mugshots, Photo's Associated with Record Types, Narratives and Supplemental Narratives.

LInX has established a web service interface using NIEM-based LEXS S/R standards, specifically, Global Justice Extensible Markup Language Data Model ("GJXDM").
http://it.ojp.gov/jxdm/

The proposed solution must provide the ability to export data to the LinX system with the ability to control what data and when the data shall be sent with the ability to restrict sensitive data. In addition to providing data to LInX, the City intends to have a direct interface with LInX for performing queries of the LInX database similar to queries of the CLETS system. The proposed solution must provide for the simultaneous query of both CLETS and LInX.

1.8.10 California Dept of Justice - Cal-Photo

The California Department of Justice ("DOJ") Cal-Photo application provides law enforcement users with the ability to search and retrieve DMV images from DMV, and Mugshot images from the various connected Law Enforcement Agency ("LEA") image databases throughout California. These images are instantly available through an XML for a computer to computer interface using

a custom interface. The proposed solution must provide for the simultaneous query of Cal-Photo in conjunction with CLETS queries.

1.8.11   California Dept of Corrections and Rehabilitation - Parole LEADS

The CDCR has an externally published web service to enable law enforcement agencies the ability to automate inquires via a Simple Object Access Protocol ("SOAP"). The proposed solution must provide an option to simultaneously query the Parole LEADS system in conjunction with CLETS queries.

1.8.12   Forensic Logic (formerly CopLink)

Similar to LinX, the City is a participating member of CopLink. CopLink, now owned by Forensic Logic, is a data sharing and crime analytics platform designed to help law enforcement organizations by providing tactical, strategic and command-level access to vast quantities seemingly unrelated data.
https://forensiclogic.com/platform/

The CopLink database consists of law enforcement data to include: Incident Reports, Accident Reports, Warrants, Arrest Reports, Booking Records, Field Interviews/Contacts, Pawn Shop Records, Citations, Traffic Stops, Sexual Offender Registry, Mugshots, Photo's Associated with Record Types, Narratives and Supplemental Narratives.

The proposed solution must provide the ability to export data to the CopLink system with the ability to control what data and when the data shall be sent with the ability to restrict sensitive data. In addition to providing data to CopLink, the City intends to have a direct interface with CopLink for performing queries of the CopLink database similar to queries of the CLETS system. The proposed solution must provide for the simultaneous query of both CLETS and CopLink.

1.8.13   Crossroads Software – Citation, Analytics and Report Writing

The City utilizes Crossroads Software for citations and collision reports. The software provides for analytics and report writing functions. Crossroads provides a desktop application as well as a mobile application on a handheld device with Microsoft Windows Mobile Operating System. Data from these devices is synchronized with a centralized server which is interfaced with the Orange County Court. The proposed solution must provide the ability to interface with Crossroads for ingesting Citation and Accident data elements, and associated attachments to a report to include file formats consistent with pictures and portal document format ("PDF"). LJTEapon4jsf

If the proposed solution includes an Accident and/or Citation module as part of the solution, the Consultant should provide details of the functionality and whether the module can be run on a hand-held device utilized in the field.   An interface with Orange County Courts will be required.

1.8.14 License Plate Reader – Vigilant Solutions

The City Police Department utilizes a License Plate Reader ("LPR") system by Vigilant Solutions. Vigilant Solutions provides the capability to interface their technology with CAD to assist in automating alerts within CAD and/or the MDC's for matches against various hotlists. The proposed solution must provide the ability to interface with the LPR solution to alert dispatchers and patrol officers on a hot hit from a stationary trailer or vehicle mounted reader. Upon recognition of a hot hit, the CAD system shall receive the location of reader at the time of the hot hit, and the captured photo and an indication of the status of the plate, whether lost, stolen, or if the vehicle is wanted or of interest. Upon receipt of a hot hit, the CAD system must complete an automated CLETS query. The CAD system must create a call for service/incident, utilizing the location provided by the hot hit, and if from a vehicle mounted reader, assign the unit to the incident. Further requirements will be defined in an interface functional specification.

1.8.15 California Highway Patrol - Allied Agencies to SWITRS Reporting Services

The California Highway Patrol ("CHP") Allied Agencies Reporting Service ("AARS") has developed a system for Allied Agencies ("AA") to transmit collision data electronically to the CHP Statewide Integrated Traffic Records System ("SWITRS") by way of a web service known as AARS Web (Collision) Reporting Service. The proposed solution must provide the ability to interface with the AARS Web Reporting Service for electronic submission of collision data.

1.8.16 LiveScan

The City utilizes live scan hardware to capture and store biometrics that includes fingerprints, data and a mugshot to the regional Cal-ID system. The proposed solution must provide the ability to interface with the live scan hardware to provide data required by the live scan system to eliminate the need to manually re-enter data. In addition, the interface must be capable of ingesting a mugshot provided by the live scan system and associating it with master name record the RMS.

1.8.17 Lexis Nexis – Desk Officer Reporting System

The City has implemented a citizen self-reporting system called Desk Officer Reporting System ("DORS") by Lexis Nexis. The DORS system is exposed to the citizens by way of the City's website. The City is currently allowing citizens to submit report on: attempted thefts, petty theft, mail theft, lost property, vandalism and vehicle tampering and allowing citizens to file for a bicycle license or request patrol checks for home while vacationing. The proposed solution must be capable of ingesting the information from the DORS system and created associated calls for service and case files within the RMS system.
https://risk.lexisnexis.com/-/media/files/government/dors_brochure-pdf.pdf

1.8.18 Orange County District Attorney – Electronic Direction for Compliant

The City is interested in interfacing directly with the Orange County District Attorney ("DA") to submit arrest and case information electronically to the DA's Case Management System via their Electronic Directions for Complaint ("EDC") interface. The DA's IT Department is currently developing an API for the interface. The proposed solution must be capable of sending arrest and case related information to the CA and provide the ability for a user to determine the data

and associated case reports and attachments to be sent. Given this interface is new to the DA, the DA may be open working the CAD/RMS provider to comply with a current interface deployed.

1.8.19   Video Management System

The City utilizes an array of camera systems and has access to private camera systems throughout the City. The proposed solution must be capable of integrating with these systems to provide a display of the physical location of each camera, the cameras field of view, and provide a link to access and display the live feed of the selected camera or cameras.

1.8.20   Body Warn Camera / Dash Mount Camera Metadata Tagging

The City currently utilizes dash mount camera and will be deploying body-warn cameras in the future. The proposed solution must provide an interface to provide data to be utilized for tagging videos. Data element should include the incident ID, type of incident, location of incident, the unit(s) assigned to the incident, the personnel assigned to the incident, and time stamp to be utilized to associate status changes during the incident. Further requirements will be defined in an interface functional specification.

1.8.21   CAD-to-CAD Interface

The purpose of the CAD-to-CAD interface is to connect disparate CAD systems for the purpose of exchanging data to assist in the transfer or receipt of a call for service of neighboring police agencies and to allow the transfer of each agencies resources location and status information.

The proposed interface functionality, whether a single instance for multiple CAD system or a single instance for each CAD connection, must be capable of, but not limited to, the following: establishing a heartbeat to monitor the connectivity of the two systems; sending and receiving incident data; establishing a link between the incidents on either end for updates; acknowledgment of receipt of an incident; assigned resource identification and corresponding status changes of each assigned resource; resource position (GPS) or location sharing; incident cancellation processing; request for shared resources; and messaging between the two CAD systems. The interface shall provide an audit trail of the exchanged information to enable research by way of querying the data.

Ideally, the CAD-to-CAD interface in its basic function is a single data exchange switch facilitating the exchange of data between each of the disparate CAD systems to enable a dispatcher on either end of the interface to visually monitor the current location and status of neighboring agencies resources and to enable the CAD system to make resource response recommendations based on the known real-time location and proximity of the resources, regardless of which agency the resource belongs to. Initiation of the request for resource response shall be automated by sending incident information and the requested resources to the neighboring agency's CAD system. Upon receipt, the receiving dispatcher shall manually accept or deny the request and manage the dispatching functions resident to their CAD system.

The City wants to explore an interface for each of the following agencies:
1. Orange County Fire Authority ("OCFA"). The interface would be with Tellus (formerly FatPot) which is interfaced with the OCFA TriTech CAD system.
2. Orange County Sheriff's Department ("OCSD"). The interface would be direct with the agency's TriTech CAD system.

1.8.22 Tow Provider Interface

The City currently contracts with several tow providers and utilizes a rotation process to identify which provider is to be utilized when a request for tow is initiated. The City desires an output from the CAD for service requests that could be sent via an email, a page or SMS text, a fax, or an interface to the two provider CAD system. The City may, in the future, integrate with a regional system dispatching and tracking system.   The proposed solution must provide the capability of a notification at minimum. Further requirements will be defined in an interface functional specification.

1.8.23 DIMS Digital Information Management System

The City utilizes Linear DIMS Software for digital evidence. The software manages the acquisition of digital images and video. If the proposed solution includes a digital evidence module as part of the solution, the Consultant should provide details of the functionality. If the functionality of DIMS is preferred the proposed solution must provide the ability to interface with DIMS.

1.9 System Testing, Reliability and Acceptance

The City requires a system acceptance process comprised of at least the following components; the System Test Period, the System Reliability Period, and the Final System Acceptance as described further below. During the System Test Period and the System Reliability Period, if the system reveals any major defects or several minor defects impacting the completion of testing and/or production use of the system, the process shall be terminated, and the Consultant shall reasonably resolve outstanding issues. Once the issues have been addressed, the Consultant will recommence. The Consultant shall describe its trouble reporting, priority, and severity plan for this process. The Consultant shall describe responses to failed user acceptance tests, including when the testing must be held in abeyance, and recommened in its entirety from the beginning as may be required by the City.

1.9.1 System Test Period

The Consultant's software shall be delivered to the City accompanied with written documentation stating the system is ready for testing and a draft acceptance test plan ("ATP") for the City to use in its acceptance testing process. The City will review the written draft of the testing plan and schedule the installation of the software within the City test environment. The acceptance test period shall begin when the City, along with the assistance of the Consultant, first performs all tests in accordance with the ATP and successfully completes the tests. If major defects or numerous minor defects are found during the acceptance testing, the tests shall be terminated, and the Consultant shall resolve outstanding issues.

Once all issues have been addressed, the Consultant will recommence the ATP process, in its entirety, from the beginning as may be required by the City.

The Consultant shall provide the City with draft test plans that include, but is not necessarily limited to the following:
   a. Drafting a test plan for City staff;
   b. User acceptance testing;
   c. Product performance testing;

d. Interfaces testing;
e. Security testing;
f. Data conversion testing;
g. Hardware and network capacity testing;
h. Integration testing;
i. Load testing; and
j. Fail-over testing.

The City shall be responsible for conducting a final unit, subsystem, and system acceptance test that shall include, but is not necessarily limited to, the following:
a. Testing all software components in accordance with published functions and features;
b. Testing all software components;
c. Testing all system software based on business scenarios;
d. Testing all system software based on user friendliness;
e. Testing of all contracted interfaces based on design and business scenario;
f. Parallel testing prior to cutover (if parallel processing is appropriate);
g. Security testing;
h. Data Conversion testing;
i. Testing based on business scenarios;
j. Hardware and network capacity testing;
k. Integration testing;
l. Load testing; and
m. Fail-over testing.

The Consultant shall review the City's additions to the test plans for accuracy and completeness. The City reserves the right to revise the test plans provided that reasonable notice is given to the Consultant. The City maintains sole authority to certify the successful completion of any and all tests performed by the Consultant on the proposed system.

1.9.2 <u>System Reliability Period</u>

After the successful completion of the cutover period, there shall be a minimum of ninety (90) day reliability testing during which the newly installed system will be in production and its performance monitored. During this period, the system must perform fully without degradation of any kind for the System Reliability Period to be satisfied. If any major defects or numerous minor defects are discovered, the System Reliability Period shall be terminated, and the Consultant shall resolve all issues. Once all issues have been addressed, the Consultant shall recommence the System Reliability Period, in its entirety, from the beginning as may be required by the City.

Severity levels pertaining to the system are defined as:

Severity Level 1 (S1): Critical system errors, which are defined as: Loss of Data, Corruption of Data, or Loss of Productive Use of the System. In the event this type of error occurs, the City shall immediately notify Consultant and the ninety (90) day Reliability period shall be cancelled. Consultant personnel shall promptly resolve the problem at no additional cost and a new ninety (90) day Reliability period shall begin. Once the system operates for (90) consecutive days without a Severity Level 1, the ninety (90) day Reliability test shall be completed.

Severity Level 2 (S2): Critical errors exist when the primary purpose of the Consultant's CAD/Mobile software is compromised, and productive use of the system is significantly impacted. A procedural workaround is either not immediately or readily available or has been proposed and has been found to be unacceptable by the City. In the event this type of error occurs, the City shall immediately notify the Consultant and the ninety (90) day Reliability period shall be suspended. The Consultant's personnel shall promptly resolve the problem at no additional cost to the City, and the ninety (90) day Reliability period shall re-commence at the point where it was suspended.

Severity Level 3 (S3): Non-critical errors which are defined as incomplete operation of system where a procedural workaround is readily and immediately available, and productive use of the system is not significantly impacted on software or operations. In the event this type of error occurs, the City shall immediately notify the Consultant, but the ninety (90) day Reliability period shall continue. If possible, the Consultant shall resolve the problem during the ninety (90) day Reliability period, but if necessary, resolve in a future bug fixes release of the product.

Severity Level 4 (S4): Cosmetic errors which are defined as configuration issues that can be corrected by the City, data integrity issues that must be addressed by the City, Help File documentation errors, or enhancements that can be made in the future to the presently installed system. Severity level 4 defects shall be remedied within a future software fixes release.

1.9.3 Final System Acceptance

At the successful completion of the System Reliability Period and completion of all data conversions, and demonstration they system backup and recovery features function successfully, the City shall issue final acceptance certificate.

1.10   *Hardware Requirements*

All hardware must be new equipment delivered in the manufacturers' original packaging and carrying the manufacturers' full warranty. The warranty period begins after system acceptance and certification by the City that the equipment is in production use. All equipment must be installed according to manufacturers' requirements.

All hardware components must be sized appropriately to ensure that the performance requirements of the Consultant's application will be met. Equipment specifications provided by the City within this RFP shall be considered as minimal requirements. All servers provided by the Consultant shall, at a minimum, meet the City Technology Standards as outlined in Attachment "IV" within this RFP.

Consultant must provide servers and workstations that meet the following minimum requirements:

1.10.1   CAD Servers:

The Consultant shall furnish and install the necessary Servers to support the CAD and all Interfaces and Report Server(s). All server architecture must comply with the City's IS Technology Standards provided in Attachment "IV" in this RFP, and leverage VMware's virtualization technology and Industry Standard 3rd Party Automated Tools to facilitate high-availability and immediate failover from a network, computer, and storage layer.

The Consultant shall recommend the quantity and provide such servers as to meet or exceed the minimum requirements of their software and the required performance standards delineated within this RFP.

The operating system kernel may not be modified. All support for hardware redundancy must be provided by Consultant-supplied middleware and firmware that can be upgraded as required.

The solution must provide the guaranteed availability of 99.999% uptime (at a minimum), utilizing fully redundant hardware i.e., functionally critical hardware within the single server must be duplexed. Interface and Report Servers are not required to be fault tolerant. For the primary CAD servers, the following components must be fully redundant, at minimum:

Motherboard, including CPU chipsets and Memory DIMMs
The motherboards must be completely encased for safety, and designed to allow insertion and removal, for repair, without shutting down the operating system, or the applications.

Disk Drives
All disk drives in the proposed solution must use RAID 1 mirroring (*at a minimum*). This data protection must be provided with redundant SAS controllers that perform all Input/Output ("I/O") operations across a redundant bus. The mirror technique must be implemented in a fashion that has no performance penalty. All disk drives must be completely encased for safety, and designed to allow insertion and removal, for repair, without shutting down the operating system, or the applications.

Power Cords
Two external, twist-locking power cords are required for the proposed solution. The server must have onboard dual power supplies with dual power cords connected to two separate and distinct Uninterruptible Power Supplies connected to two separate power circuits.

For security reasons, all encased components must be designed so that City personnel and/or operational staff can be trained in the replacement of failed parts. Replacement parts must be shipped to the City utilizing a priority overnight carrier with guaranteed delivery.

The proposed server solution must contain self-diagnosing logic that will determine, based on error thresholds, if a component is failing. Once that determination is made, and without human intervention, the server must be capable of contacting the supplying Consultant and requesting replacement components.

The Consultant shall maintain a support infrastructure that is fully operational 24 hours per day, and seven days per week. This infrastructure must be global in nature, and also accept calls from City personnel as they have questions or issues pertaining to the proposed solution.

1.10.2 Workstations
The Consultant shall furnish and install six (6) workstations to support the Operations, Training, and Testing environments. The Consultant shall provide such workstations as to meet or exceed

the minimum requirements of their software and the required performance standards delineated within this RFP. All workstation architecture must comply with the City's IS Technology Standards as outlined in Attachment "IV" within this RFP.

1.10.3   Position Requirements
a. Eight (8) – Combination Dispatch and Call Taking Positions
b. Site License – Mobile Computers
c. Site License – Browser Based Functionality
d. Site License – Police Records Management System
e. Site License – Records Check System

1.10.4   CAD Printers
The Consultant shall provide two (2) laser printers to support the printing of reports. The printer must have a network interface controller ("NIC") installed. All printers, at a minimum, must comply with the City's IS Technology Standards as outlined in Attachment "IV" within this RFP.

1.11   Licenses
Consultants shall provide a copy of all end user software license agreements ("EULA") that they will be requesting the City to execute.

1.12   Maintenance, Support and Updates
The Consultant shall make available to the City all updates to the software, as they are released, at no additional charge, so long as the City is currently under the Consultant's software maintenance agreement. To ensure that documentation is consistent with the operating environment, updated documentation must be delivered concurrently with the software update.

1.13   Warrant
The Consultant shall include in its proposal a list and description of warranties provided, including, but not limited to:
a. Warrant of Performance – one-year performance warranty covering the specifications for and performance of all software and services, commencing upon system acceptance;
b. Warrant of representations made by Consultant in response to RFP;
c. Warrant Against Viruses – Consultant warrants against deliberate time bombs – encrypted key technology to disable the system or otherwise hinder system functionality;
d. Warrant of Consultant Capability – Consultant is financially viable and there are no legal proceedings against the Consultant that could jeopardize this agreement;
e. Warrant of Past Success – System is installed and running at other similar locations, and there is no pending litigation against the Consultant based upon problems with the system and Consultant performance;
f. Configuration Warrant – Consultant warrants that the system provided and installed includes all components necessary to perform the processing presented; and
g. Release Warrant – Consultant warrants the combination of hardware, software, and operating system requirements.
h. Product Continuance Warrant- Consultant warrants the continuance of their product including incorporating state and federal mandates, and/or the ability to transition without cost to their refreshed product line.

1.14   *Quality Control*

This RFP requires the establishment of a quality control system by the Consultant to ensure that hardware and software supplies and/or services meet the quality standards explicitly and implicitly specified in this RFP. The quality control system, including procedures, is subject to surveillance by the City.

The quality control system and procedures shall be designed by the Consultant. The Consultant's procedures used to implement the requirements of this sub-specification shall be subject to the approval of the City. In the event of disapproval, the Consultant is solely responsible for devising new procedures that meet with the explicit approval of the City.

The quality control system shall ensure that adequate control of quality is maintained throughout all areas of contract performance, including, as applicable, the receipt, identification, stocking, and issuance of material; the entire physical process of manufacture, packaging, shipping, storage, installation, and maintenance; and processes of software development including design structure, coding, testing, integration, and implementation.

All equipment, supplies, and services under the contract, whether manufactured or performed at the Consultant's facility or at any other source, shall be subject to control at such points as necessary to ensure conformity with the specifications and contractual requirements. The proposed solution shall provide for the prevention and ready detection of discrepancies and for timely and positive corrective action. The Consultant must make objective evidence of quality performance readily available to the City.

ATTACHMENT II

AGREEMENT FOR CONSULTING SERVICES

THIS AGREEMENT FOR CONSULTING SERVICES (the "Agreement") is made and entered into as of _____ 2019, by and between the CITY OF IRVINE, a municipal corporation ("City"), and _____, a (insert legal entity such as "sole proprietorship" or "California corporation") ("Consultant").

PART I

FUNDAMENTAL TERMS

A.   Location of Project: The City of Irvine location(s) as set forth in PART IV, Scope of Services, included herein.

B.   Description of Services/Goods to be Provided: Public Safety CAD/RMS Mobile Software Replacement in accordance with PART IV, Scope of Services, included herein (reference RFP 19-1511).

C.   Term: Unless terminated earlier as set forth in this Agreement, the services shall commence on June 30, 2019 ("Commencement Date") and shall continue through December 31, 2021.

D.   Party Representatives:

D.1. The City designates the following person/officer to act on City's behalf:
Jade Mazzio, emal: jmazzio@cityofirvine.org
D.2. The Consultant designates the following person to act on Consultant's behalf:
_____, email: _____

E.   Notices: Consultant shall deliver all notices and other writings required to be delivered under this Agreement to City at the address set forth in Part II ("General Provisions"). The City shall deliver all notices and other writings required to be delivered to Consultant at the address set forth following Consultant's signature below.

F.   Attachments: This Agreement incorporates by reference the following Attachments to this Agreement:

F.1.	Part I:	Fundamental Terms
F.2.	Part II:	General Provisions
F.3.	Part III:	Special Provisions
F.4.	Part IV:	Scope of Services
F.5.	Part V:	Budget

G.   Integration: This Agreement represents the entire understanding of City and Consultant as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with regard to those matters covered by this Agreement. This Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements, and understandings, if any, between the parties, and none shall be used to interpret this Agreement.

IN WITNESS WHEREOF, the parties have executed and entered into this Agreement as of the date first set forth above.

CITY OF IRVINE   **CONTRACTOR NAME**

By: _____   By: _____
    Jimmee Medina
Its: Director of Human Resources   Its: _____
    and Innovation

By: _____   By: _____
    John A. Russo
Its: City Manager   Its: _____

By: _____
    Donald P. Wagner
Its: Mayor of the City of Irvine

Attest:

By: _____

    Molly McLaughlin   **Contractor Information**
    City Clerk   **Address for Notices and Payments:**

    APPROVED AS TO FORM:
    RUTAN & TUCKER, LLP

_____

    Jeffrey Melching   **Attn:**

PART II

GENERAL PROVISIONS

SECTION ONE: <u>SERVICES OF CONSULTANT</u>

1.1   <u>Scope of Services</u>. In compliance with all terms and conditions of this Agreement, Consultant shall provide the goods and/or services shown on Part IV hereto ("Scope of Services"), which may be referred to herein as the "services" or the "work." If this Agreement is for the provision of goods, supplies, equipment or personal property, the terms "services" and "work" shall include the provision (and, if designated in the Scope of Services, the installation) of such goods, supplies, equipment or personal property.

1.2   <u>Changes and Additions to Scope of Services</u>. City shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to, or deducting from said work. No such work shall be undertaken unless a written order is first given by City to Consultant, incorporating therein any adjustment in (i) the Budget, and/or (ii) the time to perform this Agreement, which adjustments are subject to the written approval of the Consultant. City approval and/or payment for work claimed by Consultant as changed or additional shall not act to prevent City at any time to claim such work is covered by the Scope of Work and should be performed by Consultant without additional consideration due. It is expressly understood by Consultant that the provisions of this Section 1.2 shall not apply to services specifically set forth in the Scope of Services or reasonably contemplated therein. Consultant hereby acknowledges that it accepts the risk that the services to be provided pursuant to the Scope of Services may be more costly or time consuming than Consultant anticipates and that Consultant shall not be entitled to additional compensation therefor.

1.3   <u>Standard of Performance</u>. Consultant agrees that all services shall be performed in a competent, professional, and satisfactory manner in accordance with the standards prevalent in the industry, and that all goods, materials, equipment or personal property included within the services herein shall be of good quality, fit for the purpose intended.

1.4   <u>Performance to Satisfaction of City</u>. Notwithstanding any other provision herein, Consultant agrees to perform all work to the satisfaction of City within the time specified. If City reasonably determines that the work is not satisfactory, City shall have the right to take appropriate action, including but not limited to: (i) meeting with Consultant to review the quality of the work and resolve matters of concern; (ii) requiring Consultant to repeat unsatisfactory work at no additional charge until it is satisfactory; (iii) suspending the delivery of work to Consultant for an indefinite time; (iv) withholding payment; and (v) terminating this Agreement as hereinafter set forth.

1.5   <u>Instructions from City</u>. In the performance of this Agreement, Consultant shall report to and receive instructions from the City's Representative designated in Paragraph D.1 of Part I ("Fundamental Terms") of this Agreement. Tasks or services other than those specifically described in the Scope of Services shall not be performed without the prior written approval of the City's Representative.

1.6   <u>Familiarity with Work</u>. By executing this Agreement, Consultant warrants that Consultant (i) has thoroughly investigated and considered the scope of services to be performed, (ii) has carefully considered how the services should be performed, and (iii) fully understands the facilities, difficulties, and restrictions attending performance of the services under the Agreement. If

the services involve work upon any site, Consultant warrants that Consultant has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services hereunder. Should the Consultant discover any conditions, including any latent or unknown conditions, which will materially affect the performance of the services hereunder, Consultant shall immediately inform the City of such fact in writing and shall not proceed except at Consultant's risk until written instructions are received from the City's Representative.

1.7 Identity of Persons Performing Work.

(A) Consultant represents that it employs or will employ at its own expense all personnel required for the satisfactory performance of any and all tasks and services required hereunder. Any personnel performing the services under this Agreement on behalf of Consultant shall at all times be under Consultant's exclusive direction and control. Consultant shall pay all wages, salaries, and other amounts due such personnel in connection with their performance of services under this Agreement and as required by law.

(B) Consultant represents that the tasks and services required hereunder will be performed by Consultant or under its direct supervision, and that all personnel engaged in such work shall be fully qualified and shall be authorized and permitted under applicable State and local law to perform such tasks and services. Consultant will exclusively determine the means, methods and details of performing the services subject to the requirements of this Agreement.

(C) This Agreement contemplates the personal services of Consultant and Consultant's employees, and it is recognized by the parties hereto that a substantial inducement to City for entering into this Agreement was, and is, the professional reputation and competence of Consultant. Neither this Agreement nor any interest therein may be assigned by Consultant, except upon written consent of City.

1.8 Prohibition Against Subcontracting or Assignment.

Consultant shall not contract with any other entity to perform in whole or in part the services required hereunder without the express written approval of City. In addition, neither the Agreement nor any interest herein may be transferred, assigned, conveyed, hypothecated, or encumbered voluntarily or by operation of law, whether for the benefit of creditors or otherwise, without the prior written approval of City. In the event of any unapproved transfer, including any bankruptcy proceeding, City may void the Agreement at City's option in its sole and absolute discretion. No approved transfer shall release any surety of Consultant of any liability hereunder without the express written consent of City.

SECTION TWO: INSURANCE AND INDEMNIFICATION

2.1 **Insurance.** Without limiting Consultant's indemnification obligations, Consultant shall procure and maintain, at its sole cost and for the duration of this Agreement, insurance coverage as provided below, against all claims for injuries against persons or damages to property which may arise from or in connection with the performance of the work hereunder by Consultant, its agents, representatives, employees, and/or subconsultants. In the event that Consultant subcontracts any portion of the work in compliance with Section 1.8 of this Agreement, the contract between the Consultant and such subconsultant shall require the subconsultant to maintain the same policies of insurance that the consultant is required to maintain pursuant to this Section 2.1.

2.1.1 **Insurance Coverage Required.** The Insurance obligations under this agreement shall be (1) all the Insurance coverage and/or limits carried by or available to the Consultant; or (2) the minimum Insurance coverage requirements and/or limits shown in

this agreement; whichever is greater. Any insurance proceeds in excess of or broader than the minimum required coverage and/or minimum required limits, which are applicable to a given loss, shall be available to the City. No representation is made that the minimum insurance requirements of this agreement are sufficient to cover the obligations of the Consultant under this agreement.

The policies and amounts of insurance required hereunder shall be as follows:

A. Comprehensive General Liability Insurance which affords coverage at least as broad as Insurance Services Office "occurrence" form CG 00 01 including completed operations and contractual liability, with limits of liability of not less than $1,000,000 per occurrence and $2,000,000 annual aggregate for liability arising out of Consultant's performance of this Agreement. The limits shall be provided by either a single primary policy or combination of policies. If limits are provided with excess and/or umbrella coverage the limits combined with the primary will equal the minimum limits set forth above. If written with an aggregate, the aggregate shall be double the each occurrence limit. Such insurance shall be endorsed to:

> (1) Name the City of Irvine and its employees, representatives, officers and agents (collectively hereinafter "City and City Personnel") as additional insured for claims arising out of Consultant's performance of this Agreement.

> (2) Provide that the insurance is primary and non-contributing with any other valid and collectible insurance or self-insurance available to City.

> *A statement on an insurance certificate will not be accepted in lieu of the actual endorsement.*

B. Automobile Liability Insurance with a limit of liability of not less than $1,000,000 each occurrence and $1,000,000 annual aggregate. The limits shall be provided by either a single primary policy or combination of policies. If limits are provided with excess and/or umbrella coverage the limits combined with the primary will equal the minimum limits set above. Such insurance shall include coverage for all "owned," "hired" and "non-owned" vehicles, or coverage for "any auto." Such insurance shall be endorsed to:

> (1) Name the City of Irvine and its employees, representatives, officers and agents as additional insured for claims arising out of Consultant's performance of this Agreement.

> (2) Provide that the insurance is primary and non-contributing with any other valid and collectible insurance or self-insurance available to City.

> *A statement on an insurance certificate will not be accepted in lieu of the actual endorsement.*

C. Workers' Compensation Insurance in accordance with the Labor Code of California and covering all employees of the Consultant providing any service in the performance of this agreement. Such insurance shall be endorsed to:

> (1) Waive the insurer's right of Subrogation against the City and City Personnel.

A statement on an insurance certificate will not be accepted in lieu of the actual endorsement unless your insurance carrier is the State of California Insurance Fund (SCIF) and the endorsement numbers 2570 and 2065 are referenced on the certificate of insurance.

Consultant's completion of the form attached hereto as Exhibit 1 shall be a condition precedent to Consultant's rights under this Agreement. Should Consultant certify, pursuant to Exhibit 1, that, in the performance of the work under this Agreement, it shall not employ any person in any manner so as to become subject to the workers' compensation laws of California, Consultant shall nonetheless maintain responsibility for requiring that any subconsultants performing work under this Agreement have and maintain workers' compensation insurance, as required by Section 3700 of the Labor Code, for the work performed under this Agreement.

D. Professional Liability Insurance with minimum limits of $1,000,000 each claim. Covered professional services shall include all work performed under this Agreement and delete any exclusion that may potentially affect the work to be performed.

E. If the consultant maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or higher limits maintained by the consultant.

F. Evidence of Insurance: Consultant shall provide to City a Certificate(s) of Insurance evidencing such coverage together with copies of the required policy endorsements no later than five (5) business days prior to commencement of service and at least fifteen (15) business days prior to the expiration of any policy. Coverage shall not be suspended, voided, cancelled, reduced in coverage or in limits, non-renewed, or materially changed for any reason, without thirty (30) days prior written notice thereof given by the insurer to City by U.S. mail, or by personal delivery, except for nonpayment of premiums, in which case ten (10) days prior notice shall be provided.

The City project title or description MUST be included in the "Description of Operations" box on the certificate.

The City's insurance certificate tracking services provider, Exigis, LLC, will send Consultant an email message providing instructions for submitting insurance certificates and endorsements.

Certificate Holder:
City of Irvine, California
c/o: Exigis LLC
PO Box 4668 ECM #35050
New York, NY 10168-4668

G. Endorsements: A statement on an insurance certificate will not be accepted in lieu of the actual endorsement. Insurance policies shall not be in compliance if they include any limiting provision or endorsement that has not been submitted to the City for approval.

Additional Insured Endorsements shall not:

1. Be limited to "Ongoing Operations"
2. Exclude "Contractual Liability"

3. Restrict coverage to the "Sole" liability of Consultant

4. Contain any other exclusion contrary to the Agreement.

H. Any Deductible in Excess of $100,000 and/or Self-Insured Retentions must be approved in writing by the City.

I. Acceptability of Insurers. Each policy shall be from a company with current A.M. Best's rating of A- VII or higher and authorized to do business in the State of California, or otherwise allowed to place insurance through surplus lines brokers under applicable provisions of the California Insurance Code or any federal law. Any other rating must be approved in writing by the City.

J. Insurance of Subconsultants. Consultant shall be responsible for causing Subconsultants to maintain the same types and limits of coverage in compliance with this Agreement, including naming the City as an additional insured to the Subconsultant's policies.

2.2 Indemnification. Consultant shall indemnify, defend, and hold City and City Personnel harmless from and against any and all actions, suits, claims, demands, judgments, attorney's fees, costs, damages to persons or property, losses, penalties, obligations, expenses or liabilities (herein "claims" or "liabilities") that may be asserted or claimed by any person or entity arising out of the willful or negligent acts, errors or omissions of Consultant, its employees, agents, representatives or subconsultants which directly or indirectly relate to the work being performed or services being provided under this Agreement, whether or not there is concurrent active or passive negligence on the part of City and/or City Personnel, but excluding such claims or liabilities arising from the sole active negligence or willful misconduct of City or City Personnel in connection therewith:

2.2.1 Consultant shall defend any action or actions filed in connection with any such claims or liabilities, and shall pay all costs and expenses, including attorney's fees incurred in connection therewith.

2.2.2 Consultant shall promptly pay any judgment rendered against City or any City Personnel for any such claims or liabilities.

2.2.3 In the event City and/or any City Personnel is made a party to any action or proceeding filed or prosecuted for any such damages or other claims arising out of or in connection with the work being performed or services being provided under this Agreement, Consultant shall pay to City any and all costs and expenses incurred by City or City Personnel in such action or proceeding, together with reasonable attorney's fees and expert witness fees.

These Indemnification provisions are independent of, and shall not in any way be limited by, the Insurance Requirements of this Agreement. City approval of the insurance contracts required by this Agreement does not in any way relieve the Consultant from liability under this section.

SECTION THREE: LEGAL RELATIONS AND RESPONSIBILITIES

3.1 Compliance with Laws. Consultant shall keep itself fully informed of all existing and future state and federal laws and all county and city ordinances and regulations which in any manner affect those employed by it or in any way affect the performance of services pursuant to this Agreement. Consultant shall at all times observe and comply with all such laws, ordinances,

and regulations and shall be responsible for the compliance of all work and services performed by or on behalf of Consultant. When applicable, Consultant shall not pay less than the prevailing wage, which rate is determined by the Director of Industrial Relations of the State of California.

3.2   Licenses, Permits, Fees and Assessments. Consultant shall obtain at its sole cost and expense all licenses, permits, and approvals that may be required by law for the performance of the services required by this Agreement. Consultant shall have the sole obligation to pay any fees, assessments, and taxes, plus applicable penalties and interest, which may be imposed by law and arise from or are necessary for Consultant's performance of the services required by this Agreement, and shall indemnify, defend, and hold harmless City against any such fees, assessments, taxes, penalties, or interest levied, assessed, or imposed against City thereunder.

3.3   Covenant against Discrimination. Consultant covenants for itself, its heirs, executors, assigns, and all persons claiming under or through it, that there shall be no discrimination against any person on account of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status of any person, in the performance of this Agreement. Consultant further covenants and agrees to comply with the terms of the Americans with Disabilities Act of 1990 (42 U.S.C. §12101 et seq.) as the same may be amended from time to time.

3.4   Independent Consultant. Consultant shall perform all services required herein as an independent consultant of City and shall remain at all times as to City a wholly independent consultant. City shall not in any way or for any purpose become or be deemed to be a partner of Consultant in its business or otherwise, or a joint venturer, or a member of any joint enterprise with Consultant. Consultant shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of City. Neither Consultant nor any of Consultant's employees shall, at any time, or in any way, be entitled to any sick leave, vacation, retirement, or other fringe benefits from the City; and neither Consultant nor any of its employees shall be paid by City time and one-half for working in excess of forty (40) hours in any one week. City is under no obligation to withhold State and Federal tax deductions from Consultant's compensation. Neither Consultant nor any of Consultant's employees shall be included in the competitive service, have any property right to any position, or any of the rights an employee may have in the event of termination of this Agreement.

3.5   Covenant against Contingent Fees. Consultant warrants that it has not employed or retained any company or person other than a bona fide employee working for Consultant, to solicit or secure this Agreement and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon, or resulting from, the award or making of this Agreement. For breach or violation of this warranty, City shall have the right to annul this Agreement without liability or, in its discretion, to deduct from the Agreement price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

3.6   Use of Patented Materials. Consultant shall assume all costs arising from the use of patented or copyrighted materials, including but not limited to equipment, devices, processes, and software programs, used or incorporated in the services or work performed by Consultant under this Agreement. Consultant shall indemnify, defend, and save the City harmless from any and all suits, actions or proceedings of every nature for or on account of the use of any patented or copyrighted materials consistent with Section 2.2 herein.

3.7 **Proprietary Information.** All proprietary information developed specifically for City by Consultant in connection with, or resulting from, this Agreement, including but not limited to inventions, discoveries, improvements, copyrights, patents, maps, reports, textual material, or software programs, but not including Consultant's underlying materials, software, or know-how, shall be the sole and exclusive property of City, and are confidential and shall not be made available to any person or entity without the prior written approval of City. Consultant agrees that the compensation to be paid pursuant to this Agreement includes adequate and sufficient compensation for any proprietary information developed in connection with or resulting from the performance of Consultant's services under this Agreement. Consultant further understands and agrees that full disclosure of all proprietary information developed in connection with, or resulting from, the performance of services by Consultant under this Agreement shall be made to City, and that Consultant shall do all things necessary and proper to perfect and maintain ownership of such proprietary information by City.

3.8 **Retention of Funds.** Consultant hereby authorizes City to deduct from any amount payable to Consultant (whether arising out of this Agreement or otherwise) any amounts the payment of which may be in dispute hereunder or which are necessary to compensate City for any losses, costs, liabilities, or damages suffered by City, and all amounts for which City may be liable to third parties, by reason of Consultant's negligent acts, errors, or omissions, or willful misconduct, in performing or failing to perform Consultant's obligations under this Agreement. City in its sole and absolute discretion, may withhold from any payment due Consultant, without liability for interest, an amount sufficient to cover such claim or any resulting lien. The failure of City to exercise such right to deduct or withhold shall not act as a waiver of Consultant's obligation to pay City any sums Consultant owes City.

3.9 **Termination by City.** City reserves the right to terminate this Agreement at any time, with or without cause, upon written notice to Consultant. Upon receipt of any notice of termination from City, Consultant shall immediately cease all services hereunder except such as may be specifically approved in writing by City. Consultant shall be entitled to compensation for all services rendered prior to receipt of City's notice of termination and for any services authorized in writing by City thereafter. If termination is due to the failure of Consultant to fulfill its obligations under this Agreement, City may take over the work and prosecute the same to completion by contract or otherwise, and Consultant shall be liable to the extent that the total cost for completion of the services required hereunder, including costs incurred by City in retaining a replacement consultant and similar expenses, exceeds the Budget.

3.10 **Right to Stop Work; Termination by Consultant.** Consultant shall have the right to stop work and terminate only if City fails to timely make a payment required under the terms of the Budget. Consultant shall provide City thirty (30) day prior written notice of such claimed payment owed and City shall have an opportunity to remedy any such claimed breach during such time with no legal consequence to City. Consultant shall immediately cease all services hereunder following the thirty (30) day notice, except such services as may be specifically approved in writing by City. Consultant shall be entitled to compensation for all services rendered prior to termination and for any services authorized in writing by City thereafter. If Consultant terminates this Agreement because of an error, omission, or a fault of Consultant, or Consultant's willful misconduct, the terms of Section 3.9 relating to City's right to take over and finish the work and Consultant's liability shall apply.

3.11 **Waiver.** No delay or omission in the exercise of any right or remedy by a nondefaulting party with respect to any default shall impair such right or remedy or be construed as a waiver. A party's consent to or approval of any act by the other party requiring the party's consent

or approval shall not be deemed to waive or render unnecessary consent to or approval of any subsequent act. A waiver by either party of any default must be in writing.

3.12   Legal Actions. Legal actions concerning any dispute, claim, or matter arising out of or in relation to this Agreement shall be instituted and maintained in the Superior Courts of the State of California in the County of Orange, or in any other appropriate court with jurisdiction in such County, and Consultant agrees to submit to the personal jurisdiction of such court.

3.13   Rights and Remedies are Cumulative. Except as may be expressly set forth in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies or other rights or remedies as may be permitted by law or in equity shall not preclude the exercise by such party, at the same or different times, of any other rights or remedies to which such party may be entitled.

3.14   Attorneys' Fees. In any action between the parties hereto seeking enforcement of any of the terms or provisions of this Agreement or in connection with the performance of the work hereunder, the party prevailing in the final judgment in such action or proceeding, in addition to any other relief which may be granted, shall be entitled to have and recover from the other party its reasonable costs and expenses, including, but not limited to, reasonable attorney's fees, expert witness fees, and courts costs. If either party to this Agreement is required to initiate or defend litigation with a third party because of the violation of any term or provision of this Agreement by the other party, then the party so litigating shall be entitled to its reasonable attorney's fees and costs from the other party to this Agreement.

3.15   Force Majeure. The time period specified in this Agreement for performance of services shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of City or Consultant, including, but not restricted to, acts of nature or of the public enemy, unusually severe weather, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any governmental agency, including City, if the delaying party shall within ten (10) days of the commencement of such delay notify the other party in writing of the causes of the delay. If Consultant is the delaying party, City shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the enforced delay when and if in the judgment of City such delay is justified. City's determination shall be final and conclusive upon the parties to this Agreement. In no event shall Consultant be entitled to recover damages against City for any delay in the performance of this Agreement, however caused. Consultant's sole remedy shall be extension of this Agreement pursuant to this Section 3.15.

3.16   Non-liability of City Officers and Employees. No officer, official, employee, agent, representative, or volunteer of City shall be personally liable to Consultant, or any successor in interest, in the event of any default or breach by City, or for any amount which may become due to Consultant or its successor, or for breach of any obligation of the terms of this Agreement.

3.17   Conflicts of Interest.

A.   No officer, official, employee, agent, representative or volunteer of City shall have any financial interest, direct or indirect, in this Agreement, or participate in any decision relating to this Agreement that affects his or her financial interest or the financial interest of any corporation, partnership, association or other entity in which he or she is interested, in violation of any federal, state or city statute, ordinance or regulation. Consultant shall not employ any such person while this Agreement is in effect.

B.   Consultant represents, warrants and covenants that he, she or it presently has no interest, direct or indirect, which would interfere with or impair in any manner or degree the performance of Consultant's obligations and responsibilities under this Agreement. Consultant further agrees that while this Agreement is in effect, Consultant shall not acquire or otherwise obtain any interest, direct or indirect, that would interfere with or impair in any manner or degree the performance of Consultant's obligations and responsibilities under this Agreement.

C.   Consultant acknowledges that pursuant to the provisions of the Political Reform Act (Government Code section 87100 *et seq.*), City may determine Consultant to be a "Consultant" as that term is defined by the Act. In the event City makes such a determination, Consultant agrees to complete and file a "Statement of Economic Interest" with the City Clerk to disclose such financial interests as required by City. In such event, Consultant further agrees to require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" to disclose such other person's financial interests as required by City.

3.18   Consultant Ethics. Consultant represents and warrants that it has not provided or promised to provide any gift or other consideration, directly or indirectly, to any officer, employee, or agent of City to obtain City's approval of this Agreement. Consultant shall not, at any time, have any financial interest in this Agreement or the project that is the subject of this Agreement other than the compensation to be paid to Consultant as set forth in this Agreement. In the event the work and/or services to be performed hereunder relate to a project and/or application under consideration by or on file with the City, (i) Consultant shall not possess or maintain any business relationship with the applicant or any other person or entity which Consultant knows to have a personal stake in said project and/or application, (ii) other than performing its work and/or services to City in accordance with this Agreement Consultant shall not advocate either for or against said project and/or application, and (iii) Consultant shall immediately notify City in the event Consultant determines that Consultant has or acquires any such business relationship with the applicant or other person or entity which has a personal stake in said project and/or application. The provisions in this Section shall be applicable to all of Consultant's officers, directors, employees, and agents, and shall survive the termination of this Agreement.

3.19 Compliance with California Unemployment Insurance Code Section 1088.8. If Consultant is a Sole Proprietor, then prior to signing the Agreement, Consultant shall provide to the City a completed and signed Form W-9, Request for Taxpayer Identification Number and Certification. Consultant understands that pursuant to California Unemployment Insurance Code Section 1088.8, the City will report the information from Form W-9 to the State of California Employment Development Department, and that the information may be used for the purposes of establishing, modifying, or enforcing child support obligations, including collections, or reported to the Franchise Tax Board for tax enforcement purposes.

3.20 CalPERS Annuitants. If Consultant is a California Public Employees' Retirement System ("CalPERS") annuitant, Consultant must provide the City with written notification of such fact a minimum of 14 calendar days prior to commencement of services under this Agreement. Failure to provide such notification may result in termination of the Agreement, and any penalties or other costs relating thereto shall be borne by Consultant. If this Agreement remains in place, Consultant shall execute any amendment(s) to this Agreement requested by the City in order to comply with all laws and regulations applicable to CalPERS annuitants.

SECTION FOUR: MISCELLANEOUS PROVISIONS

4.1 <u>**Records and Reports.**</u> The City Manager of the City of Irvine or his/her designee reserves the right to perform such audits, performance reviews, and other evaluations (collectively 'audit') that relate to or concern this Agreement at any time. Consultant agrees to participate and cooperate in up to five (5) hours of meetings and interviews (at no additional cost to City), if the same are requested by the City in connection with such an audit. Further, provided that the City pays Consultant's commercially reasonable hourly rate for services, Consultant agrees to participate and cooperate in such additional meetings and interviews (in excess of five (5) hours), if the same are requested by the City in connection with such an audit. Upon request by City, Consultant shall prepare and submit to City any reports concerning Consultant's performance of the services rendered under this Agreement. City shall have access, with 72 hours advance written notice delivered to Consultant, to the books and records of Consultant related to Consultant's performance of this Agreement in the event any audit is required. All drawings, documents, and other materials prepared by Consultant in the performance of this Agreement (i) shall be the property of City and shall be delivered at no cost to City upon request of City or upon the termination of this Agreement, and (ii) shall not be made available to any individual or entity without prior written approval of City. The obligations of this Section 4.1 shall survive the expiration (or earlier termination) of this Agreement for a period of three (3) years. During said three (3) year period, Consultant shall keep and maintain all records and reports related to this Agreement, and City shall have access to such records in the event any audit is required.

4.2 <u>**Notices**</u>. Unless otherwise provided herein, all notices required to be delivered under this Agreement or under applicable law shall be personally delivered, or delivered by United States mail, prepaid, certified, return receipt requested, or by reputable document delivery service that provides a receipt showing date and time of delivery. Notices personally delivered or delivered by a document delivery service shall be effective upon receipt. Notices delivered by mail shall be effective at 5:00 p.m. on the second calendar day following dispatch. Notices to the City shall be delivered to the following address, to the attention of the City Representative set forth in Paragraph D.1 of the Fundamental Terms of this Agreement:

<u>To City</u>:   City of Irvine
One Civic Center Plaza (92606) (Hand Deliveries)
P. O. Box 19575
Irvine, CA 92623-9575

Notices to Consultant shall be delivered to the address set forth below Consultant's signature on Part I of this Agreement, to the attention of Consultant's Representative set forth in Paragraph D.2 of the Fundamental Terms of this Agreement. Changes in the address to be used for receipt of notices shall be effected in accordance with this Section 4.2.

4.3 <u>**Construction and Amendment**</u>. The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply. The headings of sections and paragraphs of this Agreement are for convenience or reference only, and shall not be construed to limit or extend the meaning of the terms, covenants and conditions of this Agreement. This Agreement may only be amended by the mutual consent of the parties by an instrument in writing.

4.4 <u>**Severability**</u>. Each provision of this Agreement shall be severable from the whole. If any provision of this Agreement shall be found contrary to law, the remainder of this Agreement shall continue in full force.

4.5 <u>**Authority**</u>. The person(s) executing this Agreement on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said party, (iii) by so executing this Agreement, such party is formally bound to the provisions of this Agreement, and (iv) the entering into this Agreement does not violate any provision of any other Agreement to which said party is bound.

4.6 <u>**Special Provisions**</u>. Any additional or supplementary provisions or modifications or alterations of these General Provisions shall be set forth in Part III of this Agreement ("Special Provisions").

4.7 <u>**Precedence**</u>. In the event of any discrepancy between Part I ("Fundamental Terms"), Part II ("General Provisions"), Part III ("Special Provisions"), Part IV ("Scope of Services"), and/or Part V ("Budget") of this Agreement, the order of precedence shall be as follows.
Part III
Part II
Part IV
Part V
Part I

PART III

SPECIAL PROVISIONS

1) **Business License Requirement.** Consultants who provide services for the City of Irvine within the city limits of Irvine shall obtain, within five (5) days of executing this Agreement and prior to commencing any work herein, a City of Irvine business license and shall maintain a current business license throughout the term of this Agreement.

2) **Insurance Requirements.** PART II GENERAL PROVISIONS, Section 2.1.1 – B Automobile Liability Insurance and Section 2.1.1 - D. Professional Liability Insurance, are deleted in their entirety.

3) **Live Scan Fingerprinting Requirements.** Prior to commencing services, Consultants are required to successfully pass a Department of Justice fingerprinting background check ("Live Scan") performed by a certified fingerprinting service provider or at the City of Irvine Police Department. The Consultant shall be responsible for obtaining the Live Scan for its staff and shall bear the cost thereof. The agency completing the fingerprints must provide the City of Irvine Human Resources with the background check results and subsequent records for review. Consultants must obtain a Consultant's badge issued by the City of Irvine Human Resources prior to performing work.

PART IV

SCOPE OF SERVICES

Services shall be performed as set forth below and in accordance with ATTACHMENT I. (To be inserted after contract award.)

PART V

BUDGET

Pricing shall be as set forth below and in accordance with ATTACHMENT II. (To be inserted after contract award.)

Included in the total compensation are all ordinary and overhead expenses incurred by Consultant and its agents and employees, including meetings with City representatives, and incidental costs incurred in performing under this Agreement. The total compensation for the Scope of Services set forth herein **shall not exceed $_____ annually**, including all amounts payable to Consultant for its overhead, payroll, profit, and all costs of whatever nature, including without limitation all costs for subcontracts, materials, equipment, supplies, and costs arising from or due to termination of this Agreement.

No work shall be performed in connection with this Agreement until the receipt of a signed City of Irvine Purchase Order; and no work shall be performed with a value in excess of the Purchase Order amount as the City has not authorized nor is it obligated to pay Consultant any such excess amount.

In the event Consultant anticipates the potential need to perform services beyond those set forth herein where additional funding may be needed, Consultant shall notify City in writing allowing sufficient time for City to consider further action.

Payment for services will be made monthly on invoices deemed satisfactory to the City, with payment terms of net 30 days upon receipt of invoice. Consultant shall submit invoices within fifteen (15) days from the end of each month in which services have been provided. Consultant shall provide invoices with sufficient detail to ensure compliance with pricing as set forth in this Agreement. The information required may include: date(s) of work, hours of work, hourly rate(s), and material costs.

The Purchase Order number must be included on all invoices, along with the City Representative's name. Failure to include this information on the invoice shall result in the return of the unpaid invoice.

Consultants should submit invoices electronically to: **invoicesubmittal@cityofirvine.org**

Payment by City under this Agreement shall not be deemed as a waiver of the City's right to claim at a later point that such payment was not due under the terms of this Agreement.

Pricing shall remain firm for the entire first term of the Agreement. Thereafter, any proposed pricing adjustment for follow-on renewal periods shall be submitted to the City Representative in writing at least ninety (90) days prior to the new Agreement term. The City reserves the right to negotiate any proposed pricing adjustment not to exceed the Bureau of Labor Statistics Consumer Price Index (CPI) data as follows: Los Angeles-Long Beach-Anaheim, CA; All Urban Consumers; Not Seasonally Adjusted; annualized change comparing the most recent month's reported data to the same month of the prior year. (This information may be found on the U.S. Department of Labor's website at www.bls.gov.)

Exhibit 1

WORKERS' COMPENSATION INSURANCE CERTIFICATION

Consulting Services Description: <u>Public Safety CAD/RMS Mobile Software Replacement</u>

WORKERS' COMPENSATION DECLARATION

I hereby affirm under penalty of perjury one of the following declarations:

(CHECK ONE APPLICABLE BOX BELOW)

☐   **I have and will maintain workers' compensation insurance**, as required by Section 3700 of the Labor Code, for the performance of the work to be performed under this Agreement and shall submit insurance certificates evidencing such coverage as set forth herein.

☐   I certify that, in the performance of the work under this Agreement, **I shall not employ any person** in any manner so as to become subject to the workers' compensation laws of California, and I hereby agree to indemnify, defend, and hold harmless the City of Irvine and all of its officials, employees, and agents from and against any and all claims, liabilities, and losses relating to personal injury or death, economic losses, and property damage arising out of my failure to provide such worker's compensation insurance. I further agree that, **if I should become subject to the workers' compensation provisions of Section 3700 of the Labor Code, I shall forthwith comply with those provisions and immediately furnish insurance certificates** evidencing such coverage as set forth herein.

WARNING: FAILURE TO SECURE WORKERS' COMPENSATION COVERAGE IS UNLAWFUL, AND SHALL SUBJECT AN EMPLOYER TO CRIMINAL PENALTIES AND CIVIL FINES UP TO ONE HUNDRED THOUSAND DOLLARS ($100,000), IN ADDITION TO THE COST OF COMPENSATION, DAMAGES AS PROVIDED FOR IN SECTION 3706 OF THE LABOR CODE, INTEREST, AND ATTORNEY'S FEES.

Dated:	
Contracting Firm:	
Signature:	
Title:	
Address:	

ATTACHMENT III

PRICING PROPOSAL MATRIX (See attached Excel Spreadsheet)

ATTACHMENT IV

CITY TECHNOLOGY STANDARDS

The City maintains a segmented Public Safety Network ("PSN") operated by the Information Technology ("IT") Department. The IT Department has established general standards and best practices for the components that make up the various systems deployed with Public Safety as follows;

Network Environment: A segmented public safety network is maintained and operated by the IT Department. Each agency within the public safety network is further isolated into VLAN's into two functional disciplines, Police and Communications, to ensure access to protect data is secure. I.e., CJIS data vs HIPAA data, etc.

The segments and VLAN's are isolated behind SonicWALL Firewalls ("FW"). The PSN has interconnections with other public safety agencies locally and at the County and State via many different mediums including VPN, Point-to-Point and LAN-to-LAN connections. All layer three switches are VDX 6740/7750 and ICX 6610 series Enterprise-Class Brocade Switches. All firewalls are SonicWALL SRA Series 4600 firewalls.

Network Access and Security: The City has deployed as its standard, Microsoft Enterprise Endpoint Protection, to impose two standards that encompass security on desktop computers, mobile computers and servers. Desktop and mobile computers require Microsoft's Windows Defender Security Center software to be loaded. This software acts as the anti-virus and malware software. Also required is Windows Defender Security Center on all servers that serve information to computers such as a file server.

Users are authenticated on both stationary desktop computers and mobile computers by Windows Active Directory. For stationary desktop computers, user's login using the standard Windows login and once the user's credentials are verified; the user arrives at the Windows desktop.

MDC traffic is using Windows 10 OS firewall and encrypted by NetMotion using 256 AES encryption. Generated traffic is sent across the commercial wireless carrier (Verizon and AT&T) to the PSN through a dedicated circuit into Cisco routers. The routers are then connected to the CAD VLAN segment which has access to the Cal DOJ CLETS via a Point-To-Point connection. The CAD system has access to the same VLAN via the COM router server.

The Cal DoJ CLETS information is accessed via the CAD server by an MDC via the CAD client. NetMotion client is used to encrypt/decrypt the communications between the MDC and CAD VLAN. No CLETS data is stored on the MDC hard drives.

MDC, Tablet and Smartphone users will utilize NetMotion Mobility Client to secure a VPN connection via the agency's wireless network provider, Verizon and AT&T, with the agency's secured network for accessing the CLETS. NetMotion works in conjunction with a CJIS compliant 2-factor authentication provider, Rapid Identity (formerly 2FA) using RFID cards in

combination with NetMotion to accomplish "something you know"; username and password, with "something you have"; an access card.

There is a tertiary authentication that occurs between the MDC, AD, Microsoft Certificate Authority ("CA"), and Microsoft RADIUS. This authentication is called machine authentication. After the computer joins the Domain, the computer object in Active Directory is moved to the appropriate Organizational Unit ("OU"). The object then authenticates against RADIUS and the CA issues a valid certificate. This entrusts that the computer that has VPN access through NetMetion identifies as an authorized computer to then access network resources.

Time Synchronization: The City synchronizes system time to an NTP server. Windows utilizes a time service called 'Windows Time', which is automatically installed in the service list. The program executable is 'w32time.exe'. The service is installed and enabled by default during installation.

Windows Domain Networking is deployed, and only the Primary Domain Controller (PDC) synchronizes with the time reference. All other servers and workstations in the domain sync to the PDC using Windows proprietary protocol. The default installation procedure automatically configures workstations and servers to sync to the controlling PDC. Only the PDC needs to be configured to synchronize to an external time reference. The City currently sync to the following url: north-america.pool.ntp.org.

All servers, workstations, MDCs and Brocade/Cisco network equipment are setup to sync with the City's PDC. Mobile devices like phones and tablets use the cellular provider network to sync their clocks.

NetMotion Mobility: By F-Secure Corporation (NIST Cert# 237, 441, & 493, FIPS 140-2 Certified) provides the secure VPN tunnel with end-to-end security standards-based encryption to FIPS 140-2 validated AES encryption.

Software Updates: The IT Department utilizes Microsoft's System Center Configuration Manager to deploy software to each desktop computer, mobile computer and server on the network. IT uses the same software to provide operating system software updates to these resources as well. IT defines this process as "Patch Tuesday" in which updates are sent out to affected systems that receive the updates once a month. When a threat is recognized prior to the standard Patch Tuesday interval, IT staff triggers the system to perform the update at that time, rather than waiting for the next Patch Tuesday.

Desktop Hardware and Operating System Software: The City standardizes with Dell Optiplex Desktop computers with Windows 7 Pro-64-bit, Windows 8.1, and Windows 10. The City is phasing out older Lenovo desktop computers. The PC should have a minimum Intel Core i5 3.2GHz processor, 8 GB of RAM, a 500 GB HDD and a DVDRW. Each computer is equipped with Dell/Lenovo monitors varying from 17 inch to 24 inch models.

The City replaces desktop computers on a 5-year cycle and the monitors on an as needed basis. For the purpose of the CAD, RMS and Mobile Replacement Project, the City has held off replacing the hardware within the Communication Center until a Consultant has been selected and specific requirements are determined.

Server Hardware and Operating System Software: The City standardizes with Dell FX/FC hosts and Hyper-V software for the virtual servers. The servers' operating system ranges from Microsoft Windows 2008 to 2016.

The City replaces physical servers on a 7-year cycle. For the purpose of the CAD, RMS and Mobile Replacement Project, the City has held off replacing the hardware for CAD severs and ancillary interface servers until a Consultant has been selected and specific requirements are determined.

Mobile Hardware and Operating System Software: The standard hardware is the Panasonic CF-33 Rugged Tablet; 12in Display, 5MP Camera, Intel i5-6300U 2.4GHz Processor, 16GB RAM, 500GB SSD, 1200 NITs Touchscreen Display, Dual batteries, 5MP camera, 802.11AC Wireless, Bluetooth, TPM, GPS built in receiver, 4G.LTE Broadband (Multi Carrier). Each tablet is configured to run Windows 10 enterprise 64-bit. BitLocker provides full disk encryption.

The City replaces mobile computers on a 7-year cycle. For the purpose of the CAD, RMS and Mobile Replacement Project, the City requires the Consultant to ensure their mobile applications are capable of being installed and perform as designed without any degradation.

Mobile Smartphone's: The City standardizes on Apple iPhone 7x and 8x with an iOS operating system.

Mobile Device Management ("MDM"): The City utilizes Microsoft Intune cloud-based enterprise mobility management software as an MDM for all mobile devices. Microsoft Intune provides over-the-air centralized management, diagnostics, and monitoring for the mobile devices managed by the City. The City primarily uses Microsoft Intune for Cell Phones. Microsoft Intune monitors each device, showing useful metrics such as client hardware/software information, location of each device, and remote lock and erase devices. The following is the extent to which Microsoft Intune is utilized by the city; push applications to devices, manage user mail exchange credentials, track location of lost devices, and remote lock or wipe of stolen devices.

Back-Up and Recovery Software and Process: The City currently backs up the existing CAD and RMS system using Carbonite's eVault solution. The method of backup is disk to disk to cloud backups. The data is stored on the City's eVault appliances located at the City Hall datacenter and identical copies are sent to the cloud for offsite storage.

City Telephone System: The City has deployed a Voice over Internet Protocol ("VoIP") enterprise telephone system from Cisco. The system utilizes the Cisco Call Manager version 11. The Cisco system is locally hosted on a virtual server and utilizes PRI trunks. The system is SIP compatible and provides legacy analog functionality. The Cisco system supports 500+ phones for the City, to include standard features such as voicemail, call forwarding, conference calling and more.

ATTACHMENT V

CITY GIS STANDARDS

Hardware: GIS maintains a total of six virtual servers. One each staging and production SQL Servers, three web servers (one staging) and one test server.

Software: ESRI based application platform for server and client side access. Inventory includes Server based products: ArcGIS Server Enterprise (Enterprise Geodatabase for MS SQL, ArcGIS Server), and client based desktop ArcGIS. Desktop licensing is concurrent for multi-user access. Twelve concurrent advanced licenses and nine concurrent Basic. Two Single Use.

Data: GIS maintains vector and raster data. Raster data are mainly ortho-images which date back as early as 1976, and images that cover most of the years from 2000 to 2017.

Processes: Irvine GIS currently utilizes ArcMap to publish a variety of Map Services for internal and external use. Public Safety has its own GIS staff who manage the police related data while Irvine GIS manages the City GIS data.

Personnel: The GIS division has 4 full time employees, 1 part-time and 2 interns.

Theme	Description Frame Work Layers	Type	SDE
Parcels	GIS staff maintains the parcel in-house after the parcels are recorded by the County of Orange. Ownership updates provided by Parcel Quest.	Vector	Y
City Boundary	Irvine Incorporation Boundary	Vector	Y
Building Footprint	Building footprints used for addressing, etc.	Vector	Y
Aerial Imagery	Aerial imagery of the City at various resolution from 1976 to 2017	Raster	Y
Street Centerline	Single carriage way road network, with public and private roadways. Also provides address ranges for geo-coding events linked to addresses	Vector	Y
County Centerlines	Street data that falls outside the City Limits in surrounding areas	Vector	Y
Public Safety Areas	These are police areas, beats and ESZ's	Vector	Y
Address points	Points created from the addresses in building footprints	Vector	Y

MOTOROLA SOLUTIONS

CITY OF IRVINE

RFP - PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

19-92594 / CAP19P121A

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System Description & Statement of Work
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EXHIBIT 1

SYSTEM DESCRIPTION

1.1 SOLUTION OVERVIEW

Motorola Solutions is pleased to present the following solution for the Irvine PD (hereinafter referred to as the "City"). Our solution is based on our interpretation of the requirements presented in your Request for Proposal and responses to questions you provided on 02/22/2019 as well as the BPR meetings conducted the week of May 13th 2019.

Motorola Solution's offering is comprised of PremierOne server hardware, PremierOne server networking hardware, system software, PremierOne application software, PremierOne client software, interfaces and services (as stated in the Statement of Work.)

The following presents a logical illustration of the solution components.

Figure 1-1. Representative System Diagram

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System Description   1-1

1.1.1 Participating Agencies

The designated agencies participating in the PremierOne system are:

- Irvine Police Department

The following represents the sizing considerations for the City's needs. Should additional agencies be interested in joining the system, Motorola Solutions reserves the right to review the installed system and validate sufficient sizing capacity to support additional agencies. Any modifications to system components can be addressed through the change provisions of the contract.

1.1.2 Basis for System Sizing

Motorola's solution is sized by tiers. Motorola uses Call for Service (CFS) counts to establish the tiers of infrastructure sizing. Based on the CFS counts provided by you, this solution has been sized as follows:

- Up to 250,000 CAD Calls for Service per year
- Up to 25 PremierOne CAD clients
- Up to 100 PremierOne Mobile clients
- 3.5% annual growth for 5 years
- 10 years of PremierOne CAD data retention (2 years online, 8 years reporting)

The following applications, system components and services are included in this solution:

1.1.3 Application Software and System Components

This solution is based on Motorola Solutions PremierOne Application Software release version 4.4.

- PremierOne CAD with Automatic Resource Location (ARL):
    - PremierOne Mobile via cellular
    - PremierOne Handheld via cellular
    - PremierOne Mobile via ASTRO Mobile or portable Subscriber (option)
- PremierOne Mobile with Mobile Mapping
- PremierOne Handheld
- CommandCentral Apps (for Citations)
- PremierOne Integrated NG9-1-1 Call Control
- PremierOne Records and Records Mobile
- PremierOne Property and Evidence
- Electronic submission of California specific UCR and IBR Dual-reporting of California State UCR and IBR
- PremierOne Hardware Components
  (PremierOne solution components will supply as listed below)
- Interfaces

1.1.4 PremierOne Application Client Software Enterprise Site Licensing

The following table summarizes the total number of positions used as the basis for the PremierOne client application software **site licenses** included in our enterprise solution for all participating agencies:

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1-2   System Description

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Table 1-1. PremierOne Licensing

PremierOne Licenses	Per Seat	Concurrent
PremierOne CAD Dispatch with Mapping	8	n/a
PremierOne Low Use CAD Client	n/a	16
PremierOne Mobile with Mapping and Records	n/a	30
PremierOne Handheld Clients	n/a	30
PremierOne Records	n/a	75
Command Central Apps – with handheld features (formerly P1 HandHeld)	n/a	30

Enterprise Site License Terms

The enterprise site license is based on the current usage of application software identified in the PremierOne Licensing table above. If an agency is not currently using an application or has not rolled out the usage of an application to the full agency, the site license pricing will be based on expected usage at full roll-out.

1.1.5   Microsoft, VMware, other Software Licensing Ancillary components

The following table lists type and number of Microsoft and VMware licenses and the party responsible for providing them.

Table 1-2. Microsoft and VMware Licensing

Microsoft & VMware Licenses	Total	Customer Provided	Motorola Provided
Microsoft DataCenter 2016 OS	3	X	
Microsoft Windows 2016 OS	2	X	
Microsoft SQL 2017 Enterprise 4 core license	5	X	
Microsoft SQL 2017 Standard 4 core license	4	X	
Microsoft System Center Operation Manager 2016 (SCOM)	36	X	
VMware vCenter Standard	1	X	
VMware vSphere Ent+ CPU	7	X	

We recommend the purchase of software assurance or maintenance from the vendor for all the software listed above.

The following table lists the type, number and who is providing these ancillary items:

Table 1-3. Ancillary Components

Description	Details	Customer Provided	Motorola Provided	Quantity
F5 Load Balancers	Virtual/Physical Network Load Balancing software integrated with solution		X	2

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System Description   1-3

Description	Details	Customer Provided	Motorola Provided	Quantity
SolarWinds	Network performance monitoring		X	1
SolarWinds	NetFlow Traffic Analyzer		X	1
GIS Editing Software	10.3 of Esri ArcGIS Desktop and Network Analyst extension software	X		
Client Access Licenses	Microsoft Windows Server 2016	X		1 Per Client Refer to Microsoft Website for Guidance
CommSys ConnectCIC	Enables State Queries + 49 State Parsing		X	1
FortiGate Network Devices	Provides server component isolation from other systems within the City's data center by means of a firewall router.		X	2
Extreme Networks X620	16 port 10Gb Layer 2 switching, Layer 3 IPv4/IPv6 routing		X	2
Extreme Networks X420	48 port GbE Management vLAN Switch		X	1
HPe DL360c Gen10 w/dual Xeon Gold 6146, 384 GB RAM, 2 NIC, 2 x 8 GB microSD	Host Server		X	3
HPe DL360 Gen10 w/ single XeonS 4114, 128 GB RAM, 5x1.2 TB HDD	Monitor Server		X	1

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Description	Details	Customer Provided	Motorola Provided	Quantity
Nimble Storage CS1000H 12TB	SAN		X	1
Equipment Rack HPe Rack Model P9K38A 42 U	Rack mount keyboard and monitor **Cabinet Dimensions** 78.9 in. x 39.7 in. x 24 in. **Shipping Dimensions** (with packaging materials) 86.2 in. x 48 in. x 35.6 in. **Shipping Weight** 1868 lb. – Total **Installed Weight** 385 lb. – Rack – Equipment 673 lb. Total **Maximum Load of Rack** 3000 lb. **Rack Clearance** Front: 48 inch Back: 30 inch **Power Distribution Units** HPE 4.9kVA 208V		X	1

1.1.6   PremierOne Interfaces

The table below list the specific interfaces included in our solution. An Interface Specification Document (ISD) is included for each interface in Attachment A. The ISD details the specific features and functionality of the interface and describes the implementation process and responsibilities of the involved parties. Any requests for change to the ISD following contract is subject review and consideration through the change control mechanism of the contract.

Table 1-4. Solution Interfaces

Interface Name	Functionality	ISD
PremierOne- E911 / TDD	Viper e911 ANI/ALI	PremierOne CAD - E911-TDD Interface
PremierOne-The Monitoring Association- ASAP Alarm (CSAA)	ASAP Alarm interface	PremierOne CAD - ASAP Alarm Interface
PremierOne-Motorola- ASTRO Radio PTT (Motorola)	Motorola PTT interface	PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface

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Interface Name	Functionality	ISD
PremierOne- Records Two-Way AFIS LiveScan	Records LiveScan interface	PremierOne Records – Two-Way AFIS LiveScan Web Service Interface
PremierOne- Records Outbound Data	DA Outbound Data interface	PremierOne Records - Outbound Data Interface
PremierOne- CAD Outbound Data	Outbound Data for tagging of videos	PremierOne CAD - Outbound Data Interface
PremierOne-FATPOT-CAD-to-CAD FATPOT	Interface to FATPOT (OCFD)	PremierOne CAD - CADfusion FATPOT Interface
PremierOne- CAD Outbound Data	JUS - NIEM Conformant Disposition Form	COMMON - PremierOne Records - Outbound Data ISD
PremierOne- CAD Inbound Incident Creation	Interface to the Vigilant License Plate Reader	Standard PremierOne CAD - Inbound Incident Creation Interface
PremierOne-Motorola-ASTRO Radio Console (Motorola)	MCC 7500 interface	PremierOne™ CAD -ASTRO Radio Console (MCC 7500) Interface
PremierOne- Records Outbound Data	Records outbound interface to Courts for Citations	PremierOne Records - Outbound Data Interface
PremierOne-LexisNexis-CopLogic DeskOfficer Online Reporting System-DORS (LexisNexis)	Interface to the Lexis Nexis Desk Officer	PremierOne Records –CopLogic DORS Interface (LexisNexis)
PremierOne- Suite External Query	Legacy CAD Query	PremierOne Suite - External Query Interface
PremierOne- Suite External Query	Legacy RMS Query	PremierOne Suite - External Query Interface
PremierOne- Records State Submission	CLETS Entries Submission	PremierOne Records - State Query Submission Interface
PremierOne-CommSys-Suite State Query	State Query	PremierOne Suite - State Query Interface
PremierOne-IBM-CopLink (IBM)	Forensic Logic (formerly CopLink)	PremierOne Records - IBM CopLink Interface
LInX data push	LInX data push	PremierOne CAD - Northrop Grumman LInX ISD
AARS	Electronic submission of the California Crash Report	TBD

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1.2 PREMIERONE SYSTEM ARCHITECTURE

PremierOne is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The solution is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture.

The PremierOne system is deployed with a single production environment incorporating the high availability components and interfaces presented in this solution. The production environment serves to capture the events and data required to support live operation use. The system also includes a single limited use environment (without the solution interfaces configured for use on the production environment) that can be used as a test or training environment.

Environment Summary:

- 1 Production Environment
- 1 Limited Use for Test and/or Training

PremierOne is architected around a virtualized server configuration and supports VMware vSphere 6.5 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

1.2.1 PremierOne High Availability Architecture

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to fail over.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of a possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

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The following depicts the fault tolerant components of the system.

Table 1-5. Fault Tolerant Software Components

Component
F5 to provide load balanced network traffic to the application services.
• PremierOne monitors active services and restarts them as necessary.
• In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set.
• SQL Server AlwaysOn provides redundancy and automatic failover.
• In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.
PremierOne System Manager monitoring:
• CAD application
• Records application
• Application Delivery Controller cluster
• Database status
• Disk space
• Windows Performance Counters

The backup service (backup library and backup software), the Report Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. Reporting services and test/training environment(s) are not considered critical and therefore are not redundant in the configuration.

High availability is independent of a geographically redundant disaster recovery solution.

1.2.2   Microsoft Active Directory Service

PremierOne provides directory services to support the secure management and operations of PremierOne through an isolated Microsoft Active Directory (AD) environment. The servers provided with the solution contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be setup in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, PremierOne can use the City's AD environment for authentication. Once the user account is built in PremierOne provisioning, it can then use LDAP to query the City's environment for the account authentication. By using this configuration, the City can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the PremierOne local domain to the City's Active Directory environment. The trust provides users with Domain Administrator privileges

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on the City's AD instance to access and administer the PremierOne environment while preserving authentication and logon information. Motorola recommends that this trust be non-transitive in nature. Motorola does not recommend a two-way trust, as none of the PremierOne service accounts need authentication or resources on the City's network.

PremierOne's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the City's Active Directory schema.

1.2.3 Name Resolution

PremierOne provides host name resolution through an Active Directory Integrated Domain Name Service (DNS). In order for systems residing outside of the PremierOne network to communicate with the PremierOne system, the City must configure their DNS servers to forward PremierOne name resolution requests to PremierOne DNS servers. This will allow devices on the City network to find systems within the PremierOne environment.

For tighter integration, the City, working with Motorola, must configure their DNS servers to allow name resolution requests from within the PremierOne systems to be processed.

1.2.4 PremierOne Common Services

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

1.2.5 Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- PremierOne uses GIS for display, location validation, and unit recommendation. PremierOne tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.

- The PremierOne Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a key component of a PremierOne deployment and one that is required. GIS provides the mechanism for location validation and recommendation for response.

- A PremierOne conformant and geographically accurate GIS data is required for the proper operation of PremierOne. It is the City's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements as noted in Exhibit 10 for use in PremierOne. Each agency being added to PremierOne must have their geographic coverage included in the geodatabase imported into PremierOne.

- The use of remote and/or Esri Online services is not supported. Motorola is not responsible for map availability or any degradation of client performance caused by the use of third party hosted internet map services; as these services are outside the domain of the PremierOne infrastructure

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and are not managed by Motorola. PremierOne is a mission critical application that must control the import/access of the GIS data.

1.2.6 PremierOne System Security

The PremierOne Suite is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Directory Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The PremierOne user provisioning environment can be setup to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.

The PremierOne network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. PremierOne architecture resides behind dual redundant firewalls to protect the PremierOne network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.2.7 Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2017 Reporting Services (SSRS) for reporting purposes. SQL Server 2017 Reporting Services is a server-based reporting platform that is used to create and manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

1.3 CJIS AND COMPLIANCE

PremierOne, when combined with the City's policies assist the City in meeting the CJIS requirements of the State.

As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD and Mobile supports FIPS 140-2 encryption for enhanced data security using Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server 2016 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.

- AES 128 or AES 256-bit encryption in mobile over the air transport.

- AES 256-bit encryption in CAD client transport.

- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.

- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).

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- Complex Password Configurations
- Inactivity Time Outs
- Removing all CJIS information from the device at logoff
- Audit Logging
- System Reports such as - Interface Query Summary Report, Login and Logoff Report, Mobile Query Report, Officer Activity Report, and the Purged Records History Report

1.3.1 CommandCentral App (with handheld features) Specific CJIS Security Requirement Compliance

The CommandCentral App supports the CJIS Security Requirements (CJIS 5.7, CJISD-ITS-DOC-08140-5.7, Section 5.13.2) for FIPS 140-2 encryption, audit logs, device swipes, and inactivity locks.

1.4 SYSTEM PLATFORM AND COMPONENTS

This section discusses the hardware, operating system, and system software of the PremierOne solution.

PremierOne Servers

The PremierOne hardware solution utilizes HPe servers as physical hosts.

Host servers are HPe DL360c Gen10 servers configured with:

- Dual 12-Core Intel® Xeon® Gold 6146 processor, running at 3.2 GHz, with a 25 MB L3 Cache
- Each server also contains direct attached storage in the form of two 8GB micro SD hard drives with Smart Array controllers in a RAID configuration
- Four (4) - 10 Gigabit network ports
- Each server is configured with 384 GB RAM.

The Monitor server is HPe DL360c Gen10 server configured with:

- Single 10-Core Intel® XeonS® 4114 processor, running at 2.2 GHz, with a 13.75 MB L3 Cache
- Each server also contains direct attached storage in the form of five 1.2 TB 10,000 RPM SAS hard drives with Smart Array controllers in a RAID configuration
- Four (4) – 1 Gigabit network ports
- Each server is configured with 128 GB RAM.
- SolarWinds Network Performance Monitor and Traffic Analyzer Module.

The Workstation is HP Z4 G4 Workstation configured with:

- 2 x 4 core CPU Intel Xeon W-2104 running at 3.2 GHz, with 8.25 MB cache
- Win10 Pro 64
- 16 GB DDR4-2133 (2x8GB) RegRAM
- 2x NVIDIA Quadro K400 2GB 1st GFX
- 512 GB SSD Hard Drive
- One (1) - 1 Gigabit network port
- HP USB Keyboard US
- HP USB Optical 3-Button Mouse

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- 9.5mm Slim SuperMulti DVDRW 1st ODD

1.4.1 Ancillary Components

FortiGate Network Devices

Component isolation provides reliability, availability and performance. The solution is based on FortiGate devices to provide the perimeter network router, firewall and Virtual LAN (VLAN) configurations for the PremierOne solution.

Extreme Networks ExtremeSwitching

The ExtremeXOS modular operating system supports intelligent Layer 2 switching, Layer 3 IPv4/IPv6 routing, as well as role-based policy capabilities.

The ExtremeSwitching X620 is a compact 10 GB Ethernet switch designed for 10GB edge applications. The family includes 10-port and 16-port 10 Gbe versions – all in a small 1RU form factor – ideal for high-performance workgroups requiring 10GB connectivity to servers, storage and clients.

The ExtremeSwitching X460 is a compact 10/100/1000 MB Ethernet switch. This switch is included to provide network connectivity to non 10GB activities.

F5 BigIP Application Delivery Controllers

The solution consists of a virtual Application Delivery Controllers (ADC) for the PremierOne system. These are purpose built appliances that reside outside of the application servers that present a "virtual server" address to the outside world. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

SolarWinds System/Network Management Tools

The solution consists of a dedicated virtual server to host an instance of the SolarWinds management tools. SolarWinds is setup to monitor and log traffic flow data through the FortiGate firewalls and load balancers through the server side network interface cards. Additionally, it monitors and logs CPU and memory utilization on the switches and firewalls as well as the hardware layer for the server hosts in the solution. As part of the firewall, monitoring it also indirectly monitors the WAN link for replication. This data provides the Motorola support teams with the information necessary to support the system and provide historical measurements of system performance.

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Cable management over top of switches centerd between rows. Cable management for Firewall immediately below second FW

Nimble CS1000 SAN with 11TB of Storage and 480TB Flash

HP DL360 G10 Servers 2 x 12 CPU with 386GB of RAM

HP StoreOnce Disk Backup

Rack Rear

Figure 1-2. Hardware Rack Layout for Primary

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

The City must provide access to the loading dock at the installation location for the delivery of equipment and that a City resource is able to receive and secure the storage of equipment. Additionally, a temporary staging area for the unpacking and assembly of equipment must be provided.

The City is responsible for any accommodation necessary to provide clearance and access through hallways, doorways, and elevators meeting or exceeding the specifications of the shipping container/rack at all sites housing solution components.

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1.5 TCP/IP NETWORK AND DATA CENTER REQUIREMENTS

1.5.1 Network Requirements

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

The City will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

PremierOne CAD Network Requirements

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

Network latency plays a key role in the responsiveness of CAD client operations. PremierOne is designed for optimal use on a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the PremierOne CAD servers and each PremierOne CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

PremierOne Mobile and PremierOne Records Mobile Network Requirements

Both PremierOne Mobile and PremierOne Records Mobile's functionality is designed for 3G and 4G networks. 3G network connectivity is required but, 4G connectivity is highly recommended.

The City will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and as applicable, disaster recovery data centers.

PremierOne Records Network Requirements

PremierOne Records is dependent on the City's LAN for client workstation performance. The estimated bandwidth requirements between server and PremierOne Records client can vary based on the activity of the user. It is when documents are being requested or submitted and searches are being performed, is when network bandwidth is required. During data entry, network requirements are minimal. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and higher frequency data intensive operations including image display.

Motorola encourages the City to test and evaluate the level of service being provided by their carriers on a regular basis to validate mobile applications be not affected by provider changes.

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1.5.2   Network Bandwidth Calculations

The following bandwidth specifications are required for system performance and have been calculated based on the solution being provided for the City. Included are anticipated bandwidth specifications after 5 years of annually compounded growth of 3.5% resulting in up to 10 client workstations. As this is a recommendation, the values represented have been rounded up. If City usage exceeds the figures Motorola used in its considerations, the City will need to provide additional hardware and or software to meet the increased need.

Table 1-6. Network Bandwidth Calculations

Bandwidth Specifications for Year 1 Based on 8 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	16	Mbps
Bandwidth Specifications for Year 5 Based on 10 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	20	Mbps

1.5.3   Data Center Requirements

The environmental data center requirements stated in the following sections must be satisfied in order to support the PremierOne installation. The requirements specify what the City must perform, provide, or ensure in order to prepare for and aid with the solution deployment.

Included in the requirements are various considerations for the servers and supplemental equipment, power and network connectivity, access to various information and resources, and compliance with laws and specifications.

Power Requirements and Heat Output

The following tables provide representative examples of the power utilization, heat output, and the temperature ranges for the various components of the PremierOne system and the electrical circuits needed by the overall system. It is important to note that these numbers represent an estimate only. This table will be updated once the hardware list has been finalized.

Table 1-7. Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr.)
PremierOne Rack	3270	8701

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, the City must ensure that an accurate assessment of airflow into and out of the server equipment has been performed. This is essential for reliable server operation. Airflow assessment is not within the scope of Motorola Solutions responsibility.

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Table 1-8. Temperature and Humidity Ranges

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

Circuit Requirements

The PremierOne racks require a specific type of connector due to the type of equipment housed in each rack. The power circuit requirements for each PremierOne server rack are contained in the table below.

Table 1-9. PremierOne Server Rack Circuit Requirements (per rack)

Voltage (VAC)	Dedicated Branch Circuit rating (A)	Quantity	Line Cord
208	30	3	NEMA L6-30P

1.5.4   PremierOne Workstation Specifications

The following specifications are provided for the City's reference.

Workstation specifications are representative of workstations used in the testing of the latest release of PremierOne software and do not take into account any other applications. The following .net Framework versions are both required in the workstations of any PremierOne client application: Microsoft .Net Framework V4.7.1.

Future releases of PremierOne may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.5.4.1   PremierOne CAD Recommended Specifications

- 3.2 GHz quad-core processor (E5-1620v4 CPU 3.2 GHz)
- 16 GB memory
- 20 GB available on a SSD disk.
- 1 Gigabit or faster Ethernet network adapter
- Three (3) – 1024 x 768+ pixel, 16+ bit color displays
- QWERTY Keyboard with 12 function keys
- Windows 10 Professional 64-bit (Windows 7 SP1 and Windows 8.1 Pro supported)
- Graphics adapter with at least 512 MB RAM per monitor, 24-bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended
- Adobe PDF reader (for help files)
- 2 Mbps network bandwidth (to server) with 1ms or less round-trip latency
- Microsoft .Net Framework v4.7.1 and above
- SQL Server Express 2017

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1.5.4.2 PremierOne Mobile CAD and Records Mobile Workstation Recommended Specifications

- Intel i3, i5, or i7 2.6 GHz dual core processor
- 16 GB memory
- 20 GB available disk space
- One (1) – 1024 x 768+ pixel, 16+ bit color display, 11.6" or larger display.
  - Usage on devices with alternative resolutions and smaller screens should be tested and screen settings optimized. Example: On a 10.1" WUXGA screen, use a resolution of 1280x800 and a font size of 125%.
- Radio / Wireless communications device, 3G or 4G network
- Standard QWERTY keyboard and Touchpad / Point Stick (or equivalent mouse device)
- Touchscreen Optional
- Windows 10 Professional 64-bit (Windows 7 SP1 and Windows 8.1 Pro supported)
- Video processor with at least 256 MB RAM, 24bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended. Adobe PDF reader (for help files)
- Microsoft .Net Framework V4.7.1 and above
- Adobe PDF reader (for help files)
- SQL Server Express 2017

1.5.4.3 Motorola PremierOne Records Workstation Recommended Specifications

- Intel® Dual Core (2.8 GHz)
- 16 GB memory
- 1024 X 768 or higher pixel, 16+ bit color display
- QWERTY Keyboard

1.6 TECHNICAL CONSIDERATIONS AND DESIGN REQUIREMENTS

Network and Environment Requirements referred to in this section are those requirements found in TCP/IP Network and Data Center Requirements sections of this document. Motorola Solutions is not responsible for the level of service, bandwidth and coverage a wireless network carrier provides.

The server hardware will be setup and staged at a Motorola Solutions staging facility where the system will be configured using PremierOne's IP schema using the firewalls for address translation to the City's network.

The hardware and licensing identified in this solution may be subject to change. As technology continues to advance, Motorola Solutions may take advantage of new and different offerings for the betterment of the City. Any changes will be reviewed with the City.

1.6.1 City Responsibilities:

1. Supply hardware, operating system software, third party components and other elements of the solution not specifically identified as being provided by Motorola Solutions.

2. Supply Windows Server Client Access Licenses (CALs) for all PremierOne client devices accessing PremierOne CAD, PremierOne Mobile, and PremierOne Records.

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3. Supply Mobile Device Management (MDM) software for Handheld and Mobile devices.

4. Provide Microsoft Visual Studio for the creation of In-Module reports.

5. For PremierOne Records, unless and/or except as explicitly stated in this document, this solution does not include the generation of any customer-specific Advanced Configuration Tool (ACT) modules, forms, printouts, reports or queries.

6. Provide a single geodatabase data including any preparation and/or editing, if necessary, to meets PremierOne GIS Build Requirements for the purpose of address validation.

7. Supply the Esri ArcGIS Desktop and Network Analyst extension software required for editing of GIS data as described in Table 5.

8. Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the PremierOne network. Optimal PremierOne application performance on mobile workstations requires 4G connectivity.

9. Provide, advanced authentication, for Mobile/Handheld device connectivity if required.

10. Provide a site adhering to the Site Requirements for the installation, housing, operation, and maintenance of all equipment. The space provided must be able to contain the entire rack dimensions as specified in Site Requirements.

11. Provide power connectivity (power receptacles, and any other receptacles required within manufacturer recommended cable run lengths of the equipment and all supplemental components), power distribution units, and power to the system in the designated installation location. The anticipated quantity and type of connectivity as well as the power draw of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.

12. Provide active cooling and humidity control for the designated installation location. The cooling requirements and the operating temperature range of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.

13. Provide network connectivity to clients as specified in the Network Requirements. Motorola has included network hardware for the PremierOne server architecture. Networking hardware for the connectivity outside the PremierOne LAN must be provided by the City.

14. Provide a network diagram depicting all the devices, device types, and interfaces that the PremierOne system will connect to and through, including, but not limited to all blocked ports, hubs, switches, routers, firewalls, and any other network equipment.

15. Provide IP addresses on the City's network for the PremierOne Servers and third-party application servers. All server names and IP addresses behind Motorola Solutions Firewalls cannot be changed

16. Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.

17. Provide access, administrative or otherwise, to appropriate systems, locations, information, tools, and equipment to ensure proper connectivity, installation, operations, and maintenance of the system.

18. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring.

19. Provide for outbound Internet connectivity initialized by PremierOne Servers.

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

21. Provide enterprise backup destination and available to the PremierOne Servers.

22. Provide, install maintain and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity including ports and access needs to be provided.

23. Provide clean printed copies of blank forms. The creation of printed forms and reports has been quoted assuming clean, printed copies of blank forms and reports are available. If forms and reports are not provided in a format that can be scanned to produce an acceptable printed copy, additional services may be required resulting in additional charges that are the responsibility of the City.

24. It is the responsibility of the City to provide any specialized hardware and installation to ensure compliance with any local, State or Federal natural disaster safety regulations.

1.7 APPLICATION DESCRIPTIONS

The following sections provide brief descriptions of PremierOne CAD, Mobile and Records applications and other solution applications. For more in depth information regarding the features and functions of PremierOne CAD, Mobile and Records, reference the product Functional System Descriptions (FSDs), available as separate documents (available upon request.) PremierOne is a Commercially Off the Shelf (COTS) product. As such, no software development to the application framework is provided.

1.7.1 PremierOne CAD with Automatic Resource Location (ARL)

Motorola has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management.

The user interface offers quick access to information via a location-based, Esri standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right click menus. The GPS-aided resource management tool displays the location and identity of GPS equipped vehicles.

Users can create incidents from public telephone calls, from information received from an officer or from another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident.

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Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents and field unit statistics.

PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola's PremierOne Mobile and Records application. PremierOne CAD may also be integrated with other Motorola and third-party systems.

In PremierOne CAD, ARL is used in recommendations to track the location of emergency vehicles to determine their present location when requiring units to respond to an incident. By adding ARL recommendations to PremierOne CAD, PremierOne CAD can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

1.7.2 PremierOne CAD Concepts

User Input

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

Work and Status Monitors

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

Security and Roles

PremierOne CAD recognizes authorized users and provide access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the default of City-created roles.

Units, Incidents and Dispatching

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

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

Incident Management

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

- Updating existing incident information

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- Associating incidents
- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

Unit Management

Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- PremierOne CAD can alter a unit's capabilities based on the personnel assigned to that unit.

Federal, State and Local Queries

PremierOne CAD allows users to submit requests for information to external databases. These external queries can involve local agencies and also state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

Maps

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

Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs

1.7.3   PremierOne Mobile with Mobile Mapping

PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while en route to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

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The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

PremierOne Mobile obtains location information from a collocated GPS receiver. It supports either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

1.7.4 PremierOne Handheld with Mapping

PremierOne Handheld expands the PremierOne Suite to the Android and iOS platforms including embedded functionality with PremierOne CAD, Mobile, Mapping and Provisioning. The integrated client is a mobility solution, offering the first responder: database look-up/query, messaging, mapping, status updates, status monitoring, and dispatch capabilities on smart devices.

PremierOne Handheld's five (5) status monitors allow the Command Staff to have a constant view to active incidents, pending incidents and unit activities in their jurisdiction and beyond. This enables Sergeants, Lieutenants, and Chiefs to keep a pulse on their staff to monitor the operations of the department even when they are away from the office or their vehicles.

PremierOne Handheld offers seven (7) standard queries including the ability to scan a driver's license barcode to submit a person query, plus the ability to cascade queries allowing the officer to enter a plate to get both the vehicle returns and information on the registered owner of the vehicle.

PremierOne Handheld provides a connected officer solution providing officers situational awareness such as previous incidents, premise and hazard information, location of other officers, geofencing, and critical incident updates in the palm of their hand. The solution requires

- Android 5.0 – 7.0 or higher or iOS 9 - 10 smart devices
- Data Network with 4G coverage
- Static IP address

Users can log on to both PremierOne Mobile and Handheld simultaneously as a single user and single unit. Tasks performed on either client apply to both logged on sessions. Messaging, Query Responses, Incidents, and Status are synchronized across the client platforms for that logged in user. PremierOne Handheld also includes responder location tracking both inside and outside of the vehicle.

The PremierOne client application is natively built for Android and iOS operating systems, and there are some client differences to note. PremierOne handheld for iOS does not have at this time, the following features found in the Android versions:

- Messaging, Bolos, and Address book
- Citation and Forms Integration

1.7.5 PremierOne Records

PremierOne Records provides data integrity with security, auditing and logging functions that provide a "chain of custody" for all records.

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PremierOne Records design enables agencies to tailor data entry screens to match specific business processes resulting in searchable, presentable and shareable data across multiple agencies and jurisdictions. PremierOne Records provides the ability for trained users with applicable security permissions to add and hide fields, change field labels, make fields required, alter output format, create new modules and determine the information that is made available to users and roles through the use of the Advanced Configuration Tool (ACT). The ACT is a data entry editor that presents standardized data in a document for PremierOne Records. It provides a graphical interface for tailoring Motorola Documents within PremierOne Records.

1.7.6   PremierOne Records Mobile

PremierOne Records Mobile provides the same records functionality to the officer in the field using a mobile client as the records bureau user accessing the system through a LAN-connected desktop computer.

The PremierOne Records Mobile client provides the officer the ability to continue to use PremierOne Records Mobile either in a connected or disconnected mode. PremierOne Records Mobile is used in situations where network connectivity is not assured or non-existent. All services and data required to operate as a standalone client are configured and deployed. Over the wire update and caching services assure that all clients are kept up to date with application updates, changes to forms, code tables.

1.7.7   CommandCentral App with Handheld Features

CommandCentral App is a cloud based, next-generation handheld solution. The solution is iOS or Android platform that extends the CommandCentral CAD and Records Management System experience out to mobile (smartphones) and or handheld (tablet) devices.

Each Customer may have multiple citation forms. Citation forms vary between states and may vary between agencies. Agency level configuration data is downloaded by client applications from the Command Central App configuration service.

The CommandCentral App client is an iOS or Android application that supports following:

- Searching CommandCentral Records system for person - either by scanned driver license barcode or by entering person details. Data in CommandCentral Apps comes from PremierOne Records system.
- Searching CommandCentral Records system for vehicle by entering vehicle details. Data in CommandCentral Records comes from PremierOne Records system.
- Creating & issuing a Citation
  - Create a citation - either with data from search result or by creating citation from home screen
  - Populate citation data (e.g. text fields, select values from code tables, enter dates/times, etc.)
  - Perform a person search from an existing citation and use results in citation
  - Perform a vehicle search from an existing citation and use results in citation
  - Issue citation
  - Submit citation

Command Central App's Handheld is an Android and iOS Field Based Reporting solution that can be used in a standalone environment or integrated with PremierOne.

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1.8 PREMIERONE SERVICE SOLUTIONS

The following sections provide brief descriptions of service solutions delivered as part of the PremierOne offering.

1.8.1 Data Migration

It is a very common desire for agencies when migrating to new systems to preserve and utilize the data contained in the legacy systems There are two types of data will be accessed or migrated and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing CAD or RMS system. This would include data such as unit identifiers, incident types, personnel information, etc. These data types may either be imported into PremierOne system or manually entered during the provisioning process. For those tables to which data can be imported, the common process is for the Motorola Solutions team to provide spreadsheets to City personnel. City personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets and import it into the PremierOne system using the built-in import functionality. Data that will be manually entered during the provisioning process is gathered by the City and recorded on provisioning worksheets.

The second type of data is historical data. This consists of the transactional data that is a record of events / incidences that were recorded in the existing CAD or RMS system. This would include data such as incident information, unit history information, messaging information, etc.

Below are the strategies being offered to accommodate access to this historical data.

1.8.1.1 Legacy Data Access - Data Warehouse

This data will be extracted from the existing CAD and RMS system by the City and be incorporated in to a SQL data warehouse supplied by the City that can be accessed via standard SQL tools. The PremierOne system will query the data warehouse for information regarding this data, during normal operations.

The legacy databases must be stored in City-supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

Please refer to the Legacy CAD and Legacy RMS ISD's in Interfaces section.

1.8.1.2 Legacy RMS Data Convert on Demand to PremierOne Records

When the need arises to import legacy RMS data into PremierOne Records; Motorola Solutions can offer the alternative approach of Convert on Demand (CoD). CoD is a PremierOne Records tool that can connect to a relational database and would be configured to read the legacy database records.

The City could inspect the records to determine if they need to imported into PremierOne Records. If needed, that record or multiple records could be imported into PremierOne Records on an as-needed basis.

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The legacy databases must be stored in City-supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server.

1.8.2 Intelligent Data Discovery Services (IDD) for PremierOne CAD

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne CAD in the tailored standard IDD and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services include the following dashboards:

- 3 Tailored Standard Dashboards
    - Roll Call Briefing Dashboard
    - Intelligent Resource Deployment Dashboard
    - COMPSTAT Dashboard
- View Only CAD IDD bundle
    - Unit Status
    - Unit History
    - Map
    - Incident Search
    - Drill-through to Incident Details and Officer Activity Reports
- 2 Customized Dashboards (built during IDD Training)
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 2 days of PremierOne Intelligent Data Discovery (IDD) Training, after completion of training requirements.

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the PremierOne CAD system, and delivered to the site. IDD is limited to data existing in the PremierOne dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output, but, with no interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.8.3 Intelligent Data Discovery Services (IDD) for PremierOne Records

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne Records in tailored and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services for PremierOne Records include the following dashboards:

- 3 Tailored Standard Dashboards
    - Master Index Search Dashboard
    - Records CompStat Dashboard
    - Records major Crimes Dashboard

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- 2 Customized Dashboards
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 3 days of PremierOne Records Intelligent Data Discovery (IDD) Training (*Additional dashboards are built during the training class)

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the PremierOne Records system, and delivered to the site. Records IDD is limited to data existing in the PremierOne dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output, but, with no interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the Records reporting data warehouse server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.9   MOTOROLA RADIO INTEGRATION

1.9.1   MCC 7500 Console Integration

The MCC 7500 console integration enables the Channel Grouping feature from CAD.

The Channel Grouping feature is available when PremierOne CAD is interfaced to the Motorola MCC 7500 Radio Console. From a window within the CAD client, the user can use predefined groups or create and maintain their own groups. Groups can be activated as multi-selects on the radio console at the discretion of the user. When the group is utilized, the CAD client will show the status and will allow the user to transmit on all the selected talkgroups. The user can make a priority transmission or may request the use of the talkgroups by alerting the other users with an audible notification. PremierOne CAD can also be provisioned to automatically load a particular channel group based on the geographical location of an incident.

1.9.2   Push-to-Talk (PTT) and Emergency Button Activation Monitor

An emergency situation can be triggered either by the Radio Emergency button or the Emergency icon on the PremierOne Mobile client.

A radio PTT status monitor window displays an identification of the source of a configurable number of the most recent radio transmission. The information shown to identify the radio varies depending on how the radio has been identified within the system. If the radio has been associated with a unit, a vehicle, or a person, the system identifies that unit, vehicle, or person as the source of the transmission. If an association has not been made, the system displays the id of the radio.

Any radio that is in emergency status will be displayed in a distinctly different manner in PremierOne CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show the unit is in emergency status.

Radio Channels that are to be monitored by CAD and have their status displayed on the PTT Status monitor must be selected by the CAD User using the CT command. This allows for a dispatcher to select only those channels that need to be monitored and may be associated with a dispatcher's coverage area.

Once the channels are selected, enabling the PTT Status Monitor will ensure that all radio traffic on that channel is monitored and displayed.

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Figure 1-3. Radio Integration Diagram

CADICAD: Radio Proxy server

The PremierOne element providing the main radio infrastructure interface is the CADICAD server. This stand-alone Server provides proxy functions from the Radio Infrastructure to the CAD system. CADICAD can support ASTRO 25 Integrated Voice and Data (IV&D) Conventional as well as Trunking systems. There are three supported interface protocols from the ASTRO systems: CADI, ATIA, and AIS. ATIA and CADI interfaces are also supported on ASTRO 25 Trunking systems.

The CADICAD Server provides four types of data from the Radio system to the CAD system. These include specific radio initiated events as follows:

- Non-PTT Events
- PTT Events
- Emergency status
- Unit Status Change

1.9.3   ASTRO 25 Advanced Responder Location Integration

The core features of ASTRO 25 Responder Location are integrated with PremierOne CAD:

- ASTRO 25 Subscriber Responder Location

The PremierOne Subscriber Radio Responder Location features are included in this optional solution.

The Responder Location Feature allows PremierOne to obtain the location of subscriber radios via the ASTRO 25 infrastructure. This capability allows dispatchers and supervisors to monitor the location of personnel who are using ASTRO subscribers. The location update rate is configured on a per Unit Status basis allowing specific location cadences for statuses such as Emergency, In-Route, etc.

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Location services are enabled on a per subscriber basis allowing agencies to limit its use to portable radios or other specific groups.

Vehicle location can be obtained via Direct GPS or a GPS equipped MDT. These methods use cellular data and can provide a higher location reporting rate than narrow band radio systems.

1.9.3.1 ASTRO Subscriber Requirements

The Responder Location feature requires APX portable or mobile subscribers equipped with a GPS receiver, the current subscriber firmware version, and the Enhanced Data option. XTL/XTS subscribers do not support Enhanced Data and are not recommended for use with Responder Location.

1.9.3.2 ASTRO Infrastructure Requirements

When deploying an ASTRO 25 infrastructure with IMW, the messaging and location functionality described with the PremierOne CAD can be enabled as part of that effort. Services, hardware, and subscriber licensing associated with the implementation and maintenance of ASTRO 25 Responder Location licenses are not included in this proposal and may be provided as part of an ASTRO 25 voice/data communications proposal.

ASTRO systems must be properly equipped and licensed to support data operation. The minimum requirements are ASTRO 7.14 infrastructure with Enhanced Data, IMW 5.x, a GGSN and a Packet Data Gateway for each zone.

The proposed solution will utilize the existing ASTRO infrastructure. The system is not currently equipped with IMW or Enhanced Data. These items are not included in the proposed PremierOne solution. A capacity study must be performed to determine the system's ability to accommodate Messaging and Responder Location features.

1.9.3.3 ASTRO System Capacity

ASTRO communication systems utilize narrowband channels to support voice and data communications. The capacity of ASTRO systems, that is, the volume of voice and data traffic they can support, varies with the number of channels in the system and the system architecture (multi-site, simulcast). The ASTRO infrastructure provides two types of packet data bearer service between data enabled subscribers and host applications:

- Integrated Voice & Data (IV&D) is a P25 compliant data service that is integrated with trunked voice services. Trunked data allows data transmission inbound from a data enabled trunked subscriber through the ASTRO Infrastructure to a host application in a connected Customer Enterprise Network.

- Enhanced Data is a data solution based on Phase 2 voice signaling. It allows data transmission inbound only, and is primarily used for periodic location update messages. Enhanced Data offers a 12-fold improvement in inbound location reporting capacity over Trunked IV&D. Its use is limited to Motorola APX subscribers.

The Automatic Responder location (ARL) features can utilize an ASTRO system for data transport. The messaging and location reporting parameters configured in PremierOne have a dramatic impact on feature performance and on ASTRO data utilization. It's critical to take the ASTRO system's configuration and capacity into account when configuring these application features.

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The table below provides general guidelines for the channel utilization of Enhanced Data channels supporting ASTRO location data only. PremierOne CAD control signaling and other data applications such as, Messaging, OTAP, OTAR, and Radio Management also require data capacity and will increase data channel utilization.

Table 1-10 –Channel Utilization Guidelines

ASTRO Data Solution	Capacity Guidelines (Location updates only)
IV&D Enhanced Data (w/ Header Compression)	150 Users per channel at 30 second location cadence 300 Users per channel at 60 second location cadence 1 channel for IMW Registration per 500 Users

During system deployment Motorola will perform a detailed capacity analysis prior to finalizing the PremierOne Responder Location feature configurations. Motorola's Hydra coverage analysis tool allows the system engineer to assess both the system's RF coverage and its voice and data utilization. All potential data sources will be analyzed including Radio Management, OTAP, OTAR, and PremierOne. The analysis process will accurately determine the volume of Responder Location data that the ASTRO system can support.

1.9.3.4 ASTRO Location Accuracy

There are a number of factors that impact the accuracy of ASTRO location updates. Some are a fundamental aspect of the Global Positioning System design such as the need to "see" satellites. Others are a result of the ASTRO system implementation and configuration settings. These settings can be adjusted for a specific implementation, but always involve a trade-off between competing system characteristics.

GPS Signal Availability

The ASTRO subscriber's GPS antenna must be able to receive GPS signals from five or more satellites to accurately derive a location. Operation in buildings, tunnels, urban canyons, or densely forested areas can reduce GPS location accuracy or prevent the subscriber from determining its location altogether.

Temporary Signal Loss

ASTRO subscribers cache their last known location. In the event that an ASTRO subscriber loses GPS fix, it will send its last known location in response to a location query or scheduled location update. The subscriber will send its last known location for up to 100 seconds after losing GPS fix. The accuracy of the location updates sent during temporary signal loss is a function of the subscriber speed.

GPS Acquisition Time

When ASTRO subscribers are powered on they require a finite amount of time to accurately establish their location. This is referred to as Time to First Fix (TTFF). In the Cold Start scenario, a subscriber is turned on after a prolonged period of time and does not have an accurate estimate of its position or time. TTFF in this case is <60 seconds 95% of the time. In a Warm Start scenario, the subscriber is turned on and has an accurate location and time estimate. TTFF in this case is <10 seconds 95% of the time. This can result in a delay between subscriber power up and the first accurate location update. For example, if an officer turns on a portable radio when exiting the vehicle, the Responder Location CAD feature may not receive an accurate location update for over a minute.

GPS Sleep Cycle

APX subscribers use a sleep cycle to conserve battery life when GPS signal lock cannot be achieved. When the GPS receiver enters sleep cycle it powers down for 90 seconds then wakes and searches for GPS signal lock for 180 seconds. If it is able to achieve GPS signal lock it will remain awake, otherwise it will return to sleep for another 90 seconds. This behavior can result in a delay between the time when a subscriber moves into a location with GPS signal (e.g. goes outside) and its first location update.

Voice Priority

ASTRO IV&D subscribers give priority to voice transmissions. If a user is talking on their radio or receiving a transmission from another user, their radio cannot originate or receive data traffic. This voice preference results in data packets being queued within the radio for transmission when the radio is not participating in a voice service. Packets are discarded if they are older than the 12 second queue dwell timer. This can cause a variable arrival rate of location update reports at PremierOne.

Open Mic on Emergency

ASTRO subscribers can be configured to transmit audio after the Emergency Button is pressed. This will prevent the subscriber from transmitting location updates until the radio de-keys.

1.10   MOTOROLA COMMANDCENTRAL PLATFORM

The CommandCentral Platform provides for the integration of various data sources to apply analytics and automation for actionable intelligence. Personnel in the command center or on the street will have the capability to improve incident responses, operations and strategic planning as well as investigations to improve overall intelligence and decision-making.

1.10.1   CommandCentral Analytics

CommandCentral Analytics integrates data from PremierOne™ CAD and Records and if provided for in our solution, any other third-party CAD or RMS into customizable dashboards with analytics, query, visualization, and information sharing in visually-intuitive formats including heat maps, trend analysis, and charts to uncover emerging trends and gain insight into key issues and areas.

Analysts and detectives can access the web-based tool from any internet-connected device to turn crime data into intelligence, identify strategic priorities, and break down information silos. CommandCentral Analytics allows for the creation of reports for roll call, trend casting, time-of-day (TOD)/day-of-week (DOW) reporting and more that can be shared with anyone.

The solution is designed and deployed to meet the highest data storage and physical security standards.

1.10.2   CommandCentral Vault

CommandCentral Vault is more than just storage; it is true end-to-end digital evidence management. CommandCentral Vault is a cloud-based digital evidence management solution to securely store, review, manage, and share all forms of digital evidence. Manage evidentiary files by storing and tagging incident-related video to CommandCentral Vault directly from CommandCentral Aware providing: The ability to capture still images and/or video clips from live streaming video feeds which can be manually or automatically tagged to an incident/case for evidentiary purposes. It provides a

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single place to aggregate evidence from multiple sources such as fixed video, social media, body worn cameras, in-car camera, audio notes and other multimedia sources. Supporting both automatic and manual uploads combined with end-to-end streamlined evidence management, Vault enables agencies to simplify workflows and the overhead of dealing with increasing amounts of digital evidence. Vault efficiently tags, redacts and secures evidence, it minimizes the time it takes to manage digital evidence and respond to information requests to make evidence sharing easier and more efficient. This capability is available as the two applications are using the CommandCentral shared platform of information for ease of transfer. CommandCentral Vault integrates with PremierOne Records and across additional CommandCentral applications to streamline workflows.

CommandCentral Vault features:

- Complete digital evidence management
- Cloud storage that meets CJIS standards
- Predictable costs with no surprise fees
- Automated redaction
- Auto correlation of metadata
- End-to-end chain of custody
- Fast, easy evidence sharing

1.10.2.1 Manage and Share

All content is securely stored, simple to manage and easy to share with judicial personnel, citizens and media. CommandCentral Vault is cloud based and integrates seamlessly with the Si Series video speaker microphone. Now you can capture, review, manage and share digital evidence simply and efficiently. Your agency saves valuable time collecting and storing digital evidence and can respond to information requests swiftly. CommandCentral Vault supports automatic uploads, tags and correlation of metadata.

1.10.2.2 CommandCentral Vault Integration with PremierOne Records

CommandCentral Vault provides an intelligently correlated digital evidence repository directly integrated into PremierOne Records for digital evidence management as a natural part of your records management workflow. It is source agnostic, it intelligently correlates all the content it ingests and it is delivered in the cloud as-a-service.

Being source agnostic means CommandCentral Vault can ingest content from any source via native integrations with our own portfolio, 3rd party connectors or manual file uploading. Native integrations include the body-worn and in-car cameras as well as from a collection of our other apps like Capture: for evidence-grade image, video and audio recording from your smartphone, CommandCentral Aware: for real-time streaming video clips and snapshots and TipSubmit: for citizen submitted tips.

Smart data correlation then leverages metadata in all these files and integration with your RMS to make content is easier to search, manage and review. This intelligent correlation is also highly beneficial during investigations which we'll talk about shortly.

Lastly, being cloud-based software-as-a-service is cost effective and keeps your operation optimized, all more securely and reliably.

EXHIBIT 2

STATEMENT OF WORK

2.1 CAD/MOBILE AND RECORDS STATEMENT OF WORK

This Statement of Work ("SOW") defines the principal activities and responsibilities of all parties for the implementation of the PremierOne Suite to support public safety dispatching and records management operations. When assigning responsibilities, the phrase "Motorola Solutions" includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola Solutions and the Customer and will be addressed in accordance with the change provisions of the Contract.

2.1.1 Contract Award

Motorola Solutions and the City execute the contract and both parties receive all the necessary documentation.

2.1.2 Contract Administration and Project Initiation

After the contract is executed, the project is set up in the Motorola Solutions information and management systems. Motorola Solutions and the City assign project resources. The kick-off meeting is scheduled.

2.1.3 Project Planning and Pre-Implementation Review

A clear understanding of the needs and expectations of both Motorola Solutions and the City are critical to the successful implementation and on-going operation of your PremierOne System. In order to establish initial expectations for system deployment and to raise immediate visibility to ongoing operation and maintenance requirements, we will work with you to help you understand the impact of introducing a new system and your preparedness for the implementation and support of the PremierOne system.

Shortly after contract signing, Motorola Solutions will work one-on-one with your designated Transformation Lead to review the task requirements of each phase of the project and help to identify areas of potential risk due to lack of resource availability, experience or skill.

This single day on-site review focuses on the scope of implementation requirements, resource commitment requirements, cross-functional team involvement, a review of the required technical resource aptitudes and a validation of existing skills, and resource readiness in preparation for the Project Kickoff meeting.

Topics of discussion may include:

1. A review of the overall project deployment methodologies, inter-agency/inter-department decision considerations (as applicable), and third party engagement/considerations (as applicable).

2. **CJIS Compliance.** Customer is responsible for its own adherence to the FBI Criminal Justice Information Services (CJIS) Security Policy, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (to the extent applicable) and any other applicable security and privacy laws and regulations. Motorola will reasonably cooperate with Customer in connection therewith.

Motorola will maintain responsibility and security controls to comply with the California Department of Justice California (CA DoJ) Law Enforcement Telecommunication System (CLETS) Policy, Practices and Procedures (PPP) and the Federal Bureau of Investigations (FBI) Criminal Justice Information Services (CJIS) Security Policy. Motorola will maintain a CLETS Private Contractor Management Control Agreement (PCMCA) with the Irvine Police Department to perform administration of criminal justice systems in accordance with the FBI, CJIS Security Addendum.

Motorola's staff will be required to complete background investigations by the Irvine Police Department. Motorola's CJIS Personnel Officer will coordinate the submittal of fingerprints by a method approved by the DOJ to the Irvine Police Department. If preferable, Motorola employees physically at the Irvine site can be fingerprinted by the Irvine Police Department.

Remote employees will not be required to travel onsite in order to complete fingerprints or background checks. If Motorola has not gotten background clearance for remote employees, they must obtain permission from the City before accessing the system and will be monitored while online.

All expenses related to Motorola's compliance of the CLETS PPP and CJIS Security Addendum requirements and the required awareness training and background checks of its employees will be Motorola's responsibility.

Motorola will provide assistance to the Irvine Police Department in completing technical questions in response to the CLETS application for the new system.

3. The City involvement in system provisioning and data gathering to understand scope and time commitment required.

4. A review of the training requirements and the training time commitment.

5. System maintenance and support following live cut.

6. PremierOne Geographic Information Systems (GIS) (GIS Resource will participate remotely).

Motorola Solutions Responsibilities

1. Make initial contact with the City Project Manager and schedule the Pre-Implementation Review meeting

2. Document the mutually agreed upon Project Kickoff Meeting Agenda.

City Responsibilities

1. Schedule the availability of the Transformation Lead to meet with Motorola.

2. Ensure City GIS Administrator review of the PremierOne GIS build requirements.

3. Provide sample GIS data.

4. Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.

5. Provide approval to proceed with the Project Kickoff meeting.

Motorola Solutions Deliverable

Title
Project Kickoff Meeting Agenda

2.1.4   Project Kickoff

The purpose is to introduce project participants and review the scope of the project.

Motorola Solutions Responsibilities

1. Schedule and facilitate the kick-off meeting to clarify roles and responsibilities and establish team working relationships.

2. Present a high level overview of project scope.

3. Provide and review the CommandCentral Vault Pre-Deployment Questionnaire (PDQ).

City Responsibilities

1. Identify and ensure participation of key team members in kickoff and project initiation activities.

Motorola Solutions Deliverables

Title
Project Kickoff Meeting Minutes

2.1.5   Contract Design Review

The objective is to review the scope of the project, project schedule, equipment list, training plan and test plans.

Motorola Solutions Responsibilities

1. Review the query interface(s) described in the System Description (SD).

2. Review project schedule dates.

3. Review the system equipment bill of materials and note any necessary modifications.

4. Review handheld device hardware specifications, IOS or Android version requirements, and reference to applicable CJIS security requirements.

5. Review the Training Plan and note any necessary modifications.

6. Plan installation activities with the City.

7. Review and memorialize project completion criteria and definition of completion of project.

8. Discuss the test plan that will include test procedures that define steps to be taken to validate functionality, pass/fail criteria, and the resolution for deficiencies. The Test Plan will be reviewed and finalized after System Provisioning and Interface Requirements Documents are completed.

City Responsibilities

1. Provide input to the Project schedule dates.

2. Review the final hardware and operating system software configuration with the Motorola Solutions project team.

3. Participate in reviewing the Training Plan.

4. Provide written acknowledgement of project completion criteria.

Motorola Solutions Deliverables

Title
Initial Project Schedule
Bill of Materials

2.1.6   Product Overview and Discovery

The purpose is to provide an introduction of PremierOne CAD, Mobile and Records, conduct product demonstrations, review the GIS information the Customer has gathered and discuss the relationship and dependencies between CAD, Records and GIS.

Motorola Solutions Responsibilities

1. Schedule a 3-day on-site visit to meet with Customer's CAD/Mobile and Records SMEs and GIS administrator.

2. Conduct product demonstrations of base features and functions.

3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries, agencies and beats. The PremierOne GIS Requirements document will be the basis of the GIS review.

4. Determine customer specific requirements for the GIS data to support the PremierOne data development and provisioning – Agency type(s), Agency name(s), Beat names, Response boundaries, street names (prefix/suffix/county road, interstates, etc.), and common place names.

Customer Responsibilities

1. Determine agency types and agency names and beat names to support the PremierOne geodatabase development.

Motorola Solutions Deliverables

Title
Conducted working session

2.1.6.1   Functional Specification Review

The purpose is to review the contracted functional capabilities of the PremierOne solution. Motorola will explain how the Customer's requirements will be met by the PremierOne CAD/Mobile system and Motorola Solutions implementation methodology.

Motorola Solutions Responsibilities

1. Facilitate a review of the contract deliverables including a review and demonstration of responses to the Customer's requirements/ functional matrix.

Customer Responsibilities

1. Make appropriate individuals available to review the Customer requirements.

Motorola Solutions Deliverables

Title
Functional specification review summary

2.1.6.2 Site Survey and Infrastructure Planning

The purpose is to review the infrastructure requirements for the PremierOne system and to ensure the computer room(s) and other locations are appropriate for the installation of the system hardware. Motorola Solutions will facilitate a meeting following the Project Kickoff to review the Site Requirements section of the System Description (SD) and to conduct a survey of the City's facilities. The objective of this review is to ensure the existing infrastructure(s), network and facilities will support an optimal installation environment for the PremierOne system.

Motorola Solutions makes no provision for cabling or capital improvements to the installation environment and power consumption considerations that may be required to support the PremierOne system.

Motorola Solutions Responsibilities

1. Review the Site Requirements section of the SD with the City.

2. Facilitate meetings as required to review the current infrastructure.

3. Conduct a site survey/audit of the facilities in which system hardware will be installed to assess site readiness.

4. Prepare a report that includes recommendations for any site preparation required to provide a suitable environment for installation of the system equipment and that identifies any deficiencies related to power, power supplies, cabling, network connectivity, communications equipment.

City Responsibilities

1. Provide documentation on the current infrastructure, i.e. existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.

2. Ensure site environment meets minimum requirements, as stated in the Site Requirements.

3. Make appropriate staff available to explain the current architecture.

4. Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripheral in accordance with Motorola Solutions' requirements and all network infrastructures described in the SD.

5. Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform with the specifications in the SD.

6. Provide a programmer work area for Motorola Solutions on-site staff in the primary facility, located near but outside of the computer machine room. The room will be equipped with a workstation, AC power to support workspace for a minimum of two (2) people and internet access, Wireless access is recommended. This work area will be available during the course of the project.

7. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring

8. Review and approve the final hardware and operating system software configuration with the Motorola Solutions project team.

9. Provide any cabling or capital improvements required for the installation environment and or power consumption considerations.

Motorola Solutions Deliverables

Title	
Site Survey Results	A document that outlines the infrastructure improvements necessary to support the contracted solution.

2.1.6.3   IP Network Analysis

The objective of this activity is to ensure the local and wide area networks will support the contracted solution. A Network Systems analyst will conduct an on-site assessment of the existing network.

Motorola Solutions Responsibilities

1. Perform on-site network assessment.

2. Analyze data.

3. Prepare recommendations.

4. Present and discuss recommendations with the City.

City Responsibilities

1. Provide access to all required facilities and locations necessary to perform assessment.

2. Provide information on current network architecture and configuration.

3. Review and discuss recommendations with Motorola.

4. Complete any physical and/or network improvements necessary to support the PremierOne solution in order to avert potential performance issues or project delays.

Motorola Solutions Deliverables

Title
Network Recommendations

2.1.7   CAD/Mobile Business Process Review (BPR) and System Provisioning

System provisioning includes user configurable parameters (i.e. specific values for unit names, timing of events, officer or user identification, street names, to name a few) that are defined within the system. Motorola Solutions will conduct a meeting following the kickoff meeting to begin the BPR process. During this meeting the information required to provision the system to best meet the agency's functional requirements, business processes and workflows will be identified, reviewed and collected. The Customer's SMEs and GIS Administrator will participate in these activities.

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary communications center. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted

for law enforcement and fire dispatch unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

The resulting BPR workbook will reflect the features that will be provisioned during the provisioning activities.

2.1.7.1 Business Process Review (BPR) and Requirements Gathering

Motorola Solutions Responsibilities

1. Deliver the BPR workbook prior to the workshop.

2. Review the BPR workbook and information needed to complete it.

3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries.

4. Conduct operational reviews during sit-alongs and ride-alongs.

5. Review the documented business processes and provide configuration options.

6. Review completed BPR workbook.

City Responsibilities

1. Schedule dispatch and police sit-alongs and ride-alongs

2. Provide resources knowledgeable in the Customer's business processes to review workflows and provide relevant documentation on workflow and operating procedures.

3. Prepare call and unit statistics.

4. Gather and document required data in the BPR workbook.

5. Review the documented business processes and select available configuration options.

6. Finalize agency and beat names for the CAD geodatabase. All of the data will be required but the streets, address points and common places can be works in progress that can be updated as the project moves along. The agency and beat names should be final by provisioning

7. Review the completed BPR workbook with Motorola.

Motorola Solutions Deliverables

Title
Pre-BPR Checklist
Completed BPR Workbook

2.1.7.2 Data Gathering

Following the completion of the BPR Workbook, Motorola Solutions will work with the City to identify the specific data elements (i.e. incident types, status codes, offenses, etc.) required to provision the system and provide worksheets onto which the Customer will capture required information.

Motorola Solutions Responsibilities

1. Provide Provisioning worksheets.

2. Review the Provisioning worksheets and identify the information required for provisioning data tables.

City Responsibilities

1. Capture required data elements in the Provisioning worksheets.

2. Complete the provisioning worksheets at least 10 business days prior to the scheduled start of the Provisioning activity.

NOTE: The project schedule is highly reliant upon receipt of the completed Provisioning worksheets.

Motorola Solutions Deliverables

Title
Provisioning Worksheets

2.1.7.3 PremierOne CAD and Mobile Provisioning

Motorola Solutions will guide the CAD and Mobile system provisioning based on the data gathered during the BPR and completion of the provisioning workbooks.

Motorola Solutions Responsibilities

1. Review tables (configurable items) and associated data

2. Perform provisioning training in accordance with the training plan. If the City's system has not been installed at the time of the training class, provisioning can take place on a Motorola-supplied cloud-based system. Provisioning will be imported into the City's system during the installation process.

3. Complete foundational CAD and Mobile data entry for the primary provisioning profile.

4. Provision PremierOne Handheld for use until Command Central App is available.

5. Remotely conduct checkpoints to verify accuracy of the Customer-provisioned data.

6. Review and finalize provisioning decisions for the mobile client.

City Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.

2. Ensure availability of the SMEs to participate in the training.

3. Verify foundational data entry completed by Motorola.

4. Complete all provisioning data entry.

5. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Provisioning Training
Checkpoint Reports

2.1.7.4   CAD User Interface Modifications

The objective is to modify the user interface (UI) for the CAD client software.

Motorola Solutions will discuss the options for modifying the UI based on the CAD UI Screen Tailoring document. We will configure an initial CAD User Interface (UI) and review it with the City. One UI will be tailored for all dispatch users/agencies. The City will have one opportunity to identify additional modifications to the UI, which Motorola Solutions will deliver as the final version. Subsequent requests for changes will be evaluated per the change control process.

Motorola Solutions Responsibilities

1. Present available options for modifying the CAD UI.

2. Modify the CAD UI.

3. Review UI with the City.

4. Make final modifications after City. review.

City Responsibilities

1. Participate in initial meetings to define requested UI modifications.

2. Evaluate the UI after the initial delivery and identify any final modification requests.

Motorola Solutions Deliverable

Title	Description
CAD UI	UI that conforms to the CAD UI Screen tailoring document.

2.1.7.5   Provisioning Verification

Motorola Solutions and the City's application administrator and SMEs will exercise the PremierOne system to verify the system has been provisioned in accordance with the BPR Workbook and provisioning worksheets and that the system functions in accordance with the system documentation.

Motorola Solutions Responsibilities

1. Provide CAD system orientation in a working session that will allow Customer to verify provisioning.

2. Document any system defects identified during the verification process.

City Responsibilities

1. Ensure the availability of the SME's that participated in the BPR and provisioning training for this activity.

2. Update provisioning tables, if required.

3. Work with Motorola Solutions to document any system defects.

Motorola Solutions Deliverables

Title
Meeting minutes from working session

2.1.7.6   GIS Boundary Workshop

The GIS AS and City's GIS Administrator will participate in a meeting with the CAD SMEs to review the CAD requirements pertaining to GIS data. During the meeting the focus is on the response boundary requirements and reviewing data which includes but is not limited to agency names, beat names, city names, contractor boundaries, premise hazard areas and reporting districts.

The PremierOne GIS Requirements document will be the basis of the GIS review.

Motorola Solutions Responsibilities

1. Review the PremierOne GIS Requirements document.

2. Discuss results of data analysis report.

City Responsibilities

1. Provide existing GIS data.

2. Update GIS data as necessary to develop response boundaries in conformance with the GIS Requirements document.

Motorola Solutions Deliverables

Title
GIS Boundary Requirements

2.1.7.7   GIS Scope Review

Following the GIS Boundary workshop, the GIS AS meets with the City's GIS Administrator to discuss the approach to developing the GIS data for use with the PremierOne CAD system.

Topics that will be discussed include routing requirements and specifics for using common places, address points, and premise hazard areas.

Following this meeting, the GIS AS will develop a GIS Project Plan that documents the processes and the tasks to be completed and the timeline and provisioning dependencies.

Motorola Solutions Responsibilities

1. Review City GIS data

2. Discuss current GIS business practices

3. Discuss frequency of GIS updates to current system and desired frequency with PremierOne.

4. Develop and deliver GIS Project Plan.

City Responsibilities

1. Ensure availability of GIS administrator for this meeting.

Motorola Solutions Deliverables

Title
GIS Project Plan

2.1.7.8 Draft Geodatabase

The draft geodatabase will be created and uploaded to the PremierOne server to support provisioning efforts and draft maps will be created for CAD workstations.

Error reports that are produced as a result of developing the draft geodatabase will be delivered to the customer.

The final geodatabase will be delivered during the GIS training, which is described in the Training Plan.

Motorola Solutions Responsibilities

1. Create the draft geodatabase and draft maps.

2. Provide a report of any issues found during the geodatabase build.

3. Provide up to forty (40) hours of remote assistance to the City GIS Administrator.

City Responsibilities

1. Correct any GIS errors identified in report from geodatabase build.

Motorola Solutions Deliverables

Title
Draft geodatabase
Draft Maps

2.1.8 Records Detailed Design Review

The Detailed Design Review is a multifaceted approach for observing and documenting your current business processes, standard operating procedures, workflows, reports and print out usage and current operational challenges; Business Process Review. Additionally, a Detailed Design Document is provided memorializing mutual understanding of the customer's business requirements and how the delivered system will fulfill the requirements. Motorola will also recommend the best approach to provisioning the PremierOne system, based on the workflow analysis.

2.1.8.1 Business Process Review

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary Records department. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted for contracting/primary agency unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

Customer personnel that participate in this activity should include resources very familiar with Records operations.

Motorola Solutions Responsibilities

1. Meet with the City personnel to gather information regarding current business processes, operating goals, standard operating procedures, and current operational pain points.

2. Conduct a one-day, on-site, end-to-end process review of current Citation process.

3. Analyze current legacy system(s), business workflows and operating procedures with PremierOne functionality and the provisioning constructs described above.

4. Review existing Citation form(s) and review and document current citation workflow with officers and process stakeholders (e.g. creation, submission, printing, sync with records system, supervisor or records clerk approval, submission to State system).

5. Document changes in workflow process the agencies will use once equipped with CommandCentral App. Some existing processes may be simplified using the CommandCentral App. The process review meeting is an opportunity to understand the capabilities of the application and consider workflow changes. The application's data validation and enforced work flow may reduce the need for records clerk review and manual data entry.

6. Conduct Records sit-alongs and patrol ride-alongs.

7. Provide the draft Detailed Design Document

Customer Responsibilities

1. Prepare call and unit statistics

2. Provide resources knowledgeable in the City's business processes to review workflows and provide relevant documentation on workflow and operating procedures

3. Schedule police ride-alongs

4. Review draft Detailed Design Document

Motorola Solutions Deliverables

Title
Initial/Draft Detailed Design Document

2.1.8.2 Functional Specification Review

The purpose of this activity is to review the contracted functional capabilities of the PremierOne Records and identify any gaps between Motorola Solutions response to a stated functional requirement and Customer's expectation of the delivered feature/function.

Motorola Responsibilities

1. Facilitate a review of the responses to the RFP and document any clarifications to be included in the Detailed Design Document.

2. Document any newly discovered requirements not accounted for in our response. As mutually agreed, any changes in scope to features/functions will be addressed via the change provision of the contract.

City Responsibilities

1. Make, subject matter experts familiar with the City's requirements/ functional matrix available.

Motorola Solutions Deliverables

Title
Functional Specification Review Meeting Minutes

2.1.8.3   Detailed Design Documentation (Specification)

Motorola will review the draft Detailed Design Document with the City and solicit feedback. Motorola will then make modifications based on the Customer feedback and present the updated package to the Customer for approval. We expect the potential for iterative updates to occur over a ten (10) business day period in order to reach mutual agreement. The approved Detailed Design Document constitutes the features and functional specifications of the system and becomes the basis for functional acceptance testing.

Motorola will provide a level of effort (LOE) analysis for each of the work products identified in the Detailed Design Documentation that require development.

Motorola Responsibilities

1. Review the Detailed Design Document with the Customer for the purpose of obtaining mutual understanding of the scope of work, levels of effort, work duration and resources needed to complete the work.

2. Conduct a remote review of the draft CommandCentral App Configuration document with agency SMEs and process stakeholders

3. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.

4. Finalize the CommandCentral App Configuration document with City feedback and provide the completed CommandCentral App Configuration document to Customer

5. Motorola will perform 300 hours of ACT/SSRS reports development. If the LOE for development exceeds 300 hours, a change order will be required to either incorporate the additional effort or to remove affected modifications from the project scope. If the LOE development does not require the full 300 hours, the excess hours can be repurposed or removed. All changes in scope will be managed hrough the change control process.

City Responsibilities

1. Provide Motorola with forms, reports and templates to be created in PremierOne Records to aid Motorola in developing the Detailed Design Document.

2. Provide examples of forms currently being used in the Citation workflow.

3. Review the Detailed Design Document with Motorola

4. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.

5. Conduct a final review of the completed CommandCentral App Configuration document and provide acknowledgement of accuracy.

6. Request additional Motorola assistance via the change provision of the contract if Motorola efforts exceed 300 hours.

Motorola Deliverables

Title
Detailed Design Document to include:
Business Process Flows
Module-Based Requirements Documents including:
• Field Definition (Pane Name, Group Name, Grid Name, Caption, DB Name, Field Type, Per View: Read Only, Required, Visible, Display Length, Max Length, Code Table, Dependencies / Actions, Mask / Conversions, Validations, Indexing, Data Grid configurations, RDW Configurations, Expungement Types, CI Master Mappings, Smart Copy settings)
• Custom Code Tables
• Document Views
• Security Groups
• Interface Mappings
• Data Conversion Mappings
• Document Workflows
• Printouts
• RDLC Reports
• Data Views
• Estimated level of effort to develop
List of Identified SSRS Reports
• Short Description
• Priority
• Due By [Training, Go-Live, Post Go-Live <time frame>]
• Responsible Party
• Estimated level of effort to develop
Motorola-developed modules and reports
Field Test scenario recommendations
Provide recommendations to the role based training approach
CommandCentral App Configuration Document to include:
• Definition of Citation fields including Field Names (e.g. Name, Age), Field validation (e.g. Optional, Mandatory), Dynamic behavior (e.g. Alias Y/N fields display controls of Alias field), Field calculations (e.g. Age calculated from date of birth).
• Citation input forms
• Mobile print format
• Printed Citation format

2.1.8.4 Advanced Configuration Tool

The Advanced Configuration Tool (ACT) is an application development tool designed to provide skilled PremierOne Records resources the ability to modify and develop Records functionality. Using ACT, trained resources can design the navigation flow for modules, develop application components such as search fields, data grids, default views, and in-module reports. ACT is also used to modify and develop modules in order to provide functionality to support City-specific business processes. Unlike configuration or provisioning, development done in ACT creates additional database structures and application code.

The skilled resource will be familiar with relational database logic, data types, and understand data theory. The skilled resource must understand the agency's end-to-end business operation, anticipate specific reporting needs and envision the required inputs to support the desired reporting outputs.

The City representative(s) will attend ACT training.

If modifications to the City system are desired after Records go-live, a Module Based Requirements Document must be created by the Customer and reviewed and approved by Motorola Solutions before the modifications will be supported by Motorola during warranty/maintenance.

Motorola Responsibilities

1. Make ACT training available to the City

2. Review, advise and or approve of Customer submitted Module Based Requirements document

City Responsibilities

1. Attend the ACT training.

2. Draft Module Based Requirements document as needed

3. Submit to the Motorola Solutions Solutions-Support representative for review and approval to making any ACT changes.

NOTE: Failure to submit Module Based Requirements documents for review and approval prior to making changes using ACT could negatively impact the system and impair Motorola Solutions ability to support the system.

Motorola Deliverable

Title
Advanced Configuration Tool
Advanced Configuration Training

2.1.8.5 Records Provisioning

After the City approves the Detailed Design, Motorola Solutions will conduct Provisioning training. Provisioning includes entering personnel into PremierOne Suite Services building/populating the code tables, building out security groups and workflows. The City will complete application provisioning following training.

Motorola Solutions Responsibilities

1. Review Detailed Design document, configurable items and associated data.

2. Perform provisioning training in accordance with the training plan. If the City's system has not been installed, provisioning can occur on a cloud-based system. Provisioning will be imported into the City's system during the installation process.

3. Remotely conduct checkpoints to verify accuracy of the Customer-provisioned data.

City Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.

2. Ensure availability of the SMEs to participate in the training.

3. Complete all provisioning data entry.

4. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Advanced Configuration Tool
Advanced Configuration Training

2.1.8.6 CommandCentral Vault Store, Manage, and Judicial Modules

Motorola Solutions Responsibilities

1. Conduct an interactive workshop with the Customer designed to provide understanding of operational needs, workflow, environment, and industry best practices including the following:

   - User Groups and Permissions

   - Metadata definition for captured video

   - Case/Incident Tags

   - Retention

   - Workflow requirements

   - Establishing search criteria to quickly locate evidentiary segments for cases.

   - Securely sharing information.

   - Automated redaction practices

2. Perform initial configuration of CommandCentral Vault Store, Manage and Judicial based on workshop discussions and results of the aforementioned items.

3. Create default views for Customer focused workflows.

4. End to end testing to ensure workflow and operational requirements are met.

5. Check for browser compatibility on Customer used workstations.

City Responsibilities

1. Determine SOP's regarding the workflow and use of CommandCentral Vault.

Motorola Solutions Deliverables

Title
The default views based on workflow requirements will be defined, presented and approved and end-to-end testing of Judicial processes is approved by the City.

2.1.9 CommandCentral App with Handheld features Agency-User Setup

The provisioning process allows agencies to define the specific capabilities and permissions of each user. Agency setup must be completed prior to establishing a connection between CommandCentral cloud platform and on-prem records system.

Motorola Solutions Responsibilities

1. Provide a remote CommandCentral Admin training session for the Customer System Administrator(s).

2. Provide up to two hours of remote telephone support over a 10-day period following the CommandCentral Admin training for the System Administrator during the Agency and User Setup process.

3. Use the CommandCentral Admin tools to establish the Customer within the CommandCentral cloud platform. This activity will be initiated during the order process.

City Responsibilities

1. Assure the System Administrator completes the CommandCentral Admin training.

2. Complete provisioning and setup

Motorola Solutions Deliverables

Title
CommandCentral App with Handheld features System Administrator training

2.1.9.1 CommandCentral App Provisioning

Provisioning is the process of configuring the CommandCentral App and CommandCentral Cloud to function in accordance with the CommandCentral App Configuration Document. (Note, the CommandCentral Apps with Handheld features' Records Synchronization must occur prior to this activity.)

Motorola Solutions Responsibilities

1. Configure the CommandCentral App in accordance with the CommandCentral Configuration document.

2. Upload forms and print format to CommandCentral App configuration service.

3. Provide a remote demonstration of the provisioned CommandCentral App capabilities including standard Search forms, Citation form, and printed Citation format.

4. Update the application's field parameters and workflow based on feedback from the Customer. Motorola will provide up to 10 hours to accommodate field parameter and workflow refinement changes. Motorola will update the CommandCentral Configuration document to assure it matches the approved configuration.

Customer Responsibilities

1. Assign the SME's that approved the CommandCentral Configuration document to participate in the application demonstrations and acceptance test process.

2. Participate in configured application demonstrations.

3. Provide feedback on specific data field or work flow changes that differ from the originally agreed configuration.

4. Create and provide any agency specific user training required to assure users understand the new Citation process and workflow.

5. Train end users.

Motorola Solutions Deliverables

Title
Demonstration of provisioned CommandCentral App with Handheld features

2.1.10 Hardware and Software

Motorola Solutions will procure the system equipment in accordance with the approved Bill of Materials, including handheld devices and citation printers.

The City will provide third-party Microsoft and VMware software as detailed in the System Description.

2.1.10.1 System Staging

The objective of this activity is to install the hardware and software components procured by Motorola Solutions at our staging facility. The system will then be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the City's location for installation.

Motorola Solutions Responsibilities

1. Order all hardware, software and related components and deliver them to the staging facility.
2. Inventory all hardware, software and related components upon delivery to the staging facility.
3. Rack and install all hardware components.
4. Install and configure system software.
5. Ship staged system to the City's site.

City Responsibilities

1. Deliver City-provided third-party software to Motorola prior to the start of Motorola's staging tasks.
2. Provide appropriate receiving facility for the system equipment.
3. With Motorola, inventory all system equipment upon delivery to the City.
4. Acknowledge receipt of delivered equipment.

Motorola Solutions Deliverables

Title
Equipment Inventory
Staged System Delivery

2.1.10.2 On-Site Installation

The objective of this activity is to install the system at the City's site. The output of the activity will be an installed PremierOne system. This activity addresses physical installation activities and system connectivity verification.

Motorola Solutions Responsibilities

1. Install the staged system in the City's environment.

2. Conduct a Power On test to validate that the installed hardware and software are ready for configuration.

3. Load preliminary provisioning data.

4. Verify PremierOne functionality in accordance with release criteria.

City Responsibilities

1. Certify that the server room is available and meets agreed upon specifications.

Motorola Deliverable

Title
Power On/Installation Verification

2.1.10.3 CommandCentral Apps with Handheld Features Device Setup

Motorola Solutions Responsibilities

1. Provide App IDs to agency to get via MDM.

City Responsibilities

1. Provide handheld devices suitable for operating CommandCentral App.

2. Provide, install and configure mobile Citation printers.

3. Provide and configure Mobile Device Manager (MDM) software.

4. Ensure all handheld devices are configured with appropriate OS version, MDM software, and Citation printer configurations.

5. Ensure devices meet CJIS requirements.

6. Permit CommandCentral App to be deployed from Apple App Store or Google Playstore.

7. Ensure the CommandCentral App can connect to CommandCentral cloud services.

8. Ensure the device can access Google/Apple push notification.

9. Download and install CommandCentral App on all handheld devices.

10. Provide sample handheld devices for all demonstrations and acceptance tests.

Motorola Solutions Deliverables

Title
Configured and operational CommandCentral App on handheld devices

2.1.10.4 Cumulative Updates

If it is necessary to install a Cumulative Update (CU) to address contractual requirement(s), a test will be performed to demonstrate the contractual requirement is fulfilled. If additional provisioning or functional training is required to fulfill the contractual requirement, it will be delivered. If the CU

provides additional functionality that is desired but not contractually required, additional training is available in accordance with the change control provisions.

Motorola Solutions Responsibilities

1. Provide release notes and related documentation.

2. Remotely install the CU.

3. Perform training and testing as required to meet contractual requirements.

City Responsibilities

1. Participate in testing, as required.

2. If new functionality supported by the CU is desired (not contractually required), provision the system based on the release notes and train users.

Motorola Deliverable

Title
Installation of Cumulative Update

2.1.10.5 CAD/Mobile Client Software Installation

Client software will be installed on the specified number of workstations/mobile devices to facilitate provisioning training and testing and provide instruction to City personnel who will complete software installation on the remaining workstations.

Motorola Solutions Responsibilities

1. Verify system readiness.

2. Request client software.

3. Provide instruction on client software installation on up to five (5) CAD workstations and (5) Mobile devices.

4. Provide instruction on client software deployment utility.

5. Verify client software installation.

Customer Responsibilities

1. Provide workstation/mobile device hardware in accordance with specifications

2. Assign personnel to observe software installation training

3. Complete installation of client software on remaining workstations and mobile devices.

Motorola Solutions Deliverables

Title
Pre-Install Prep Checklist
Software installation media
Installation Guide

2.1.10.6   Records Client Package Configuration/Installation

Motorola Solutions will configure the Records client software.

Motorola Solutions Responsibilities

1.   Create client installation executable(s).

2.   Install client on up to five (5) workstations/devices.

3.   Verify Records Mobile client software functionality in offline mode.

City Responsibilities

1.   Provide access to up to five (5) client workstations.

2.   Install client on remaining desktop and mobile workstations/devices.

Motorola Solutions Deliverables

Title
Record Client Installation Package

2.1.10.7   CommandCentral Apps with Handheld features Records Synchronization

Connectivity between the Customer's on premise records system and the CommandCentral cloud platform is required to facilitate a Citation workflow involving the Command Central App. A perpetual connection and data exchange between these systems facilitates records data synchronization of Master Person, Master Vehicle, and Case Files. Once the data is in the cloud it becomes available for access by provisioned CommandCentral App users via the Person Search and Vehicle Search features. New Citations created using the CommandCentral App are downloaded to the on premise records system.

Motorola Solutions is developing functionality that will enable customers to develop their own forms in response to the business needs of their operations. This functionality is currently in the design planning phase and release planning has not begun. A credit of $10,000 is being offered to the City of Irvine which will enable Motorola Solutions to use the future functionality to create forms on behalf of the City upon its general release. Motorola Solutions is committed to developing functionality that serves the broad needs of public safety agencies and is reliant on input from users, such as those at the City of Irvine, to help design versatile solutions. We are very interested in the City's input in designing form creation functionality and welcome the opportunity to discuss and consider your desires in the development of our versatile form creation functionality.

Motorola Solutions Responsibilities

1.   Enable agency access to CommandCentral incident records using CommandCentral Admin

2.   Configure the on premise records system for the data exchange

3.   Configure the MSI CommandCentral cloud for the data exchange

4.   Validate synchronization of records data in CommandCentral cloud

City Responsibilities

1.   Enable outgoing network connection (external firewall) to the CommandCentral cloud via and customer provided internet connection as per the System Network Configuration Guide.

Motorola Solutions Deliverables

Title
Connectivity between PremierOne Records and the CommandCentral cloud platform
Active synchronization of citation records between the two systems
Validated citation workflow

2.1.11   Interfaces

2.1.11.1   ISD Review

Motorola Solutions and the City will review the connectivity and functionality described in the ISDs.

Motorola Solutions Responsibilities

1. Conduct reviews of the ISDs to explain how the interfaces function.

2. Document variances between the City's expectations and the ISDs.

3. Work with the City's third-party vendors, if required, to understand and update the ISD(s).

4. If modifications are required of any of the interfaces as presented in the ISDs, provide the City's with an updated ISD and change order for execution prior to making any change to the interface.

City's Responsibilities

1. Make knowledgeable individuals available for the ISD reviews.

2. Provide input on the current use of the interface and verify that the functional specification in the ISD meets the use case or identify desired changes to the specifications.

3. Facilitate communications and assist with resolution of issues that arise between Motorola Solutions and the City's third-party vendor(s).

4. Assume costs associated with efforts required of the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary to support desired interface functionality.

5. Review and approve the ISDs or provide comments describing requested changes within ten (10) business days of delivery. If no approval or comments are received within ten (10) business days, the ISD(s) will be considered approved.

6. Acknowledge approval of the ISDs or execute a change order for any modifications.

Motorola Solutions Deliverables

Title
Finalized Interface Specification Documents

2.1.11.2   Interface Development, Installation and Configuration

Development of interfaces (if required) will be completed in accordance with the ISD(s).

Connectivity will be established between PremierOne applications and the external and/or third-party systems to which PremierOne will interface. Motorola Solutions will configure PremierOne to

support each contracted interface. The City is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

Motorola Solutions Responsibilities

1. Develop interfaces (if required) in accordance with the ISDs.

2. Establish connectivity to external and third-party systems.

3. Configure interfaces to support the functionality described in the ISDs.

4. Perform unit testing of each interface.

City Responsibilities

1. Act as liaison between Motorola Solutions and third-party vendors or systems as required to establish interface connectivity with PremierOne.

2. Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.

3. Provide network connectivity between PremierOne and the third-party systems.

Motorola Solutions Deliverables

Title
Contracted Interfaces

2.1.11.3 California Uniform Crime Reporting (UCR)/National Incident Based Reporting System (NIBRS)/Interface

Motorola Solutions will deliver PremierOne Records software that supports California UCR and IBRS reporting requirements. As the State has not determined the final requirements for California IBRs, Motorola can deliver IBRS based on the standards available in the release of PremierOne Records software at the time the application software is installed. Final System Acceptance will not be delayed if the State has failed to finalize its requirements and deployed its system. A system upgrade (covered by the Maintenance and Support Agreement included as Exhibit D Maintenance and Support Agreement) may be required in the future to meet the new requirements. The City will be responsible for providing a secure connection to the State system.

Motorola Solutions Responsibilities:

1. Deliver the UCR/NIBRS reporting capability developed for California.

2. In the event of an initial failed submission, collaborate with the Customer to understand any provisioning parameters that may be or are impacting UCR/NIBRS submission acceptance.

3. As required by the State, and upon receipt of an official state communication, modify the state layer to account for any requirements necessary to be compliant with state specific reporting requirements.

Customer Responsibilities:

1. Serve as the intermediary between Motorola Solutions and the State in clarifying reporting requirements between state requirements, Customer requirements, and PremierOne Records California state layer submission functionality.

2. Facilitate any required meetings between Motorola Solutions and the State.

3. Initiate a UCR or NIBRS submission to the State.

4. Resolve any provisioning issues that are impacting State submission acceptance.

5. In the event of a failed submission:

    A. Communicate the discrepancy in reporting requirement to the State.

    B. Obtain an official state communication clearly articulating the State's requirement.

    C. Forward a copy of the official state communication to Motorola

Motorola Solutions Deliverables:

Deliverable
UCR/NIBRS Reporting

2.1.11.4 Crash Report (TAR)

Motorola Solutions will develop the California CHP 555 Crash Report, including Page 1 (Rev. 7-03) OPI 061 for electronic submission.

Motorola Solutions Responsibilities:

1. Scan hard-copy forms into PremierOne Records and develop Crash Reporting functionality.

2. Integrate the Crash Report and PremierOne Records.

3. Submit the developed forms to gain State acceptance.

4. In the event of an initial failed submission, collaborate with the Customer to understand any provisioning parameters that may impact report submission acceptance.

5. As required by the State, and upon receipt of an official state communication, modify the crash report to account required for compliance with state specific reporting requirements.

Customer Responsibilities:

1. Provide hard copies of forms.

2. Initiate a submission of the Crash Reports to the State.

3. Resolve any provisioning issues that affect State submission acceptance.

4. Serve as the intermediary between Motorola Solutions and the State in clarifying reporting requirements between state requirements, Customer requirements, and PremierOne Records Crash Report submission functionality.

5. Obtain an official state communication clearly articulating the State's requirement.

6. Forward a copy of the official state communication to Motorola.

Motorola Solutions Deliverables:

Deliverable
CHP 555 Crash Report

2.1.12   CAD/Mobile Reports and Dashboards

2.1.12.1   Reports

Motorola Solutions will deliver the standard reports library. A list of the standard reports delivered with the installed version will be provided upon request.

Motorola has included an option for a block of time to develop ten (10) Customer-specific or Customer-defined reports. The City can purchase multiple blocks if desired.

2.1.12.2   CAD Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool, review the three (3) standard CAD dashboards and the View Only CAD IDD Bundle described in the TSSD, and define and develop two (2) custom dashboards as described in the TSSD. (IDD Training will be conducted in accordance with the training plan.)

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

Motorola Solutions Responsibilities

1. Conduct a two (2) day overview/consultation to review standard dashboards and reports and define requirements for two (2) custom dashboards.
2. Document requirements for the custom dashboards.
3. Develop custom dashboards.
4. Install the standard and custom dashboards. (This task will occur during the IDD training course.)

City Responsibilities

1. Perform data entry (incident creation, dispatch, disposition, etc.) to ensure sufficient data exists for reporting.
2. Define requirements for the custom dashboards within 30 days of the overview/consultation.
3. Assign resource(s) that have received the CAD SSRS (Ad hoc) Reporting training to participate in the review of the dashboards.

Motorola Solutions Deliverable

Title
CAD Dashboards (standard and custom)

2.1.12.3   Records Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool (advanced SQL Server's Reporting Service features), review the three (3) standard dashboards described in the SD, and define and develop two (2) custom dashboards as described in the SD. (Records IDD Training will be conducted in accordance with the training plan.)

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

Motorola Solutions Responsibilities

1. Conduct a two (2) day overview/consultation to review standard dashboards and reports and define requirements for two (2) custom dashboards.

2. Document requirements for the custom dashboards.

3. Develop custom dashboards.

4. Install the standard and custom dashboards. (This task will occur during the IDD training course timeframe.)

City Responsibilities

1. Assign resource(s) that have received the Records Adhoc Reporting training to participate in the initial dashboard consultation and review delivery of the dashboards.

Motorola Solutions Deliverable

Title
Records Dashboards (standard and custom)

2.1.13 Records Reports

2.1.13.1 Reports

Motorola Solutions will deliver the standard reports library. A list of the standard reports delivered with the installed version will be provided upon request.

Motorola has also included an option for a block of ten (10) Customer-specific or Customer-defined reports.

2.1.14 Data Conversion

Motorola's base proposal includes a query to the City's legacy CAD and Records databases. Also included is use of the Conversion on Demand (CoD) Tool.

2.1.14.1 Conversion on Demand (CoD) Tool

The "Convert On Demand (CoD) tool supports the ability for the City to configure and import documents from the legacy Records Management Systems into PremierOne Records documents on an as-needed basis. It is supported for use with legacy information residing in any T-SQL relational database.

The database in which the legacy data resides will remain in an archive Database instance, and when the need arises, data is brought into PremierOne. The CoD tool can convert one record at a time or perform a bulk import into PremierOne systems. The tool uses internal P1Record components to maintain data integrity of converted records in P1 Records, which helps users to use various P1Record features with converted records.

The CoD tool also has a feature that will enable users to compare legacy data in the P1Records format before deciding to convert specific records to P1Records. This feature helps users to validate data mapping between the legacy data and how it will appear in P1RMS.

Motorola Solutions' responsibilities will be performed during one three (3)-day on-site session.

Motorola Solutions Responsibilities

1. Install the CoD tool on the P1 Records server.

2. Gain an understanding of the legacy data structure.

3. Create the mapping document.

4. Train Customer resource in use of the CoD tool

5. Assist with the development of configuration documents/files for ETL scripts

City Responsibilities

1. Identify a resource who is very familiar with the legacy data structure and schema to participate in the 3-day session.

2. Following the training session, create the required configuration documents/files.

Motorola Solutions Deliverables

Title
Conversion on Demand Tool

2.1.15 PremierOne Training

The objective of this task is to prepare for and deliver computer-based and instructor-led classroom training in accordance with the Training Plan.

2.1.15.1 Learning Management System

PremierOne training is made available to you, in part, via Motorola Solutions Software Enterprise Learning Management System (LMS). This subscription service provides you with continual access to our library of on-line learning content and allows your users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Courses that are delivered or supplemented by LMS content are described in the Training Plan.

The Customer LMS Administrator(s) will be trained to add/modify users, run reports, and add/modify groups within the panorama. Additionally, your LMS System Administrator will have the ability to upload customer content and the ability to track learning activity that is important to you. Motorola has included the following LMS Gold remote training session, to be conducted during the project deployment period:

- How to create content for your LMS using the tools provided by the LMS; consisting of up to 12 hours of instructions for up to 6 of your content creators over 3 days.

Motorola Solutions Responsibilities

1. Initial set up of Panorama* and addition of administrators.

2. Provide instruction to Customer LMS Administrators on:

    A. Adding and maintaining users

    B. Adding and maintaining Groups**.

    C. Assign courses and Learning Paths***

     D. Running reports.

3. Deliver training on creating content for the LMS

Customer Responsibilities

1. Provide Motorola with names (first and last) and emails of Customer LMS administrators

2. Provide access to learningservices.motorolasolutions.com

3. Complete LMS Administrator training

4. Advise users of the availability of the LMS

5. Add/modify users, run reports and add/modify groups

6. Add/modify users, run reports and add/modify groups

Motorola Solutions Deliverable(s)
Administrator access to the LMS, LMS administrator training, applicable product courses on the LMS.
Training on content creation utilizing the tools in the LMS

*Panorama - A panorama is an individual instance of the Learning Management System that provides autonomy to the agency utilizing.
**Groups - A more granular segmentation of the LMS that are generally utilized to separate learners of like function (i.e. dispatchers, call takers, patrol, firefighter). These may also be referred to as clients within the LMS.
***Learning Path - A collection of courses that follow a logical order, may or may not enforce linear progress.

2.1.15.2   Instructor-Led Training

Motorola Solutions Responsibilities

1. Deliver User Guides and training materials in electronic format.

2. Perform training in accordance with the Training Plan.

3. Shadow the City trainers as they conduct the first CAD, Mobile and Records End User classes.

4. Provide limited remote support following the Train the Trainer courses while City trainers conduct end user training.

City Responsibilities

1. Supply suitably configured classrooms with a workstation for the instructor and at least one workstation for every two students.

2. Designate training representatives who will work with the Motorola Solutions trainers in the development and delivery of training.

Deliverables

Title
Classroom Training Materials
Attendance Rosters
Training Completion

2.1.16 PremierOne Acceptance Testing

Acceptance tests will be performed to confirm that the PremierOne system performs in accordance with the Acceptance Test Plan. Acceptance testing is a critical activity that must occur prior to Go-Live.

2.1.16.1 Project Test Plan

The objective of this series of tasks is to finalize the test activities that will be conducted in accordance with the Motorola provided Test Plan for the installed version. The test plan will describe the scope and objectives of each type of test. It will also describe the techniques that will be used during each type of test and describe the pass/fail criteria.

The plan will cover the following types of testing activities:

- Functional Acceptance Testing
- Interface Testing
- System Level Testing
- Performance and Load Testing
- User Testing

Motorola Solutions Responsibilities

1. Review the schedule of test activities.

City Responsibilities

1. Schedule appropriate resources to participate in test activities.

2. Review the Project Test Plan and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Deliverable

Title
Test Schedule

2.1.16.2 Performance and Load Testing

Motorola's performance and load testing is designed to stress a customer's infrastructure prior to going into production to validate that the system can provide the performance necessary. This test is run on the customer's production environment using Motorola provided test data. This test is designed to produce an environmental baseline as compared to the reference data taken from the Motorola performance lab system for a given code release.

This series of tests is designed to:

- Produce a reference baseline of system performance as measured by client workstation timing
- Validate that the infrastructure has been properly designed, implemented and configured to support PremierOne at the customers call load
- Perform a stress test to validate that surge conditions can be sustained.

Motorola Solutions Responsibilities

1. Conduct performance and load testing according to the approved test plan.

2. Develop remediation plan for results that fail the test.

City Responsibilities

1. Witness the execution of the test and acknowledge successful completion.

2. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Performance and Load Testing Plan

2.1.16.3 Functional Acceptance Testing

The objective of functional acceptance testing is to test the features and functions of the system that will be used by the Customer to ensure they perform according to the contractual requirements. The test plan may not test all functions of the system if they have been identified as not being applicable to the Customer's operations or for which the system has not been provisioned. Functional acceptance testing is estimated for three (3) days on-site. If additional on-site tests are required, it will be addressed via the change order provisions.

Motorola Solutions Responsibilities

1. Conduct functional acceptance testing according to the approved test plan.

2. Develop remediation plan for features that fail the test.

City Responsibilities

1. Witness the functional acceptance testing and acknowledge its successful completion.

2. Participate in the documentation of items that fail testing and note the remediation action.

Motorola Solutions Deliverable

Title
Completed Functional Acceptance Test Plan
Remediation Plan/Schedule for failed issues, if required

2.1.16.4 Interface Testing

The objective of Interface functional testing is to ensure that the installed interfaces perform according to the ISDs.

- Motorola Solutions is not responsible for issues arising from lack of engagement of third-party and/or Customer resources to perform work related to the interface, or troubleshooting any issues on the Customer's third-party systems.

- Interfaces that cannot be tested due to connectivity issues to external systems or the unavailability of Customer's third party vendors will be tested to the degree the PremierOne functionality can be demonstrated and considered successful upon that demonstration.

Motorola Solutions Responsibilities

1. Conduct interface functional testing according to the approved test plan.

2. Develop remediation plan for features that fail the test.

City Responsibilities

1. Provide access to a resource with access to the interfacing system to validate functionality.

2. Witness the execution of the test and acknowledge successful completion.

3. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Interface Acceptance Test Plan

2.1.16.5 System Level Testing

Upon successful completion of the functional and interface tests, the system will be exercised to demonstrate system operation from end-to-end.

Motorola Solutions Responsibilities

1. Develop test scenarios.

2. Perform testing.

3. Develop remediation for test failures.

City Responsibilities

1. Schedule appropriate resources to participate in test activities.

2. Review the test scenarios and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

2.1.16.6 User Acceptance Testing

Upon successful completion of the functional acceptance test, the system will be available to the City to conduct customer-developed test scripts over a two (2) week period.

Motorola Solutions Responsibilities

1. Provide support during user acceptance testing.

City Responsibilities

1. Develop test scripts and scenarios, if desired.

2. Conduct PremierOne user testing (using parallel processing if desired).

3. Promptly report any anomalies discovered during the test period.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

2.1.17   Go Live Planning

Motorola Solutions will assist the Customer in the transition of live operations from the Customer's legacy system to the PremierOne system. Following the conclusion of System Acceptance Testing, we will work with the Customer to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola Solutions and Customer resources and staffing
- Pre-cutover tasks/activities that need to be performed leading up to the cutover
- Readiness review meetings
- Contingency/roll-back plans
- Cutover tasks and responsibilities
- Post cutover support resources and schedules
- Issue reporting process
- Escalation process

Motorola Solutions Support Engagement

As part of cutover planning, the Motorola Solutions Project Manager will complete a System Support form including Customer contact information, and information required for remote access to the system. Motorola Solutions will schedule a Support Engagement meeting between the Project Manager, the Customer Support Manager ("CSM"), the Focal Support Technician and the Customer's project team representatives. The CSM will review the Customer Support Plan with the Customer, including the process for obtaining support and the contact information.

2.1.17.1   Cutover Event

The transition to production use of the PremierOne system will be conducted according to the Cutover Plan. The cutover event represents the start of Beneficial Use, beginning of the warranty period, and the transition to the Motorola Solutions Support organization in accordance with the Customer Support Plan. On-site support will be provided at one communications center. If resources are desired at multiple communications centers or locations, it will be addressed via the change control provisions. Motorola's proposal includes a concurrent cutover for PremierOne CAD, Mobile and Records.

The City is purchasing additional blocks of post-live onsite support. Motorola will provide a resource (AS, ST, or SA as appropriate) for three 8-hour shifts on consecutive days. The City is purchasing three (3) of these blocks of time. The resources must be scheduled within the 90-day reliability period and will not delay system acceptance.

Motorola Solutions Responsibilities:

1. Facilitate meetings with Customer staff to develop and document the Cutover Plan.

2. Facilitate the Support Engagement Meeting between the Customer and the Support Organization.

3. Execute the Go-Live Cutover Plan.

4. Provide on-site resources as specified in the Cutover Plan to support user operations and address questions. CAD cutover includes onsite support at one location by AS, ST, and SA resources as detailed in the Table below. STs and SAs will be on-call when not at the Customer site during the first week. (Support commences upon cutover to the respective system.)

Product	Job Classification	Motorola Cutover Onsite Resources Number of Resources/Daily Hours of Coverage				
		Live Cut Day	Day 2	Day 3	Day 4	Day 5
PremierOne CAD/Mobile	Application Specialist	3 / 24	3 / 24	3 / 24	1 / 8	1 / 8
PremierOne Records	Application Specialist	3 / 24	3 / 24	1 / 8	1 / 8	1 / 8
PremierOne Suite	Solution Architect	2 / 16	2 / 16	1 / 8	1 / 8	1 / 8
PremierOne Suite	System Technologist	2 / 16	2 / 16	1 / 8	1 / 8	1 / 8

5. Schedule three additional blocks of onsite support at the City's request.

Customer Responsibilities:

1. Coordinate the participation of Customer technical and operational staff in cutover planning and development and documentation of the Cutover Plan.

2. Schedule and coordinate end user participation in the live operations cutover.

3. Perform and support the production cutover activities defined in the Cutover Plan.

4. Inform Customer staff about the Customer Support Plan and the process to contact Customer Support.

5. Request blocks of onsite support as needed.

Motorola Solutions Deliverable

Title
Completion of Cutover

2.1.18   90-Day Reliability Period

A 90-Day Reliability Test period for each primary system component (defined as CAD/Mobile and Records/Records Mobile) will be supported. During this testing period, which commences at Go Live of the relevant primary system component, the system will perform without any Severity Level 1 errors. It will also perform with seven (7) or fewer Severity Level 2 errors. This test period is not attended by Motorola Solutions' resources but they will be available to respond to error conditions, if/as required.

If one primary subsystem (defined as CAD/Mobile and Records/Records Mobile) goes live before the other, the Reliability Test period will start upon the later cutover. During this testing period, the system will perform in conformance with the Exhibit 6 PremierOne R4.4 Functionality Matrix based on the Customer's provisioning methodology. This test period is not attended by Motorola resources but they will be available to respond to error conditions, if/as required.

During the 90-day reliability test period, the system will be available without interruption by a Severity Level 1 Error or multiple Severity Level 2 Errors as described above. If the system becomes unavailable due to a severity level 1, the test will be stopped and upon correction of the error, the test period will be restarted.

During the Reliability Period, the Customer shall maintain a log of system problems or desired changes and work with Motorola in correcting such problems according to the terms of the Maintenance and Support Agreement. The Customer shall immediately notify Motorola by telephone if the system becomes unavailable. Upon successful completion of the 90-day reliability test period Motorola and the Customer shall certify that the system reliability test period has been completed.

Upon successful completion of the 90-day Reliability Period, Motorola Solutions and the Customer shall certify that the System Reliability Test period has been completed.

2.1.19 Documentation

As part of project completion, Motorola Solutions will validate that the City has been provided with electronic copies of as-built system documentation, configuration documentation, and other information necessary to maintain the system, including:

- Standard user documentation
- Configuration documentation
- Interface Specification Documents
- Standard system administration manuals
- Database setup and maintenance
- As-Built system design documentation

As built system documentation is also archived with the System Support Center along with customer information and access procedures to ensure efficient response and resolution of any reported system issues.

2.1.20 Project Closure – Transition to Support

Following Cutover and the reliability test period(s), the project is complete. Motorola Solutions and City acknowledge the completion milestone and the implementation project is formally closed.

The system will transition to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

CITY OF IRVINE, CA

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

ATTACHMENT 5

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March 22, 2019

Mr. Brian D. Brown, CPSM
City of Irvine
1 Civic Center Plaza
Irvine, CA 92606

RE: Request for Proposals for Public Safety CAD/RMS Mobile System Replacement RFP NO. 19-1511

Dear Mr. Brown:

Motorola Solutions, Inc. (Motorola) appreciates the opportunity to deliver the City of Irvine, Police
Department a proposal for a Public Safety CAD/RMS Mobile System replacement.

Motorola is providing the City of Irvine a proposal for *a single vendor, one integrated platform solution*
that will meet the objectives stated in the RFP. Our proposed solution is based on the specifications and
requirements provided in the RFP. Motorola is confident that our solution will meet your needs today and
for tomorrow.

Motorola's proposal is subject to the enclosed responses, including any clarifications or exceptions, and
the enclosed P1 CAD System Agreement and its exhibits or, alternatively, a negotiated version thereof.
The attached proposal is valid for one ninety day (90) days from the RFP due date. Motorola has marked
as "Motorola Confidential Restricted / Trade Secret" those documents that contain Motorola's proprietary
information.

Motorola would be pleased to address any questions the City of Irvine Police Department may have
regarding this proposal. Questions can be directed to Kim Caplan, your Motorola Solutions Account
Executive, at (858) 442-3979, kim.caplan@motorolasolutions.com, or Robin Ginther, Sr. Account
Manager for Software Enterprise Public Safety Solutions at (785) 822-2237,
robin@motorolasolutions.com.

Sincerely,

MOTOROLA SOLUTIONS, INC.

Micah Applewhite
MSSSI Vice President

CERTIFICATE OF LIABILITY INSURANCE

ACORD®

DATE(MM/DD/YYYY)
06/21/2018

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

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

PRODUCER	CONTACT NAME:		
Aon Risk Services Central, Inc. Chicago IL Office 200 East Randolph Chicago IL 60601 USA	PHONE (A/C. No. Ext): (866) 283-7122		FAX (A/C. No.): (800) 363-0105
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED	INSURER A: Liberty Mutual Fire Ins Co		23035
Motorola Solutions, Inc. Attn: Karen Napier 500 West Monroe Chicago IL 60661 USA	INSURER B: Liberty Insurance Corporation		42404
	INSURER C: Lloyd's Syndicate No. 4711		AA1120090
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES   CERTIFICATE NUMBER: 570071839712   REVISION NUMBER:

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

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			TB2641005169078	07/01/2018	07/01/2019	EACH OCCURRENCE	$1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$250,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$1,000,000
	OTHER:							
A	AUTOMOBILE LIABILITY			AS2-641-005169-018	07/01/2018	07/01/2019	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	
	OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	HIRED AUTOS ONLY NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	
	DED RETENTION							
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N			WA764D005169088 All Other States	07/01/2018	07/01/2019	X PER STATUTE OTH-ER	
B	ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) N	N/A		WC7641005169098 WI	07/01/2018	07/01/2019	E.L. EACH ACCIDENT	$1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE-EA EMPLOYEE	$1,000,000
							E.L. DISEASE-POLICY LIMIT	$1,000,000
C	E&O-MPL-Primary			FSCE01800661	07/01/2018	07/01/2019	Each Claim Policy Aggregate	$1,000,000 $1,000,000

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

CERTIFICATE HOLDER	CANCELLATION
Motorola Solutions, Inc. 500 West Monroe Chicago IL 60661 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Aon Risk Services Central Inc.*

ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

Certificate No : 570071839712

CITY OF IRVINE, CA

Request for Proposal for Public Safety CAD / RMS,
Mobile System Replacement

RFP No. 19-1511

MOTOROLA *SOLUTIONS*

Motorola Solutions' qualifications to meet Irvine's Objectives:

- Committed mission for the success of Public Safety.

- Attested experience in delivering and integrating hundreds of large complex projects.

- Extensive development, training, implementation, and support services.

- Proven implementation process and project management methodology.

- Ensured performance continuity and operational excellence through highly qualified post- sale support –including proactive solution monitoring.

- Dedicated 24 hour Call Center for customer support, seven days a week, 365 days per year, designed with the mission- critical applications customer in mind.

- Solution platforms built on the latest technology and leverage existing Motorola core products such as: Radio, Consoles, and 911.

- Most importantly, we understand that successful projects such as this begin with the understanding that this is a collaborative partnership and effort, not simply the delivery of software and services.

Our solution can meet City of Irvine Police Departments Core Objectives

During During our time together between the onsite visit followed by the onsite demonstration, Motorola Solutions is confident that we can meet the overall project goals stated by the Request for Proposal for Public Safety CAD/RMS Mobile System Replacement, RFP NO. 19-1511.

The PremierOne Integrated Suite of CAD, Mobile, Handheld and Records will provide the Police Department with new technology that provides the opportunity to improve workflow and efficiencies across the user base.

The most important areas of consideration when selecting a new public safety software solution fall into 3 key areas:

  SAFETY – Does the vendor solution improve first responder and citizen safety?

  EFFICIENCY – Does the vendor solution accelerate incident management?

  EFFECTIVENESS – Does the vendor solution improve dispatchers and responder awareness?

Motorola Solution has a rich history in developing and supporting mission critical solutions that are based around these key areas.

SAFETY

The proposed PremierOne Solution drastically improves first responder safety by integrating dispatch consoles and radio system functionality into PremierOne CAD to alert dispatching of first responder portable radio location directly on the CAD and Mobile map including the ability to push incident detail to APX radios. Citizens safety is improved due to the ability to quickly identify needed key resource skills and proximity to incident location to ensure shortest response time.

EFFICIENCY

Hands-on users are able to use fewer keystrokes than the legacy systems, allowing for reduced complexity for users. Integrating all call handling and dispatch consoles functionality within CAD and Call Controls from a single keyboard minimizes complexity as well to further improve user efficiency.

All users experience an increase of efficiency though the reuse of data across the CAD, Mobile, Records and Field Reporting solution providing a seamless experience.

EFFECTIVENESS

PremierOne provisioning allows for orderly representation of the data that can immediately shape what first responders view to allow for greater awareness while enroute to an incident. Dispatchers can make response decisions due to the PremierOne flexibility of what data is displayed.

Many agencies like the City of Irvine, have been faced with the same technology update decision and have recognized the advantages of leveraging prior Motorola technology investments such as consoles and 911 telephony to take the best advantage of these key areas of improvement.

SOLUTION OVERVIEW:

The solution is based on the following RFP requirements:

- PremierOne CAD
- PremierOne Mobile
- PremierOne Handheld
- PremierOne Records and Records Mobile
- CLETS submission
- Electronic submission of CA specific UCR and IBR
- Property & Evidence Module
- CommandCentral Analytics
- Hardware
- Implementation and Services Interfaces

Motorola has provided PremierOne Client SITE LICENSING for the City of Irvine.

Interfaces:

- E911 / TDD
- Monitoring Association-ASAP Alarm (CSAA)
- MCC 7500
- PTT - Push to Talk
- AFIS LiveScan
- DA -Records Outbound Data
- CAD Outbound Data for tagging videos
- FATPOT- CAD-to-CAD
- Tow Provider CAD Outbound Data
- Vigilant License Plate Reader
- Crossroads Citation
- LexisNexis-Coplogic DeskOfficer Online Reporting
- System-DORS (LexisNexis)
- External Query to Legacy CAD Data
- External Query to Legacy RMS Data
- CLETS Records State Submission
- State Query
- Digital Information Management System-DIMS (Linear Systems)
- IBM-CopLink

SUMMARY

Motorola has always striven to be a trusted partner and advisor for the Irvine Police Department.

Our deployment team and training staff will help manage that change with our experience, appropriate training tools, proven processes, and support services necessary to facilitate a successful transition to your new public safety system solution. When evaluating a potential partner, Irvine Police Department needs complete confidence they have the right expertise and experience as well as the stability to be there for you regardless of what the future may bring.

Motorola Solutions looks forward to the next steps in preparing Irvine Police Department for a future of efficient service to its citizens through further discussions.

Public Safety is who we are. It's what we do.

ONE VENDOR
ONE INTEGRATED PLATFORM
ONE SOLUTION

For more information, please visit us on
the web at: www.motorolasolutions.com

MOTOROLA SOLUTIONS

MOTOROLA SOLUTIONS

PROPOSAL TO
CITY OF IRVINE

SECTION 1
BUSINESS INFORMATION

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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Section 1

City of Irvine
Request for Proposal
19-92594 / CAP19P121A

March 22, 2019

Motorola Solutions

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SECTION 1

BUSINESS INFORMATION

State the full legal name of your firm, including the state of incorporation if applicable. Include your address, phone number, and email address. State the number of years your firm has been doing business. List the names of principals or officers authorized to bind your firm, including position titles.

1.1   CORPORATE INFORMATION

For over 85 years, Motorola Solutions has been providing communication and information solutions that meet mission-critical requirements of public safety and government customers worldwide. We offer a portfolio of solutions to meet public safety and security needs including PremierOne CAD, Mobile, Handheld, Records and Records Mobile – the PremierOne suite. These applications leverage over 30 years of development of mission critical technologies.

The PremierOne Suite provides agencies the integration they seek with public safety applications including integration within the Motorola Solutions radio product family, NG9-1-1 and an Intelligence Led Policing portfolio including Analytics. Motorola Solutions will continue to invest in technologies that will enhance the SPSS portfolio that is used by our customers.

Motorola Solutions has extensive experience providing public safety services and designing information management systems, communications systems, and dispatch operations software. This expertise has been utilized by agencies that set local and public safety information management policies for the nation. Motorola Solutions maintains a full-time system integration staff that is familiar with a broad range of public safety communications technologies. The mission of this group is to provide design, installation, and training support to Motorola Solutions customers so that Motorola Solutions can provide technologically advanced public safety services from a single vendor.

The core competency areas of the company are separated into the following primary lines of business:

Software and Applications

- Public Safety Applications: CAD Systems, Jail Management Systems, Mobile Data Applications, Records Management Systems, Analytics, Situational Awareness, and NG9-1-1 Call Control.
- Public Service Applications: Customer Service Request (CSR), Asset Management Solutions, and 311 Citizen Service Management.
- Government Video Applications: Video systems, Real-Time Intelligence Consoles, and Automatic License Plate Recognition (ALPR).
- Two-Way Radio Accessories.

Services

- Network Integration, Lifecycle Management, Managed Services, Support Services and Learning Services.

Devices

- LTE: LTE infrastructure, user devices, and services.
- 2-Way Radios: for Government and Public Safety organizations as well as on-site two-way radios for businesses.

Systems and Networks

- Analog Business Radio Systems: analog trunking solutions for secure, efficient, and reliable radio communications.
- AME 2000 Secure Mobile Communications: federal-grade secure voice and data communications.
- Dispatch: CAD, dispatch consoles and RMS applications to maximize command center operations.
- LTE Mobile Broadband: designed for the unique needs of public safety and government organizations on a standards-compliant architecture.
- MOTOTRBO Systems: wide-range of systems for businesses.
- P25 Systems: ASTRO®25 offers the world's most widely deployed P25 voice and data platform.
- SCADA Systems: real time remote monitoring of your facilities.

1.2   MOTOROLA SOLUTIONS' BACKGROUND AND HISTORY

Company History & General Information

Galvin Manufacturing Corporation was incorporated on September 25, 1928, as an Illinois corporation. Its name was changed to Motorola, Inc. on May 15, 1947. On May 18, 1973, it was merged into its wholly-owned subsidiary, Motorola Delaware, Inc., a Delaware corporation, with the latter corporation being the surviving corporation. The name of Motorola Delaware, Inc. was changed to Motorola, Inc. on May 18, 1973. Motorola Delaware, Inc. was incorporated in Delaware on March 9, 1973. The company's name was changed to Motorola Solutions, Inc. effective January 4, 2011, as part of a major corporate reorganization.

Motorola Solutions, Inc. is a large, publicly traded corporation listed as "MSI" on the New York Stock Exchange. As a publicly traded company, Motorola files both annual and quarterly reports with the Securities and Exchange Commission ("SEC"). The annual reports on Form 10-K contain audited financial statements and are available at http://www.motorolasolutions.com. (Click "About Us", then "Investor Relations", then "Financial Information".)

Motorola Solutions, Inc. is a Delaware corporation that has its headquarters in Chicago, Illinois. It was originally incorporated in 1928 and since then has sold many different kinds of products and services. Today, Motorola focuses on and is the leading supplier of public safety radio communications systems, equipment, and related software to federal, state/provincial, and local governments. Motorola also sells professional radio systems and products to commercial customers, such as large retail, manufacturing, and oil and gas enterprises. Motorola conducts its business directly in each State in the United States. Motorola (in some cases through subsidiaries) sells its systems, products and services globally.

Corporate Information

Since 2016, the corporate headquarters office of Motorola Solutions, Inc. has been located at 500 W. Monroe Street, 39th-44th Floors, Chicago, Illinois 60661. Previously and for many years, Motorola's headquarters was located at a large campus in Schaumburg, a Chicago suburb. Motorola's U.S. business is divided into geographic regions and then territories. The Western Region headquarters is located at 10680 Treena Street, Suite 200, San Diego, CA 92131. Motorola's Smart Public Safety Solutions business has major offices in Colorado and Utah. Motorola has approximately 14,000 employees, about half of which work in the U.S.

1.3   PRINCIPAL OFFICERS

Executive Committee

Gregory Q. Brown	Chairman and Chief Executive Officer
Gino A. Bonanotte	Executive Vice President and Chief Financial Officer
Mark S. Hacker	Executive Vice President, General Counsel & Chief Administrative Officer
Kelly S. Mark	Executive Vice President, Services & Software
Jack Molloy	Executive Vice President, Products & Sales
Rajan Naik	Senior Vice President, Chief Strategy & Innovation Officer
Cynthia Yazdi	Senior Vice President, Chief of Staff to Chairman and CEO, Marketing and Communications

Board of Directors

Gregory Q. Brown
Kenneth D. Denman
Egon P. Durban
Clayton M. Jones
Judy C. Lewent
Gregory K. Mondre
Anna R. Pramaggiore
Samuel C. Scott III
Joseph M. Tucci

MOTOROLA SOLUTIONS

PROPOSAL TO
CITY OF IRVINE

SECTION 2
EXPERIENCE / QUALIFICATIONS INFORMATION

PUBLIC SAFETY CAD/RMS MOBILE SYSTEM

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Section 2

City of Irvine
Request for Proposal
19-92594 / CAP19P121A

March 22, 2019

Motorola Solutions

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SECTION 2

EXPERIENCE / QUALIFICATIONS INFORMATION

Provide information concerning your firm's experience and qualifications directly related to the services set forth herein. Provide a detailed description of the capabilities/functionality of your firm's proposed solution as it relates to the City's' needs which are identified in this RFP document. Include specifics regarding your firm's proven ability to deliver innovative technology. Additionally, this section shall define the experience of the Project Manager, other key personnel and sub-consultants assigned to the project. Include resumes for all managers, supervisors, and other key individuals including sub-consultants who will comprise the team. Demonstrate the relevant expertise and experience of each team member. The designated Project Manager shall be the primary contact with the City during the project period. The proposer (prime consultant) must perform a majority of the services. Proposer shall disclose in the project proposal any and all proposed sub-consultant(s), including details regarding which tasks they would perform.

2.1 SOLUTION CAPABILITIES / FUNCTIONALITY

For over 90 years, Motorola Solutions has been providing communication and information solutions that meet mission-critical requirements of public safety and government customers worldwide. We offer a portfolio of solutions to meet public safety and security needs including PremierOne CAD, Mobile, Handheld, Records and Records Mobile – the PremierOne suite. These applications leverage over 30 years of development of mission critical technologies.

The PremierOne Suite provides agencies the integration they seek with public safety applications including integration within the Motorola Solutions radio product family, NG9-1-1 and an Intelligence Led Policing portfolio including Analytics. Motorola Solutions will continue to invest in technologies that will enhance the SPSS portfolio that is used by our customers.

Motorola Solutions has extensive experience providing public safety services and designing information management systems, communications systems, and dispatch operations software. This expertise has been utilized by agencies that set local and public safety information management policies for the nation. Motorola Solutions maintains a full-time system integration staff that is familiar with a broad range of public safety communications technologies. The mission of this group is to provide design, installation, and training support to Motorola Solutions customers so that Motorola Solutions can provide technologically advanced public safety services from a single vendor.

All Motorola Solutions resources that may potentially have access to City facilities and systems (onsite or remote) comply with all CJIS requirements and have passed CJIS security background investigations.

Motorola Solutions' experience in deploying PremierOne systems was demonstrated with the successful implementations at the City of Chula Vista and City of Riverside and the recent implementation of the Message Switch at Santa Cruz County. These projects were completed on schedule and on budget.

The core competency areas of the company are separated into the following primary lines of business:

Software and Applications

- Public Safety Applications: CAD Systems, Jail Management Systems, Mobile Data Applications, Records Management Systems, Analytics, Situational Awareness, and NG9-1-1 Call Control.
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- MOTOTRBO Systems: wide-range of systems for businesses.
- P25 Systems: ASTRO®25 offers the world's most widely deployed P25 voice and data platform.
- SCADA Systems: real time remote monitoring of your facilities.

2.2 KEY PERSONNEL EXPERIENCE AND QUALIFICATIONS

We recognize that having the right staff on the job is vital. Motorola Solutions' implementation teams continuously strive for improvement with all processes and procedures related to system implementations. We employ best-in-class project professionals, all of whom have appropriate business and industry certifications and experience in deploying complex public safety applications projects. All Motorola Solutions resources that may potentially have access to City facilities and systems (onsite or remote) comply with all CJIS requirements and have passed CJIS security background investigations.

Motorola Solutions provides project managers, solutions architects, application specialists and system technologists focused on the design, deployment, and support of public safety systems. Our personnel

have deployed PremierOne applications in hundreds of agencies and have developed the system integration expertise and methodologies to deploy mission critical systems for Public Safety agencies. Solutions architects have full responsibility for system design and performance, ensuring the technical integrity of the system design. The assigned Project Manager (PM) shall be the business representative and point of contact for the organization, responsible for coordination of the organization's resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings, provide status information to their counterpart, and generally oversee the execution of the project plan. Systems Technologists perform the installation of all system equipment, including establishing connectivity with the City's network(s) and external systems. Application Specialists all come from public safety backgrounds having worked as dispatchers, communications managers, Records specialists and supervisors, training officers, sworn officers and fire professionals. This experience is invaluable when conducting business process reviews, system provisioning, training and supporting cutovers to the new system.

Motorola has assigned the following personnel as the planned project team. As assignments can vary, a final project team will be determined during contract negotiations. The following personnel are assigned to this project:

- Project Manager - Stefano Pallocci
- System Technologist - John Rushing
- Solutions Architect - Hui Chong
- Application Specialist (GIS) - Paula Acosta
- Application Specialists (CAD/Mobile) - Diana Wendt
- Application Specialist (Records) - Shannon McNew
- Application Specialist (Reporting) - Geremy Farrell

2.2.1   Résumés

Please see the resumés for the Motorola Solutions personnel listed above on the following pages.

2.2.2   Subcontractors

Motorola Solutions has no subcontractors.

PROFILE:

A skilled professional with more than 25 years of experience in technology-related industries including telecom, satellite, cellular and broadband wireless for both newly launched and mature ventures. Expertise in coordinating diverse teams and resources to complete projects on time, under budget and communicating effectively. Notable qualification includes developing, planning and implementing regional public safety interoperable broadband networks based on LTE and land mobile radio commercial technologies, as well as deployment of critical Public Safety Software Application Solutions for Computer Aided Dispatch, Records Management, and Mobile product.

PROFESSIONAL EXPERIENCE:

Motorola Solutions, Inc.
Senior Project Manager   2016 to Present

- Manage field deployment and implementation, of new and upgrades of Motorola's Public Safety Product Suite – PremierOne Computer Aided Dispatch, Records Management, Mobile, Field Based Reporting. Project Manager of deployment teams for the PremierOne Suite Deployments for North Las Vegas PD, NV, Chula Vista PD, CA.

IPMobile Net, LLC – Irvine, CA
Manager, Program Management Office   2013 to 2015

- Managed Program Management Office to provide single point of customer contact, maintain schedules, costs and report projects status.
- Program Manager for the LA-RICS (Los Angeles – Regional Interoperable Communications Systems) Land Mobile Radio System providing mobile data connectivity to the Law Enforcements, Fire Departments and Emergency Medical Responders agencies within the Los Angeles County region. Managed remote Sites selection, surveys and construction; integration with the CAD System Interface of the participating Agencies, testing and validation.
- Planned, designed, installed, documented, project/program managed, and maintained LMR Systems and using APCO P25 Trunked Multicast/Simulcast System Design and APCO P25 Network Configuration and Management.
- Responsible for maintenance of LMR Systems and provided LMR RF and Functional Acceptance Testing.
- Experience in LMR Trunked Multicast/Simulcast Coverage Prediction, Drive Testing and Cellular/RF interference analysis and mitigation.
- Single point of contact and liaison for customer service, executive management and external vendors.

American Axess, Inc. – Irvine, CA
Director, Carrier Relations - Americas   2011 to 2013

- Planned, designed, installed, documented, project/program managed, and maintained LMR Systems and using APCO P25 Trunked Multicast/Simulcast System Design and APCO P25 Network Configuration and Management.
- Maintained LMR Systems and provided LMR RF and Functional Acceptance Testing.
- Provided LMR Trunked Multicast/Simulcast Coverage Prediction, Drive Testing and Cellular/RF interference analysis and mitigation.
- Responsible for managing customer and vendor relationships, offering International Wholesales VoIP telecommunications services in the Americas.

- Responsible for the creations and management of the company, newly formed, "IP & Data Solutions" division focus in offering Broadband Internet Services, Managed Private Networks and Global IP Networks solutions throughout Central and South America.

New World Brands, Inc. / TELES USA – Eugene, OR /São Paulo, Brazil
Director, Programs and Sales Operations - LATAM   2008 to 2010

- Handled the commercial and service operations of the Company in Central and Latin America, offering cost effective IP Technology solutions as well as cellular/VoIP interconnections services.
- Achieved the company International sales target in the region with an increase from 0% to 75% of the company total revenue, and captured more than half of the entire market for GSM / VoIP termination.
- Launched new offices throughout Central and Latin America.
- Coordinated on-site logistic, distributions and repair/maintenance activities, inventory, as well as developing customized solutions for regional markets.
- Opened Networks Operations and Customer Service Center in Guanajuato – GTO (Mexico) and São Paulo (Brazil).

EDUCATION
Istituto Tecnico Industriale E. Fermi, Rome, Italy, 1979-1985.
BS in Computer Science with Specialization in Telecommunications

La Sapienza, Rome, Italy, 1986-1988.
Informatics

CERTIFICATION
PMI's PMP Certification expected completion Summer 2019.

LANGUAGES
English, Italian, Portuguese, and Spanish

Name	Title
John Rushing	Systems Technologist

Year of Hire	Years in Present Position
2015	4.0

Education – Degree Program

Bachelor of Science – Nursing (BSN)

Training, Certifications, and Memberships

- CompTIA Security+CE (expired).
- College coursework in networking, network security, firewalls and VPNs.

Responsibilities in Current Role

System Technologist responsible for implementation activities including:

- Installation and configuration of all hardware and software for PremierOne™ deployments throughout the system lifecycle.
- Conducting site surveys to ensure compliance with environmental requirements for equipment installation.
- Maintenance, updating, and troubleshooting of PremierOne™ environments.
- Creation and modification of training materials and documentation including lesson plans, presentations, instructional activities and other course documents.
- Delivery of technical training such as system administration and client deployment in-person and remotely/recorded.
- Providing remote and on-site support of "Go-Live" activities.
- Preparing reports, documenting changes and activities, and participate in customer meetings.
- Troubleshooting software anomalies.
- Providing on-site and remote support for project teams.
- Assisting Solutions Architects with interface implementation.

Professional and Project Experience

- Direct support of many PremierOne™ deployments across the United States.
- System Technologist – 2018 - 2019
- Application Specialist – 2016 – 2018
- System Technologist – Tier 1 support, Public Safety Applications, Motorola Solutions – 2015-2016
- Public Safety Technology Manager – Pitkin County, CO – 2008-2015
- Police Officer/Sergeant – City of Aspen, CO – 2000 - 2008

Resumé

Hui Chong

Solutions Architect	Motorola Solutions, Inc.
	327 Orick Ct
	San Jose, CA, 95123
	Work Phone Number: (408) 724-0211
Date of Hire	Sept 2012
Motorola Professional Experience	Primarily responsible for the technical implementation of PremierOne CAD and Records with focus on:

- Technical lead on entire projects
- Interface analysis, definition, and design
- Integration with 3rd party vendors/systems
- Gap analysis identifying contractual discrepancies and requirement
- Deploy and test interface with 3rd party vendors/system
- Troubleshooting complex software anomalies for CAD, RMS, and interfaces

Owns the technical solution and has full responsibility for system design and performance

- Defines the technical needs of the project
- Designs the preliminary system
- Confirms the system design meets contractual requirements
- Create interface documentation for 3rd party integration
- Identifies connectivity requirement for interfaces and integration with 3rd party vendors/systems
- Participates in interface networking planning

	Recent Projects include implementation and testing of PremierOne CAD and Records solution at:
	- Metro Las Vegas, NV – 07/2018 to 12/2019
	- North Las Vegas, NV – 07/2019 to 12/2019
	- Chula Vista, CA – 04/2017 to 04/2018
Other Professional Experience	I have worked in the Public Safety for over 20 years. Early in my career, I was a software engineer writing code to interface from RMS system to third party vendor. Currently at Motorola, as a Solutions Architect, I work on more of the designing, integration, and deployment of third-party interfaces. I am more of a technical lead for the entire project working with the project manager.

Motorola Solutions 2012: to Current

Solutions Architect
- Technical lead on entire projects
- Write highly technical documents defining the interface
- Implement, deploy, and test state queries
- Design and replace existing interfaces to work with new P1 system
- Serve as SME for several major components of P1 CAD system and interfaces

Tiburon Inc, 1999 to 2012

Senior Software Engineer
- Designed and wrote code to interface with 3rd party vendors
- Responsible for entire scope of the project, from kick off to Go Live
- Debug issues during system deployment
- Responsible for customer relation and help answer any questions
- Technical resource in Customer Support Center
- Worked on 24hr pager support team to ensure systems and interface were operating

Education	De Anza Jr College – 1996 to 1998
	Computer Learning Center – 1998 to 1999
Training, Certifications, and Memberships	CLC - Certifications in Client/Server programing
	Dale Carnegie – Certification in Team Management skills

Name	Title
Paula Acosta	GIS Business Analyst
Years of Experience in Public Safety	**Years in Present Position**
	16
Educational Institution	**Education – Degree Program**
University of Phoenix	Bachelors Degree – Major: Computer Science Minor: Business

Experience with CAD/RMS Implementation Projects

- Mapping Software Expertise: Motorola Geofile Utility, Advanced Tactial Map, Automatic Vehicle Locator, PremierOne Maps, PremierOne Import Tools, ArcGIS 9.3 and 10.0, SQL
- Install, deploy and test software
- Coordinate GIS contract production
- Create geodatabases, ATM maps, and MXD maps using customer source data.
- Upload data to customer staging and production environments
- Balance multiple projects and priorities in a fast-paced project environment
- Conduct training on Motorola mapping products and ArcGIS
- Provide maintenance on customer data as contracted
- Provide customer support for Motorola mapping products
- Create training and documentation for Motorola mapping products and ArcGIS training
- Present workshops and classes at the yearly Motorola User Conference
- Test and evaluate new Motorola mapping products
- Assist customers with source data issues, provide troubleshooting and support

Customer Reference Name

Bernalillo County New Mexico	Odessa Texas
Calumet County Wisconsin	Ohio Marcs Ohio
Chula Vista California	Riverside California
City of Miami Florida	Rock County Wisconsin
Cobb County Georgia	Santa Maria California
Cook County Illinois	Spartanburg S Carolina
Eddy County New Mexico	Washington State Patrol Washington
LAPD California	Will County Illinois
Las Vegas Nevada	

DIANA M. WENDT

West Covina, CA 91791 E-Mail: Diana.Wendt@motorolasolutions.com

SUMMARY OF QUALIFICATIONS

- Skilled and energetic trainer-instructional designer, using adult learning techniques, involving all learner types.
- System Provisioner. Adept at identifying system values and/or needs and helping to put those needs into the necessary CAD system.
- Solid understanding of computer technology. Proficiency in a wide range of multimedia tools.
- Keen understanding of how to work with others and mediation techniques.
- Ability to manage all types of people, in most emotional states during all type of situations.

EDUCATION ~ TRAINING

- 2013 - 2019 *IN-HOUSE TRAINING* Motorola Solutions *Yearly Training Academy for Motorola systems*
- 2001 *BACHELOR OF SCIENCE* Biola University La Mirada *Organizational Leadership*
- 1977 *ASSOCIATE ARTS* Mt. San Antonio College Walnut *Political Science*
- 2007 *INSTRUCTOR DEVELOPMENT* P.O.S.T. *Adult Learning/Problem Based Learning*
- 2006 *ACADEMY INSTRUCTOR CERTIFICATION* P.O.S.T. *Instructor Training and Facilitator*

PROFESSIONAL EXPERIENCE

11/2012 – Current. *Applications Specialist.* – Motorola Solutions

- Recent Projects
  - Upgrade Support with testing P1 CAD & Mobile
    - Washington State Patrol, Nashville Communications, Loudoun County, Collier County
  - Oakland FD - P1 CAD & Mobile Provisioning
    - Provisioning, Training and support
  - Indianapolis PD - P1 CAD End User Training
  - Santa Maria PD and FD - P1 CAD & Mobile
    - Provisioning, Training and support
  - Riverside PD and FD – P1 CAD & Mobile
    - Provisioning and assistance with Upgrade
  - Chula Vista – P1 CAD & Mobile
    - Provisioning
  - Loudoun County – P1 CAD & Mobile Suite
    - Provisioning, CAD and Mobile Train-the-Trainer, End-User Training, Pre-Go-Live, Go-Live & Post Live Support. Upgrade support for system testing.
  - Broward County – End User Training
  - Cook County – P1 CAD Mobile
    - Provisioning, Mobile Train-the-Trainer, Go-live and Illinois Dept of Transportation Add-on assist.
  - Go-Live Support
    - Broward County, Naples PD, Fort Campbell
    - Bernalillo County, Douglas County, FoxComm, Kent County, Tallahassee, Washington State Patrol, Will County, LAPD (Upgrade), Prince William County
  - LAPD Mobile AVL support.

11/2010 – 8/2012 *Computer Aided Dispatch (CAD) Trainer* CHP Project Implementing New Computer Aided Dispatch (CAD) System CA

- Effectively facilitate learning of Tri-Tech Computer software to current CHP (California Highway Patrol) dispatchers, supervisors and CHP representatives. Throughout California, train end-users with understanding and communicating learner needs, assist with support during implementation and efficiently providing post go-live support. Great customer reviews. Troubleshoot any and all issues

encountered during training and go-live. Worked through Pilot program for future class development.

7/2004 – 11/2012 *Instructor* Rio Hondo College Whittier, CA
- Teach students, potential employees the art of emergency dispatching. Train learners (using Microsoft Office applications such as Office including Power Point, Excel and Word and various media devices) how to talk with callers respectfully yet directly to receive required information. Instruct and have students practice how to effectively interview people. Explain to and test pupils regarding rules, procedures, laws and practices on how to best serve others. Coordinate with other instructors practical application materials. Presentation skills. ADDIE Model and usage of Blooms theory.

7/2004 – 8/2011 *Police Dispatcher 9-1-1 Operator* City of Monterey Park Monterey Park, CA
- Dispatch Police officers to emergency and non-emergency responses. Answer incoming calls including 9-1-1. Assist the public, dealing with all caller types in a calm, reassuring and authoritative manner during all types of situations. Help callers determine their actual needs and direct their calls appropriately or dispatch the necessary assistance. Constant prioritizing and multi-tasking. Assist city department employees. Answer radio channels and incoming telephone lines. Know current laws and department policies and procedures. Work closely with the fire department. Assist with CAD committee decisions. New dispatcher trainer, coordinating with others throughout the training process. Tiburon, New World systems.

7/1985 – 9/1998 *Police & Fire Communications Officer 9-1-1 Operator* City of Costa Mesa, Costa Mesa, CA
- Dispatch Police officers to emergency and non-emergency responses. Answer incoming calls including 9-1-1. Assist the public, dealing with all caller types in a calm, reassuring and authoritative manner during all types of situations. Help callers determine their actual needs and direct their calls appropriately or dispatch the necessary assistance. Constant prioritizing and multi-tasking. Assist city department employees. Answer radio channels and incoming telephone lines. Know current laws and department policies and procedures. Tiburon system.

OBJECTIVE

- To succeed in a challenging job where I will also be assisting others.

VOLUNTEER EXPERIENCE

- 9-1-1 for Kids, St. Regis Monarch Beach Golf Classics
- Saddleback Church Lake Forest Christ-based work with others.

DWendt

Name	Title
Shannon McNew	P1 RMS Application Specialist
Year of Hire	**Years in Present Position**
2016	2.5

Responsibilities in Current Role

P1 Records Management System Applications Specialist:

Assist customer in development of their Records Management System to fulfill the needs of the agency. Deep understanding of system capabilities and ability to recognize how business processes can be formed to suit the expectations of the customer. Ability to instruct, train and mentor on system development, functionality and end user needs.

Professional and Project Experience

Projects:
- Current Customers as Lead RMS AS:
  - City of Oakland – (CA)
    - Project Manager – Fred Costello – (760) 521-6979
  - Santa Maria – (CA)
    - Project Manager Jami Perkins – (925) 913-9100

- Current Customers as Assisting RMS AS:
  - Indianapolis PD – (IN)
    - Lead RMS AS – Ryan Romberg – 720-298-2000

- Past Customers as Lead RMS AS:
  - Bernalillo Sheriff's Office - (NM)
    - Project Manager – Jami Perkins – (925) 913-9100
  - Calumet County – (WI)
    - Project Manager – Prashant Shah – (847) 452-9536

- Past Customers as Assisting RMS AS:
  - City of Miami – (FL)
    - Lead RMS AS – Kris Perkins – (970) 646-3030
  - North Las Vegas - (NV)
    - Lead RMS AS – Matt Melton – (385) 249-8376
  - Douglas County– (NE)
    - Lead RMS AS – Kris Perkins – (970) 646-3030

Geremy Farrell

geremy.farrell@motorolasolutions.com
PO Box 2128, West Jordan, Utah, 84084
801.910.8173

Education:

Motorola University
White Belt
Digital Six Sigma
2006 – 2006

Motorola University
Yellow Belt
Digital Six Sigma
2006 – 2006

Colaiste Ide
Associates Degree
International Trade & Marketing
1993 – 1995

My career goal was to work for the Irish Trade Board and I felt this course of study would benefit me greatly for this role. I received tuition in Marketing, Sales, Economics, Languages, Communications, Transportation Management, Logistics Support, International Trade Law, Team Building, Problem Resolution and Negotiations.

Part of our certification requirements was to complete a unique project on some aspect of International Trade. My project won an award for its detailed look at how to use the knowledge we received during our tuition.

Work Experience

Reporting Specialist
Motorola Solutions Inc.
Jan 2018 – Present
Salt Lake City / Western Region

In my current role, I work directly with our Public Safety customers on Reporting for the PremierOne products suite. I deliver training directly to the customer on the Microsoft SQL Server Reporting Services, Report Builder, and SQL Queries as part of the PremierOne SSRS and IDD classes.

Senior Training Coordinator
Motorola Solutions, Inc.
June 2011 – Present
Salt Lake City, Utah

- Responsible for the instructional design and delivery of onboard training for new hires, covering initial product familiarity through to their assignment to field mentors. This has resulted in a reduction for the familiarization and socialization cycle of new hires from 24 to 18 months.
- Responsible for the instructional design and remote delivery of product release training, with online skills assessment tools. These have become an organizational standard for training, and has decreased training costs.
- Design and coordination of internal training initiatives, including planning, scheduling, and metric tracking for all organizational resources.
- Engaged in the documentation quality assurance process with a focus on accuracy of instruction, expected outcome, and technical update verifications.
- Develop and deploy new tools and test environments to support learning initiatives.

EXHIBIT 4: PRICING PROPOSAL

Proposal

San Diego Police Department

PremierOne Records Management

24-181519/USCA24P184SW

December 4, 2024

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

December 4, 2024

Steve Chen
Deputy Director of Information Services
San Diego Police Department
1401 Broadway, San Diego, CA 92101

RE: Proposal # 24-181519 for PremierOne Records Management Contract

Dear Mr. Chen:

We are pleased that the San Diego Police Department has decided to contract with Motorola Solutions, Inc. (Motorola) for PremierOne Records.

Our goal is to provide the City of San Diego with the best products and services available and to provide a solution that meets the short and long-term goals of the City. Our solution will achieve outcomes that bring efficiency, effectiveness, and safety to officers, civilian employees, and citizens. Motorola Solutions can achieve this through our ecosystem in which the City has already made significant investments. With the addition of Records Management this will make an even more powerful ecosystem.

Motorola's Proposal is subject to the terms and conditions of the existing Agreement for Consulting Services between City of Irvine and Motorola Solutions, Inc., dated October 10, 2019 (the "2019 Irvine Contract"). Pursuant to Section 4.7 of the 2019 Irvine Contract, "the [2019 Irvine Contract] may be extended to other public bodies, public agencies, or institutions within the state of California to permit their use of the Agreement." The 2019 Irvine Contract was the result of a competitive RFP 19-1511. This proposal shall remain valid until July 1st, 2025 with an expiration date for the existing tech credit to be applied if purchased prior to December 31st, 2024. Acceptance of this proposal may be made by delivering to Motorola a signed copy of the contract acknowledgement in Section 7 of this proposal.

We look forward to working with the City of San Diego during the delivery of the PremierOne solution. Any questions the City of San Diego has regarding this proposal can be directed to Robin Ginther, your Motorola Solutions Strategic Projects Sales Manager, at 785-822-2237, or Robin@motorolasolutions.com, or Ken Nordholm, Account Executive at 858-414-6647, or Ken.Nordholm@motorolasolutions.com.

Sincerely,

Carrie Hemmen
Senior Vice President & Director Software Sales
Motorola Solutions, Inc.

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Section 3

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Section 1

Solution Description

1.1 System Overview

Motorola Solutions is pleased to present the following system for the San Diego Police Department (hereinafter referred to as "Customer"). Our system is based on our interpretation of the requirements presented in your Request for Proposal and responses to questions you have provided.

Motorola Solutions' offering consists of server hardware, server networking hardware, system software, PremierOne application and client software, interfaces and services (as stated in the Statement of Work).

1.1.1 Basis for System Sizing

Motorola Solutions uses Call for Service (CFS) and client quantities as the parameters to establish the tiers of infrastructure sizing. Based on the counts provided by the Customer, the system has been sized as follows:

- Up to 2,000 concurrent PremierOne Records and Records Mobile clients.

1.1.2 Application Software and System Components

This System is comprised of the following component and Subsystem elements:

Records Subsystem

- PremierOne Records with the following forms and submissions:
  - ECARs Layout Revised 9/04.
  - 8.5.7 Domestic Violence Report Layout Specifications (DV.TXT).
  - Monthly Report of Domestic Violence-Related Calls for Assistance - BCIA 715 (Rev. 01/18).
  - Number of Violent Crimes Committed Against Senior Citizens - BCIA 727 (Rev. 01/06).
  - Monthly Report of Anti-Reproductive-Rights Crimes (ARRC) Summary Worksheet - BCIA 8370 (Rev. 11/06).
  - Anti-Reproductive-Rights Crimes (ARRC) Data Collection Worksheet - BCIA 8371 (Rev. 11/06).
  - Hate Crime Event Report - BCIA 8373(Orig. 11/2006; Rev. 01/2011).
  - Monthly Arrest and Citation Register - JUS750.
  - Supplementary Homicide Report - BCIA 15 (Rev. 01/06).
  - Return A - Monthly Return of Offenses Known to the Police.
  - Traffic Collision Report - CHP 555 Page 1 (Rev. 7-03) OPI 061 - Accident Infoset.
  - CIBRS Flat File Technical Specifications version 2020.2.
  - CIBRS WebServices Document v2020.2 (XML).
  - Racial and Identity Profiling sdcs-tech-data-dictionary_CRES_3.0.7_09072023.xlsx.

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- Traffic Crash Report - CHP 555 Page 1 (Rev. 3-20) OPI 060 - Traffic Collision Infoset.
- PremierOne Mobile Records.
- PremierOne Records Convert-on-Demand Tool.
- PremierOne Property and Evidence.

System Components

- System Interfaces as described in Section 1.1.4.

Purchase Options

- Option 1: CommandCentral Responder for PremierOne Records with Forms and Citations.

The following represents a logical illustration of the system components.

Figure 1-1: Representative System Diagram

Solution Description

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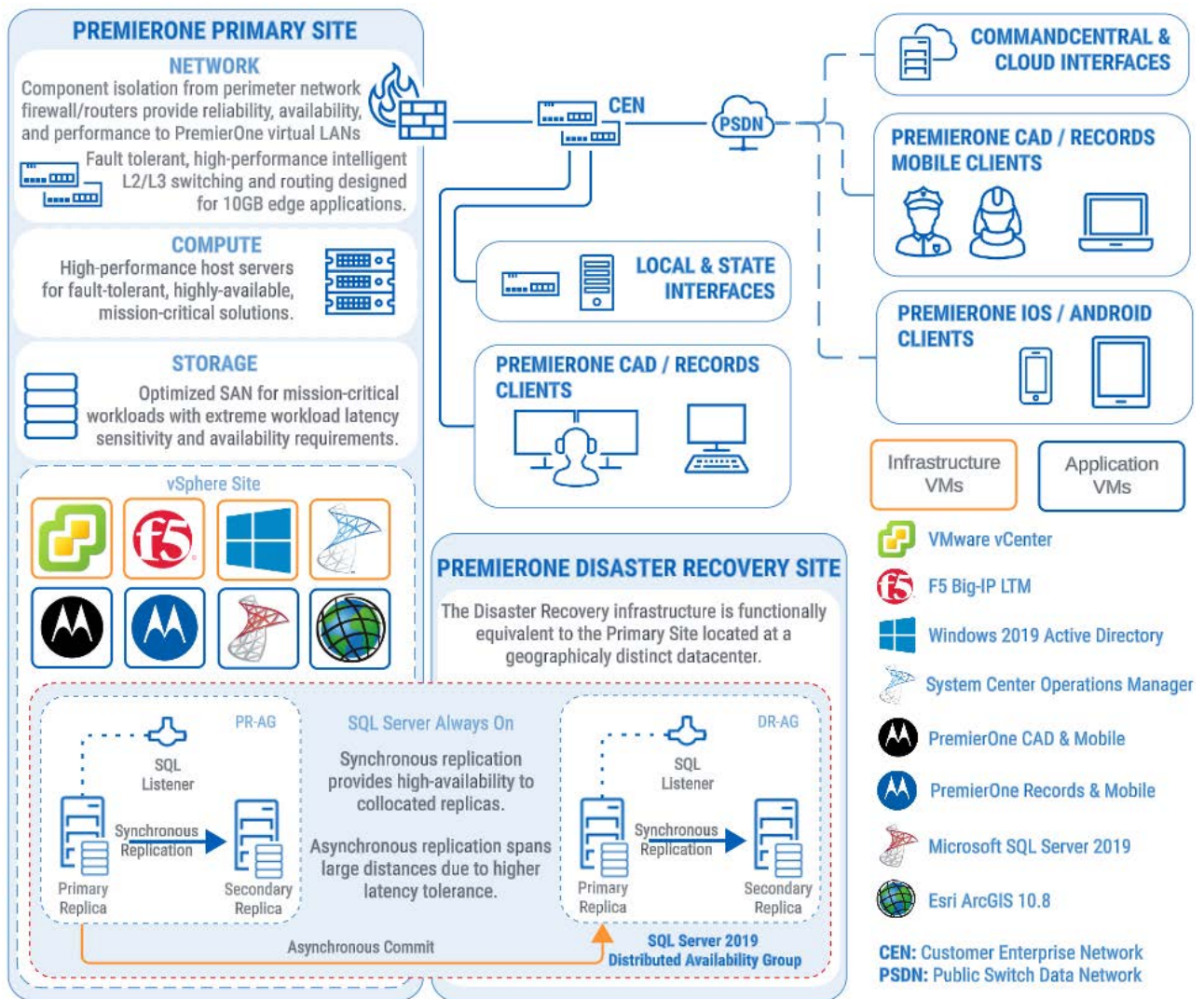
1.1.3   System Application Client Software Licensing

The following Table 1-1 summarizes the number of PremierOne client application software licenses.

Table 1-1: System Licensing

System Client Licenses	Quantity	Type
PremierOne Records	Site License	Subscription
PremierOne Records Mobile	Site License	Subscription

1.1.4   System Interfaces

The Table 1-2 below lists the interfaces included in our system.

Interface Functional Descriptions are included to describe the purpose of the Interface, supported use cases, technical requirements and applicable data elements or dependencies. Any changes or deviations from the Interface Functional Description will result in a Change Order for additional scope and may require additional development effort and costs. PremierOne Interface Specifications have been provided in Section 8 in PDF Format.

The Interfaces listed in Table 1-2 will be configured in the designated Testing/Training environment to facilitate interface testing through the use of file inputs and/or outputs written to designated file locations to simulate the import/export of the required data elements. Testing of interfaces will not occur via live connections to third-party testing environments and/or connections with the exception of the State Query interface, which will support a test instance via a live connection. It may be determined that some interfaces may not support a testing/training instance.

Table 1-2: System Interfaces

Interface Name	Interface Description	DR Y/N?
CopLogic LexisNexis)	Coplogic DORS (LexisNexis) - Case Report Creation Inbound Interface	Y
CARFAX	CARFAX - Crash Report Outbound Interface	Y
SWITRS	Case Report Data Feed Outbound Interface	Y
ARJIS	Case Report Data Feed Outbound Interface	Y
Legacy Data Query	External Query Suite Interface	Y
Prosecutor	Prosecutor Outbound Interface	Y
HR Personnel	San Diego HR Personnel Inbound Interface	Y
Crossroads	Crossroads Crash Outbound Interface	Y

1.2   Application Descriptions

The following sections provide brief descriptions of PremierOne Records and other system applications. The PremierOne equipment contains Commercial Off-the-Shelf (COTS) products, therefore software development is not provided.

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1.2.1   PremierOne Records

PremierOne Records is Motorola Solutions' next generation law enforcement records management system (RMS), based on over 30-years of industry RMS experience, PremierOne Records was designed from the ground up with the current and future needs of public safety agencies in mind. A fundamental goal of PremierOne Records is to provide the greatest level of flexibility. Working with the Advanced Configuration Tool (ACT) of PremierOne Records allows agencies to add and hide fields, change field labels, make fields required, alter output format, and determine the information that is made available to users and roles.

Users that can benefit from accessing PremierOne Records include but are not limited to Patrol Officers, Records Specialists, Records Supervisors, Retention Specialists, Detectives and Investigators.

1.2.1.1   PremierOne Records Concepts

Records Clients

PremierOne Records provides the same functionality, fields, data, and security to both the officer in the field using a Records Mobile Client and the records bureau user accessing the system through a LAN-connected desktop computer.

- **Standard Client** – Used for workstations that are connected to the network, such as those on a LAN or WLAN. This self-updating client can be launched from a web browser and can be run without a local installation, thus reducing installation and maintenance costs.
- **Records Mobile Client** – Used in situations where network connectivity is not assured or nonexistent, such as with mobile units on a wireless network for field-based reporting (FBR). Over-the-wire update and caching services assure that all clients are kept up to date with application updates, changes to forms, code tables, etc., reducing maintenance costs.

Navigation

PremierOne Records was designed with a physical law records department in mind. Users can find information in PremierOne Records in the same areas where you would expect to find them physically in your department. PremierOne Records provides easy and quick access throughout the application. Users can navigate using familiar point-and-click access to modules, similar to a browser. As with a browser, forward and back keys are provided as well as the ability to open additional tabs, allowing multiple modules to be open at a time.

Records Command Line

A command line window can be opened using a hotkey that allows authorized users to perform typical actions such as add, edit and navigation functions without using the mouse. The command line auto-fills both commands and parameters requiring just a few keystrokes to create a new record or access any record in the system. The Records command line window can be displayed even with the other PremierOne Records windows minimized giving the user a cleaner more efficient client. This is especially important for Records Bureau or other data entry users as they can create or edit records much faster, with fewer keystrokes and mouse clicks. This feature is also available in the Records Mobile client allowing patrol officers and other Mobile users to quickly create records without using a mouse. For paper-based agencies that print and use paper copies of records, the command line can be combined with a low cost bar code scanner to greatly improve efficiencies. A bar code can be printed at the bottom of each document that when scanned immediately retrieves the record with no other user

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intervention. This feature is especially beneficial for document approval or other manual or automated workflow processing.

Motorola Solutions Documents

Users perform the majority of data entry within Motorola Solutions Documents, a forms tool based on patented technology. This technology leverages decades of experience with law enforcement records management systems and is designed to improve data entry efficiency, accuracy, and reduce the learning curve for new users. Specially designed functionality such as tabs, search while you type, and 'To do' items are designed to reduce the effort required to fully document each event.

- **Tabs:** To facilitate data entry, tabs combine like data types such as victim, offense, or property. Within each data type, a user may enter as many of that data type as necessary.

- **Required Fields:** Within any document in PremierOne Records, some fields are required to be filled in before the document can be saved to the database. Required information helps to preserve the integrity of the document as a whole to make it a valid document. Fields may be required based on business rules established by an agency or because the agency requires data to be collected for reporting purposes. The system may also require certain data fields be completed to assure accurate and complete IBR or UCR submissions.

- **Single select code Fields:** Single select code tables allow users to enter only those codes that have been created for a given field.

- **Search while you type:** This functionality displays only the entries in a list that match the text that you type. Search-as-you-type considers all the words in a phrase, not just the first word at the beginning of the phrase.

- **Multi-select Code Tables:** As with single select code tables, multi-select code tables only allow for the acceptable range of data values to be entered.

- **Pull Forward:** You can use Pull Forward to search for and find existing data, and then pull that data into Motorola Solutions Documents.

- **To Do List:** Motorola Solutions Documents also check to ensure all required fields have been filled out and are valid. If you omit a required field or have incorrect information, an error message will appear in the Help window of the document. These error messages, or the to-do list, are hyperlinks. They bring the cursor directly to the field that requires attention on the form you are currently working in. Documents that are not complete may be saved as a draft, but the data is not present in the database directly.

- **Only display necessary fields:** This feature of Motorola Solutions Documents only displays those fields necessary to complete the document. When a user enters data that then requires further information, fields for entering the additional data become available. Until those fields are needed, they remain hidden.

- **Photos:** Drag and drop Motorola Solutions Documents windows also support drag-and-drop functionality for images.

- **Auto save:** PremierOne Records can be configured to automatically backup or save a document prior to document submission. The document is saved in draft form until it has been submitted.

- **Document Locking:** A locking message displays if another user tries to access a document that is open and locked. Document locks expire when the opened document is closed, or after a configured time (default is 12 hours), whichever comes first. Other users attempting to open a locked document will get a read-only version of the document that displays the document lock message in the lower right corner. Users cannot make edits to the read-only document.

- **Searching:** Free text searching in PremierOne Records provides default basic search and field display functionality as well as advanced search functionality for custom search. Agencies can specify and configure which module data fields are available for searching. Additionally, PremierOne Records has a free text and advanced free text search capability, which functions similarly to web text searches; Users can enter a word or phrase in the free text search field and search across the entire data store for records that match the text or phrase.

1.2.2   PremierOne Reporting Services

1.2.2.1   SQL Server Reporting Services (SSRS)

SQL Server Reporting Services (SSRS) provides a set of on-premises tools and services that create, deploy, and manage paginated reports including .RTF and RDLC reports. Paginated reports are ideal for fixed-layout documents optimized for printing, such as PDF and Word files. The SSRS solution flexibly delivers the right information to the right users. Users can consume the reports in a web browser on their computer or mobile device, or via email.

SSRS Reports and Services

A standard reports library is included in the product, these reports will be loaded to Customer system(s) and be used during the Reporting Workshops. The Workshops will provide the attendees with the knowledge on how to create custom reports against the PremierOne databases utilizing Microsoft's SSRS software.

1.2.2.2   Intelligent Data Discovery Services (IDD)

Intelligent Data Discovery (IDD) utilizes Microsoft SQL Server Reporting Services (SSRS) that allows for reporting and dashboard generation. These services help you optimize the value of existing tools and data resources and helps you move from reactive to proactive decision-making with actionable intelligence. IDD supports:

- **WEB-BASED DASHBOARDS AND SCORECARDS** - Graphically display aggregated information so users can quickly analyze real-time details to identify trends, metrics and historical performance.
- **ROBUST REPORTING** – Enable analysts and power users to build, modify, deploy and distribute self-service reports to anyone in their organization.
- **ANALYTICS** – Gain actionable insights and drive smarter decisions with data analysis and management
- **AD-HOC QUERIES** – Perform quick searches and "what-if" analysis.
- **NOTIFICATIONS** – Alert users when provisionable criteria is met.
- **CONFIGURABILITY** – Tailor for a specific environment with parameters, drill-down, mapping, filtering and more.
- **SCALABILITY** – Integrate data from additional systems, such as city operations, fire, law and workforce management, for easy access.

IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features, which will allow for the connection, extraction, and display of data from CAD in the tailored standard IDD and customized dashboards. IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data.

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A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the system(s) and delivered to the site, IDD is limited to data existing in the system datasets. A map view of the data, such as location of Incidents, may be produced as part of the report output without interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server and DHStore Analysis. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.2.2.2.1   Records IDD Dashboards and Services

- Three (3) Tailored Standard Dashboards:
  - Master Index Search Dashboard.
  - Records CompStat Dashboard.
  - Records Major Crimes Dashboard.
- Three (3) days of PremierOne Records Intelligent Data Discovery (IDD) Workshop, after completion of requirements.
- Two (2) Customer Defined Dashboards (defined and scoped during the IDD Workshop and limited to data existing in the system Records dataset, built as a remote effort by Motorola).

1.2.2.3   Custom Reporting Services

Motorola will develop the following customer reports against the PremierOne Reporting Data Warehouse (RDW) using Microsoft's SWL Server Reporting Services (SSRS) software.

These reports will include:

1. 10851s
2. Accident Reports All
3. Accident Reports for CHP
4. Accident Reports for CrossRoads
5. Cases with Victims
6. Domestic Violence Test
7. Firearms - Lost and Stolen
8. Missing Persons (Teletype)
9. Missing Persons Found (Teletype)
10. Nightly Case with Victims
11. Traffic Hit and Run

1.2.3   Multi-Agency Search

The Multi-Agency Search feature provides a robust search interface enabling participating agencies that use PremierOne Records to share Persons, Vehicles, and Case Report data between them. This collaborative tool empowers agencies to:

- **Control Data Sharing**: Agencies have the discretion to select the specific types of information that are available for sharing.

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- **Manage Sharing Partners:** Each agency can manage its list of trusted agencies with which to share data, ensuring that data-sharing arrangements are mutually agreeable and maintain data integrity.
- **Enhance Search Capabilities:** Participating agencies that have opted in will gain the ability to conduct searches across a broader regional data set, which can foster a cooperative environment among agencies, streamline investigative processes, and ultimately enhance public safety operations through more effective data utilization.

1.3 PremierOne Disaster Recovery (DR)

DR / Failover System Records

Motorola Solutions' offering includes a Secondary Disaster Recovery (DR) system for Records. The Disaster Recovery systems include hardware and software for geographically distinct recovery data centers, the software required to replicate data between the primary and recovery data centers, and scripted processes to transfer operation between the data centers. This system provides continued availability of the PremierOne system in the event the primary data center becomes unavailable.

The Records DR replication and failover processes utilize VMware site replication. The failover processes for these products utilize separate, application specific, scripts that are specifically suited to each application's server and database design.

1.3.1 PremierOne Records Disaster Recovery

Records DR Implementation

The Records DR system enables automated synchronization of the Records environment from a primary data center to a geographically separate recovery data center. Records supports the use of VMware's Site Recovery Manager (SRM) that comprises a comprehensive disaster recovery model.

SRM is a disaster recovery and business continuity system from VMware, which automates the transfer of virtual machines to a local or remote recovery site. SRM works with the existing vSphere software and operates as an extension of vCenter server. SRM automates the recovery or migration of virtual machines between the protected site and a recovery site. The Protected site is the primary site where active production workloads are running. The recovery site is the datacenter location where production workloads will transfer in the event the primary datacenter is unavailable. Virtual machines are moved to recover from a disaster or as a planned failover. vCenter Site Recovery Manager facilitates the clean shutdown of virtual machines at the protected site for a planned migration. Non-planned recoveries are best effort and possibly requiring T-log replay.

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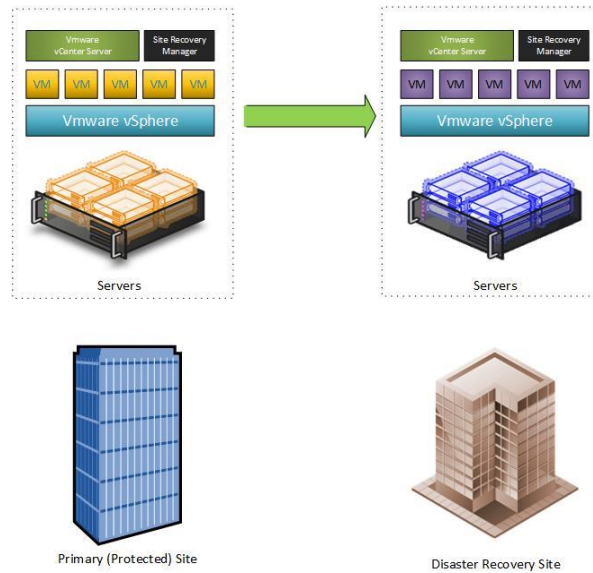
Figure 1-2: PremierOne Records DR Replication

VMware SRM is used with VMware vSphere Replication. vSphere Replication copies virtual machines from one host to another, using the power of the hosts involved rather than the storage system.

During normal operation, the Records clients connect to the Records application servers in the primary data center. Records data is stored in SQL databases collocated in the primary data center.

The Records data updated at the primary data center is replicated in the on-site backup high availability Server using Microsoft SQL AlwaysOn Availability Groups.

The off-site Records DR server, DR backup server RDW, and Application servers are replicated using SRM.

Failover from Primary to DR Site

Transition from the primary data center to the recovery data center is a manual process executed by a System Administrator. The process involves three steps:

Step 1 - Troubleshooting: The Records System Administrator(s) determines that there is a problem with the primary data center servers. This determination may be based on SCOM alerts, Records Client user reports, monitoring the SQL Always On dashboard. The System Administrator then investigates the issue and determines if a failover to the DR site is warranted.

Step 2 - Site Failover: The failover from the primary data center to the DR site is a manual process performed by the System Administrator using the VMware vCenter client.

Step 3 - Client Redirect: Records clients access the Records application server by Host Name. The DNS configuration specifies whether the clients are directed to the primary application servers or the DR servers. During the manual failover process the System Administrator must redirect the Records clients to the recovery data center by updating the DNS service pointer records to reflect the IP address of the recovery data center.

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The system resumes normal operation after failover. After system administrator marked the DR site as the "protected" site, SRM automatically resumes replication from the now active DR site to the original primary data center when it becomes available.

If the primary data center, or network connectivity between the sites, is not available then SRM will operate only on the DR site with no replication to the primary site. Once the primary site is available, and the system administrator marks the DR as "protected" SRM will automatically start replicating data from the DR site to the primary.

Failover from DR to Primary Site

The failover process from the DR site to the primary site follows the process described above.

Unless, the primary site has been down for an extended period of time, after a period of non-replication, there may be a significant difference between the DR database and the primary site database. This can tax the network connection between the sites. The system administrator can throttle replication traffic if required.

Records DR User Experience

If the primary application servers or data center are unavailable, the Records Clients will not have access to the application server and users will not be able to access Records documents. Client users will not be able to navigate the application, access data, or log into the system.

After the System Administrator has initiated a failover to the DR site and completed the DNS configuration, Client users may log back into PremierOne Records and resume operation. If a user was in the process of updating a Document, they may resume at the point of the last Save or Auto Save.

Users (mobile and LAN based) need to logoff and exit the client and then restart and login after the failover to the DR site is complete.

The Records Client logon screen will notify the user if the Records application server is not available.

In the event that the Records application server version and or Build Set is different on the DR application server, the client will prompt the User to download a new client. This process is initiated with a single button press and requires approximately two (2) minutes to complete.

Records DR Performance

The Records DR system provides geographic site redundancy that allows an agency to resume normal Records operations after transitioning operation to a recovery data center. After an initial diagnostic and evaluation process the failover is manually initiated and requires approximately 20 (twenty) minutes to complete. The DNS "time to live" parameter affects the time Records clients may need to wait before accessing the DR servers.

System Records DR performance is defined in terms of RPO and RTO:

- RPO - A recovery point objective (RPO) is the maximum period for which data might be lost from an IT service due to a major incident.
- RTO - The recovery time objective (RTO) is the duration of time within which a business process must be restored after a disaster to avoid unacceptable consequences associated with a break in business continuity.

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The Records RPO is 15-minutes due to the use of SRM. Data entered into a Records Document but not saved will be lost (unless it is still contained in a client cache). SRM will replicate committed SQL transactions. Non-committed transactions will be lost.

The Records RTO is variable due to the manual process. The contributing tasks include problem diagnostics, manual failover initiation, and DNS configuration updates.

1.4 Legacy Data Services

1.4.1 Legacy Data Access or Transactional Data Conversion

It is a very common desire for agencies when migrating to new systems to preserve and utilize the data contained in the legacy systems. There are two types of data that will be accessed or migrated and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing RMS system. This would include data such as unit identifiers, incident types, personnel information. These data types may either be imported into the PremierOne system or manually entered during the provisioning process. For those tables to which data can be imported, the common process is for the Motorola Solutions team to provide spreadsheets to Customer personnel. Customer personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets and import it into the PremierOne system using the built-in import functionality. Data that will be manually entered during the provisioning process is gathered by the Customer and recorded on provisioning worksheets.

The second type of data is historical data. This consists of the transactional data that is a record of events / incidences that were recorded in the existing RMS system. This would include data such as incident information, unit history information, messaging information.

Below are the strategies being offered to accommodate access to this historical data.

1.4.2 Legacy Data Access - Data Warehouse

This data will be provided by the Customer in a SQL data warehouse that can be accessed via standard SQL tools. The Customer can then develop queries and format the returns in PremierOne.

If the Customer chooses to have Motorola Solutions provide the query, they must also supply the database schema so the table relations can be understood. The PremierOne system will query the data warehouse for information regarding this data, during normal operations.

The legacy databases must be stored in Customer supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server. Motorola Solutions does not provide any data clean up or manipulation of the provided data and conducts a single, one-time, bulk load of legacy data. The Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that have not been linked properly and resolve those issues prior to extracting the data to be converted.

Please refer to the External Query Suite Functional Description in the Interfaces section.

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1.4.3   Legacy RMS Data Convert on Demand to PremierOne Records

Motorola has included the Convert on Demand (CoD) tool that can connect to a Microsoft SQL Server database and would be configured to read the legacy database records.

The Customer inspects the records to determine if they need to be imported into PremierOne Records. If needed, that record or multiple records are imported into PremierOne Records on an as-needed basis.

The legacy databases must be stored in Customer-supplied Microsoft SQL Server databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from Microsoft SQL Server. Motorola Solutions does not provide any data clean up or manipulation of the provided data and conducts a single, one-time, bulk load of legacy data. The Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that have not been linked properly and resolve those issues prior to extracting the data to be converted.

1.5   System Architecture

The PremierOne system is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture with disaster recovery is included.

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

The system is architected around a virtualized server configuration and supports VMware vSphere 6.5 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

1.5.1   PremierOne High Availability Architecture

PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The system is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server and other vendors.

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to failover.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of any possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

The following Table 1-3 depicts the fault tolerant components of the system.

Table 1-3: Fault Tolerant Software Components

Component
Multiple F5 ADCs to provide load balanced network traffic to the application services PremierOne monitors active services and restarts them as necessary. In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set. ▪ SQL Server AlwaysOn provides redundancy and automatic failover. ▪ In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.
PremierOne System Manager monitoring: ▪ Records application ▪ Application Delivery Controller cluster ▪ Database status ▪ Disk space ▪ Windows Performance Counters

The backup service (backup library and backup software), the Report Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. Reporting services and test/training environment(s) are not considered critical and therefore are not redundant in the configuration.

High availability is independent of a geographically redundant secondary disaster recovery system.

The system design also provides dual limited use environments that can be used as test and training environments. One of the limited use environments will include simulated interfaces, as described in Section 1.1.4.

Environment Summary:

- One (1) Production Environment for both the Primary and Disaster Recovery Sites.
- One (1) Limited Use for Test or Training for both the Primary and Disaster Recovery Sites.
- Second Limited Use to segregate Test and Training.

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1.5.2 Microsoft Active Directory Service (On-Premise)

The system provides directory services to support the secure management and operations of the system through an isolated Microsoft Active Directory (AD) environment. The servers provided with the system contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be set up in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, the system can use the Customer's AD environment for authentication. Once the user account is built in the system provisioning, it can then use LDAP to query the Customer's environment for the account authentication. By using this configuration, the Customer can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the system local domain to the Customer's Active Directory environment. The trust provides users with Domain Administrator privileges on the Customer's AD instance to access and administer the system environment while preserving authentication and logon information. Motorola Solutions recommends that this trust be non-transitive in nature. Motorola Solutions does not recommend a two-way trust, as none of the system service accounts need authentication or resources on the Customer's network.

The system's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the Customer's Active Directory schema.

1.5.2.1 Name Resolution

The system provides host name resolution through an Active Directory Integrated Domain Name Service (DNS). In order for computers residing outside of the system's network to communicate with the system, the Customer must configure their DNS servers to forward their computer's name resolution requests to the system's DNS servers. This will allow devices on the Customer network to find systems within the system's environment.

For increased integration, the Customer, working with Motorola Solutions, must configure their DNS servers to allow name resolution requests from within their networks to be processed.

1.5.3 Common Services

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

1.5.3.1 Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- The system uses GIS for display, location validation, and unit recommendation. The system's tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.

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- The system's Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a required key component of a system deployment. GIS provides the mechanism for location validation and recommendation for response.

- A system conformant and geographically accurate GIS data is required for the proper operation of the system. It is the Customer's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements for use in PremierOne. Each agency being added to the system must have their geographic coverage included in the geodatabase imported into the system.

- The use of remote and/or Esri Online services is not supported. Motorola Solutions is not responsible for map availability or any degradation of client performance caused by the use of third-party hosted internet map services as these services are outside the domain of the system infrastructure and are not managed by Motorola Solutions. The system is a mission critical application that must control the import/access of the GIS data.

1.5.3.2   System Security

The system is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Directory Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The system user provisioning environment can be set up to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.

The system network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. System architecture resides behind dual redundant firewalls to protect the system network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.5.3.3   Query Services

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

PremierOne also allows the Customer to build queries against a local database during query provisioning. If a query is configured for submission to both a state interface and a local database, state queries will continue to be passed to the existing CommSys interface, while the local database query will run through the custom XML (in a Motorola Solutions template) provided by the Customer.

1.5.3.4   Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2017 Reporting Services (SSRS) for reporting purposes. SQL Server 2017 Reporting Services is a server-based reporting platform that is used to create and manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

PremierOne also fully supports the use of Crystal Reports. The PremierOne Report Data Warehouse (RDW) contains Criminal Justice Information System (CJIS) compliant data for the purposes of report

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generation. The PremierOne CAD RDW is designed with views that are available for access by Crystal Reports.

1.6   System Platform and Components

This section discusses the hardware, operating system, and system software of the system which will be installed on premise at the Customer's Data Center Facility. Quantities of hardware are provided in the Equipment List below.

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

1.6.1   PremierOne System Hardware

The system hardware is comprised of Hewlett Packard Enterprise (HPe) servers as physical hosts.

Host servers are HPe ProLiant DL360 Gen11 servers configured with the following components:

- Dual 12-Core Intel® Xeon® Gold 6444Y processor, running at 3.6 GHz.
- Each server also contains direct attached storage in the form of two (2) 480 GB NVMe M.2 drives on an HPe Synergy add-in card in a RAID configuration.
- Four (4) 10-Gigabit network ports.
- Each server is configured with 384 GB RAM.

1.6.2   Equipment List

Description	Quantity
HPE DL360 GEN11 8SFF SERVER - P1 HOST CONFIGURATION	1
HPE DL360 GEN11 8SFF SERVER - P1 HOST CONFIGURATION	1
HPE DL360 GEN11 8SFF SERVER - P1 HOST CONFIGURATION SUPPORT	1
HPE DL360 GEN11 8SFF SERVER - P1 HOST CONFIGURATION SUPPORT	1
LICENSE,VMWARE VSPHERE 8 ENTERPRISE PLUS FOR 1 PROCESSOR	2
LICENSE,VMWARE VSPHERE 8 ENTERPRISE PLUS FOR 1 PROCESSOR	2
LICENSE,VMWARE SITE RECOVERY MANAGER 8 ENTERPRISE (25 VM PACK)	1
SQL SVR ENT RUNTIME 2019 IOT ESD OEI 4 CORE ENT	3
SQL SVR ENT RUNTIME 2019 IOT ESD OEI 2 CORE ADDITIONAL LICENSE ENT	5
SQL SVR STD RUNTIME 2019 IOT ESD OEI 4 CORE STD	1
SQL SVR STD RUNTIME 2019 IOT ESD OEI 4 CORE STD	1
WIN SVR IOT DTCNTR 2019 64BIT MULTILANG ESD OEI 16 CORE	1
WIN SVR IOT DTCNTR 2019 64BIT MULTILANG ESD OEI 16 CORE	1
CABLE, ASSEMBLY,PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 2.13M UTP CAT6A AQUA	2

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Description	Quantity
CABLE, ASSEMBLY,PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 2.13M UTP CAT6A AQUA	2
CABLE, ASSEMBLY,PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 2.13M STP CAT6A BLACK	2
CABLE, ASSEMBLY,PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 2.13M STP CAT6A BLACK	2
CABLE, ASSEMBLY,PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 2.13M UTP CAT6A ORANGE	1
CABLE, ASSEMBLY,PREMIERONE CABLE RJ-45(M) TO RJ-45 (M) 2.13M UTP CAT6A ORANGE	1

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1.7 Customer-Provided Workstation Specifications

Workstation specifications are representative of workstations used in the testing of the latest release of system software and do not take into account any other applications.

Future releases of the system may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

Workstation specifications are representative of workstations used in the testing of the latest release of system software and do not take into account any other applications.

Future releases of the system may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.7.1 PremierOne Records Workstation Recommended Specifications

Table 1-4: PremierOne Records Workstation Recommended Specifications

Component	Description
Processor	2.0 GHz or better processor
RAM Memory	16 GB or more of memory
Available Disk Space	20 GB or more of available disk space for PremierOne Solid State Disk Recommended
Operating System	Windows 10 Professional or higher (64-bit recommended)
Display	1024 X 768 or higher pixel, 16+ bit color display
Keyboard/Mouse	Standard QWERTY Keyboard and Touchpad / Point Stick (or equivalent mouse device)
Touchscreen	Optional
Additional Required Software Applications for PremierOne Records	Adobe PDF reader (for help files) SQL Server Express 2019 CU level supporting TLS 1.2 is required. Microsoft .NET Framework v4.8+ Microsoft Visual Studio for the creation of In-Module Reports.

1.7.2 PremierOne Records Mobile Workstation Recommended Specifications

Table 1-5: PremierOne Records Mobile Recommended Specifications

Component	Description
Processor	Intel Core or AMD Ryzen Series Processors or Newer
RAM Memory	16 GB or more of memory
Available Disk Space	20 GB or more of available disk space for PremierOne Solid State Disk Recommended

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Component	Description
Operating System	Windows 10 Professional or higher (64-bit recommended)
Network Interface Card	Wireless communications minimum 3G network, 4G/5G network recommended
Display	One (1) – 1024 x 768+ pixel, 16+ bit color display, 11.6" or larger display. Usage on devices with alternative resolutions and smaller screens should be tested and screen settings optimized. Example: On a 10.1" WUXGA screen, use a resolution of 1280 x 800 and a font size of 125%.
Keyboard/Mouse	Standard QWERTY Keyboard and Touchpad / Point Stick (or equivalent mouse device)
Touchscreen	Optional
Graphics Adaptor	Integrated Processor Graphics or Discrete GPU. Latest available drivers. Shader Model 3.0 or higher is recommended
Additional Required Software Applications PremierOne Records Mobile	Adobe PDF reader (for help files) SQL Server Express 2019 CU level supporting TLS 1.2 is required. Microsoft .NET Framework v4.8 Microsoft Visual Studio for the creation of In-Module Reports.

1.8   TCP/IP Network and Data Center Requirements

1.8.1   Customer Network Requirements

Motorola Solutions' system requires TCP/IP protocol for connectivity. All servers and workstations will connect to the Customer's existing network. The Customer will provide access to facilities and a dedicated resource knowledgeable on the Customer's WAN/LAN. The Customer will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

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

PremierOne Records Client Network Requirements

Records is dependent on the Customer's LAN for client workstation performance. The estimated bandwidth requirements between server and a records client can vary based on the activity of the user. It is when documents are being requested or submitted and searches are being performed, is when

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network bandwidth is required. During data entry, network requirements are minimal. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and higher frequency data intensive operations including image display.

PremierOne Records Mobile Client Network Requirements

Records Mobile is designed for 3G and 4G/5G networks. 3G network connectivity is required and 4G/5G connectivity is highly recommended. The Customer will need to provide 3G/4G/5G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and secondary disaster recovery site. Mobile workstations require a persistent IP address from the time the application is opened to the time the application is closed. A persistent IP address can be accommodated in many ways including static IP, DHCP reservation, permanent DHCP lease, or with middleware such as RadioIP and NetMotion. The Customer will need to supply IP addresses for Mobile clients.

Motorola Solutions encourages the Customer to test and evaluate the level of service being provided by their carriers on a regular basis. This is to validate mobile applications will be not affected by provider changes.

1.9   CJIS and Compliance

At Motorola Solutions we believe compliance is a team effort. As our customers' partner in compliance, we are committed to employing privacy and security protocols that enable our customers to comply with the most stringent legal and regulatory requirements. In addition, we build on a strong foundation with an architecture (both Azure and on premise) designed and managed to meet a broad set of international compliance standards, as well as region-specific and industry-specific standards.

System services are designed to use FIPS certified technologies to protect data at rest and in transit. PremierOne services utilize FIPS compliant Transport Layer Security (TLS) 1.2 protocol with AES 256-bit message encryption to establish secure communication with PremierOne CAD and Records and the CAD and Records Mobile Clients.

Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions safeguarding of Customer data, comprehensive third-party audits of primary Software Enterprise development and support operations have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification and AICPA SOC2 Type 2 reports are available. ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds) and ISO/IEC 27701:2019 (privacy information management) have been completed. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2013 certifications for the development and support operations at satellite locations have been completed.

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

1.10   Purchase Option

The following system components are presented for the Customer's consideration as additional purchase options.

1.10.1   Option 1 – CommandCentral Responder for PremierOne

Table 1-6: CommandCentral Responder System Licensing

System Client Licenses	Quantity	Type
CommandCentral Responder for PremierOne Records	Site License	Subscription

1.10.1.1   CommandCentral Responder for PremierOne

CommandCentral Responder works with PremierOne Records Management System (RMS) to provide a completely electronic reporting experience. CommandCentral Responder captures electronic signatures, expedites data entry, performs records searches, captures images, and streamlines the citation workflow by eliminating the need for wet signatures. This solution is designed to increase accuracy, legibility and expedite citation and image submission to Court Management Systems. Your officers can resolve more incidents, spend less time on routine documentation, and return to patrol faster.

CommandCentral Responder is a cloud-based application that enables law enforcement officers to access PremierOne Records to view or update information using smartphone devices. Individual modules enable officers to add, modify, and view different types of information. Motorola Solutions is proposing CommandCentral Responder with Forms and Citations.
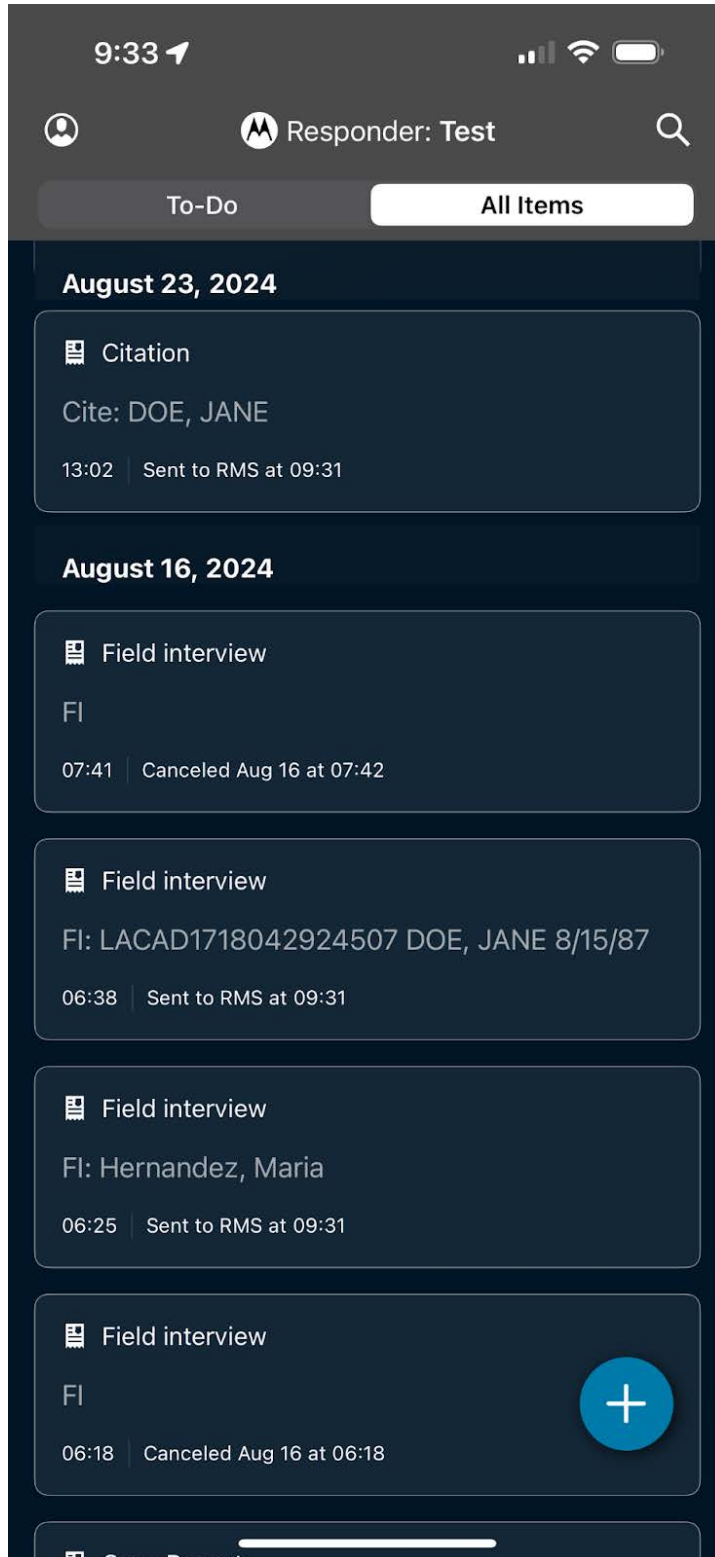
Figure 1-3: Sample CommandCentral Responder Home Screen

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Records Search

Field personnel can use CommandCentral Responder to search PremierOne RMS for person and vehicle records. Users can search records by manually entering the search criteria (e.g. names or license plate numbers) and by scanning driver's license or vehicle registration barcodes. Search results can be used to populate related person or vehicle sections of the Citations, Forms, or both. CommandCentral Responder does this by searching the CommandCentral Cloud service - searching against a collection of persons and vehicles uploaded by the PremierOne Records system (and continually synchronized from on-premises system to the Cloud).
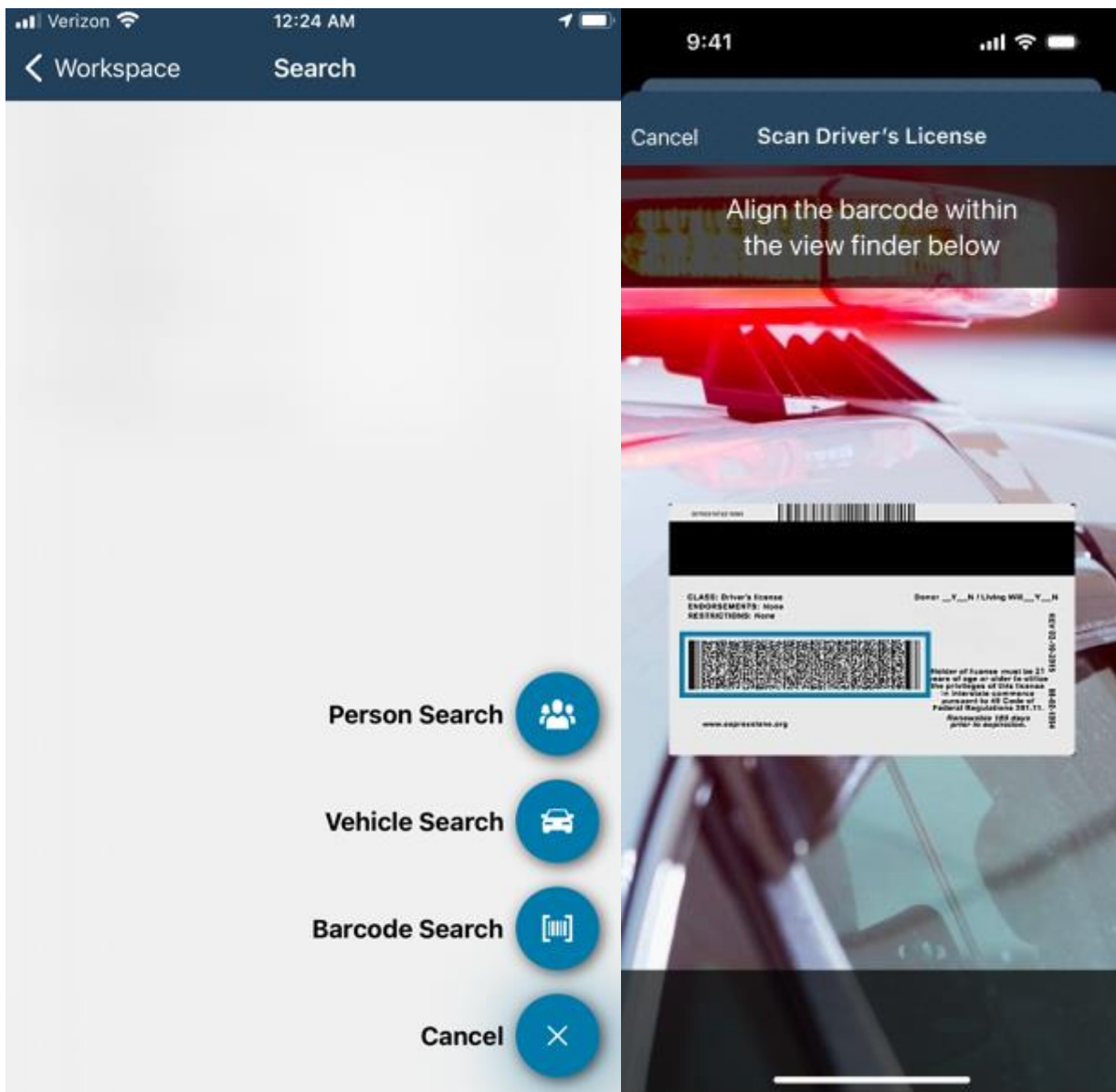
Figure 1-4: Sample CommandCentral Responder Search Screens

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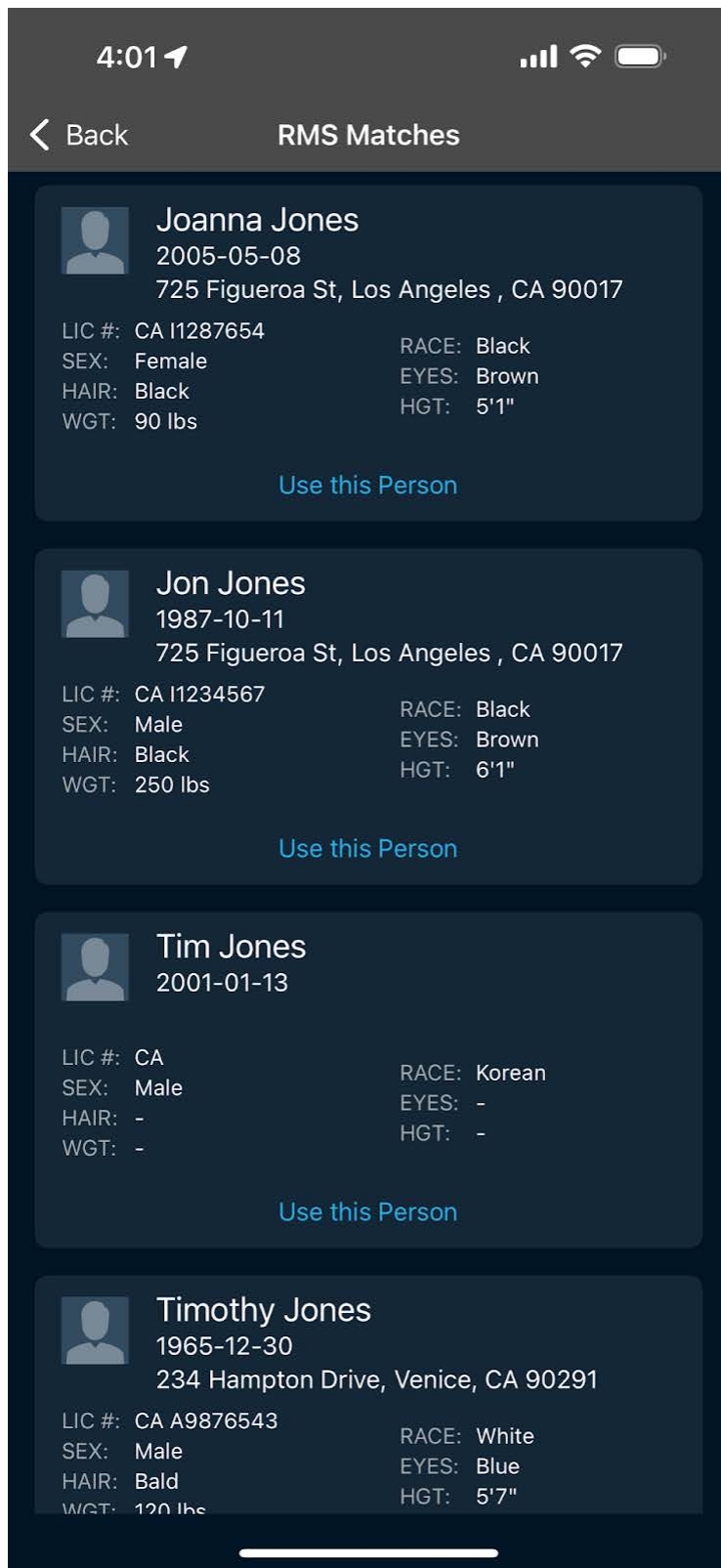
Figure 1-5: Sample CommandCentral Responder Search Screens

Solution Description

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State and Federal Database Search

The proposed solution has an optional feature to add Common Query, which will enable personnel to search state-specific databases, NCIC, or NLETS when submitting person, driver's license, and vehicle searches in CommandCentral Responder. These searches access a variety of data, such as wanted information and DMV records. State and Federal search results can be used to populate related person or vehicle sections of the Forms and Citations Modules.
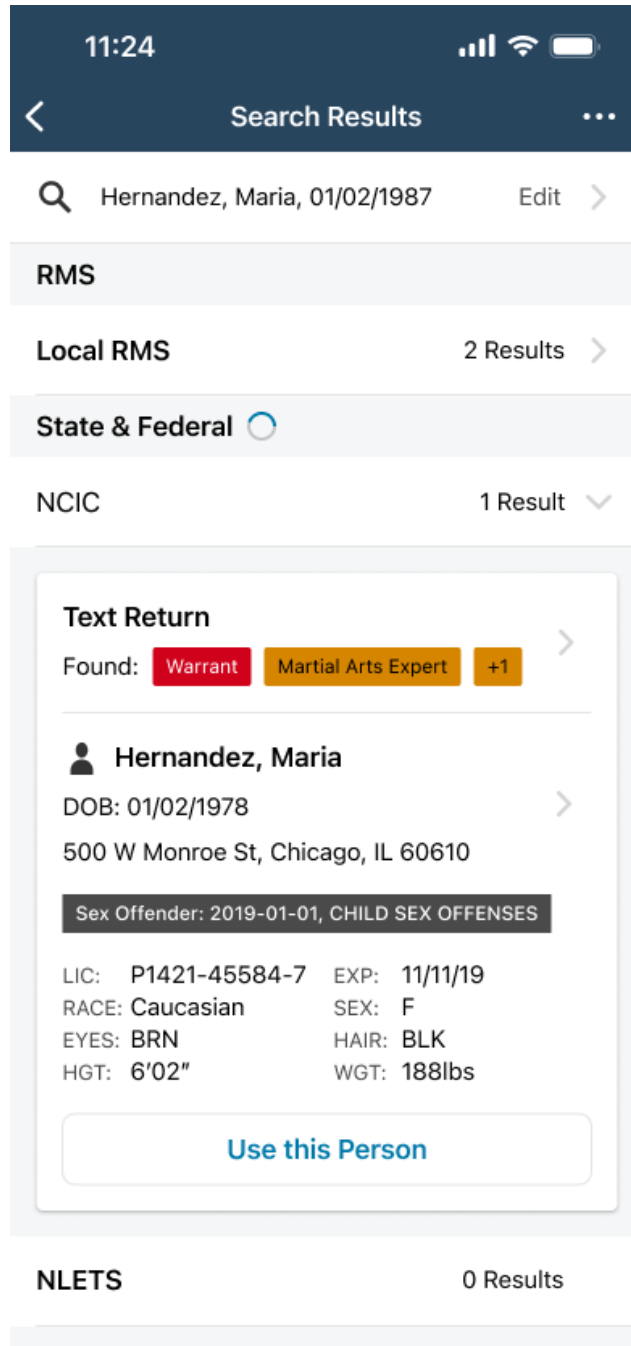
Figure 1-6: Sample CommandCentral Responder NCIC / NLETs Return Results Screen

Solution Description

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Citation Functionality

CommandCentral Responder provides field personnel with a simple workflow for writing, issuing, and recording citations. The citation forms within CommandCentral Responder guide the user on what information to include, and alert them if a field needs to be populated to issue the citation.

After a user completes all required fields within a citation, CommandCentral Responder enables printing from supported mobile printers. This then enables the user to capture a digital signature of the offender after the citation is printed and synchronizes agency required fields, person information, and vehicle information with PremierOne RMS.

Field personnel can use completed citations as a reference to populate new citations. They can also search and retrieve copies of citations in the PremierOne RMS application for future needs, such as court or investigative activities.
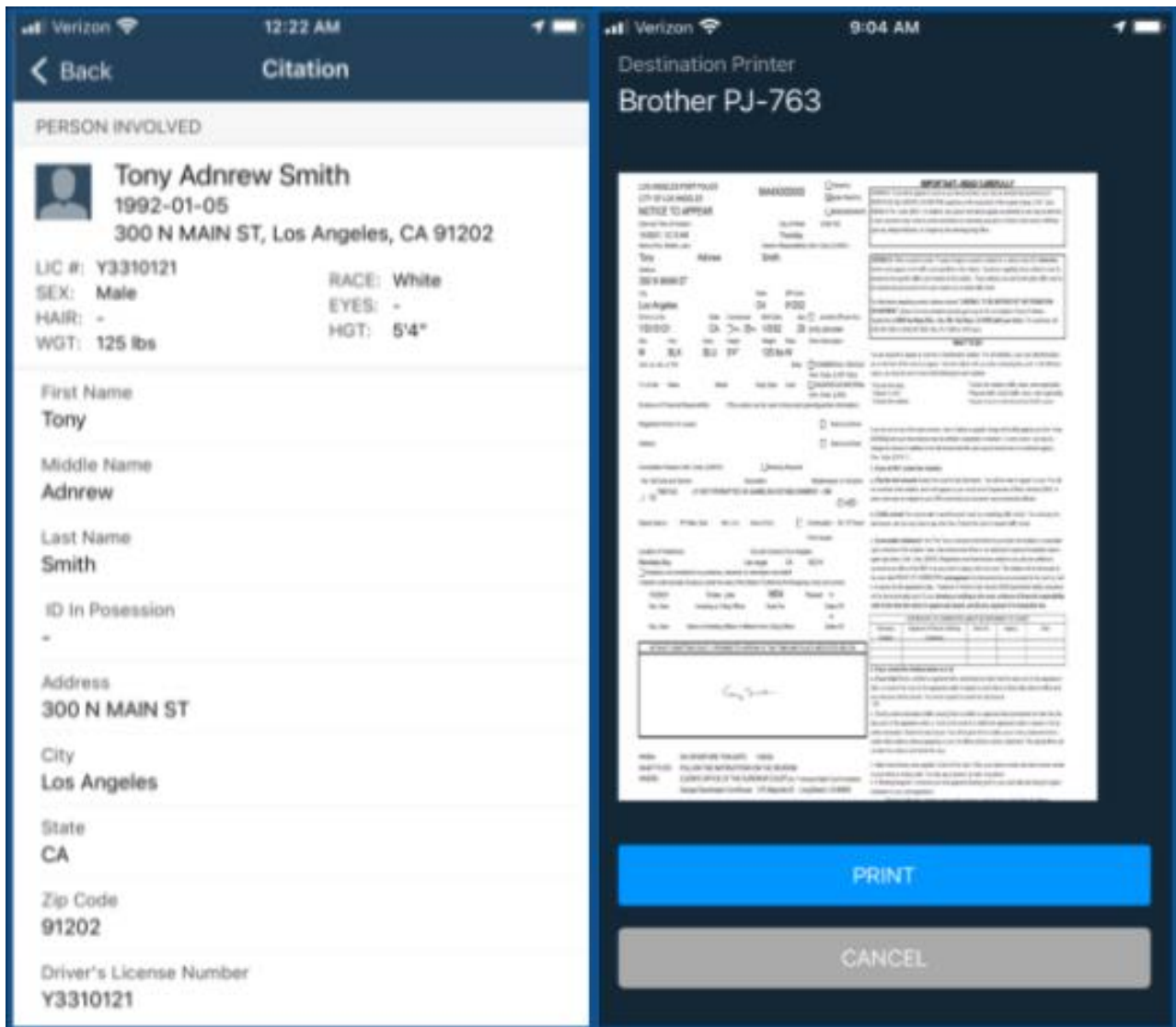
Figure 1-7: Sample CommandCentral Responder Citation Screens

Solution Description

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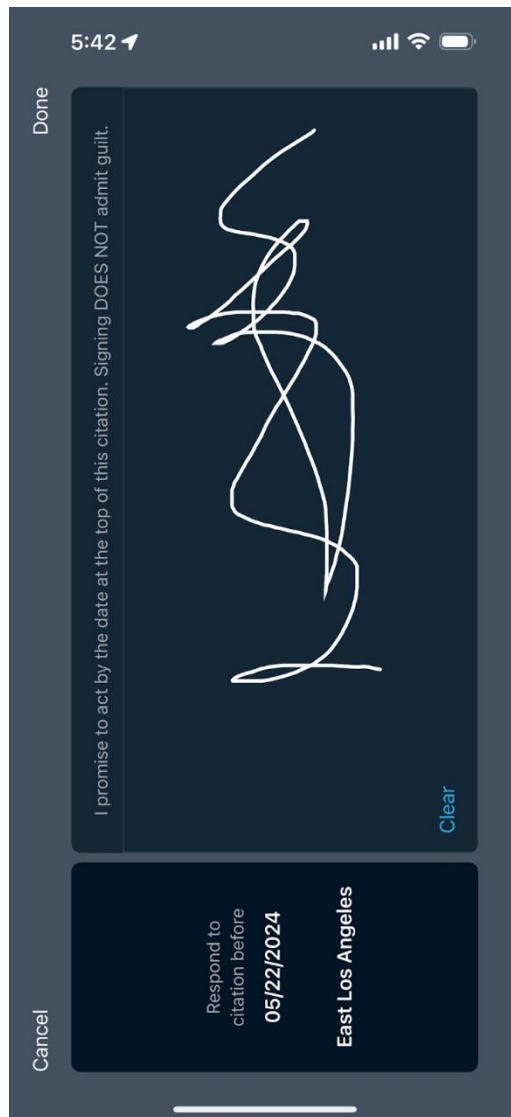
Figure 1-8: Sample CommandCentral Responder Citation Screens

Configuration

During the deployment process, Motorola Solutions will configure CommandCentral Responder with your agency's required fields for citations, including the fields, field labels, field type, validation rules, and cross field validation (e.g. driver speed must exceed the posted speed limit). Parts of the citation user interface can also be configured, including the field display order, field groups, and field-group display rules. Sections can be shown or collapsed on the UI, and dynamically removed based on user inputs in a citation form.

In addition to configuring the citation fields and interface in CommandCentral Responder, Motorola Solutions will also configure the format of printed citations during the deployment process.

Workflow

The workflow for CommandCentral Responder helps officers issue accurate citations by enforcing agency rules for issuing citations and by connecting each citation to PremierOne Records. This

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workflow automatically validates citations as they are built, eliminating the need for manual citation reviews by records personnel.

CommandCentral Responder supports a predefined process for issuing citations, with steps from creating a citation through issuing, printing, and submitting to the RMS. It includes the following steps:

- Create a new Citation.

- Enter required data manually, scanning Driver's License, Registration or Vehicle Identification Number barcodes or using Records or NCIC / NLETs/ DMV type search results.

- Issue Citation:

  - CommandCentral Responder automatically performs data validation and identifies any missing required fields or errors that require to be resolved before issuing.

  - CommandCentral Responder allows for capture of signature of the offender, officer or both.

  - CommandCentral Responder is issued a block of agency-defined serial number for the Citation.

    - The serial number then generated is unique.

  - CommandCentral Responder allows for printing of the Citation on supported mobile printers. CommandCentral Responder supports specific printers: Brother PocketJet 763MFI, Brother PocketJet 662 (supported with Responder on Android devices), or Zebra printers with Zebra Link-OS.

  - CommandCentral Responder submits the citation information to CommandCentral Cloud service.

  - CommandCentral Cloud service automatically synchronizes the Citation with on-premises PremierOne Records system.

    - Note - Automatic Citation transmission to a designated Court Citation System is supported as a part of the PremierOne Records solution.

    - Note - Further Citation workflow can be managed in PremierOne Records after submission from CommandCentral Responder.

Forms (Field Interview)

The Field Interview Module enables officers to simply add information to digital forms in CommandCentral Responder on their mobile devices in place of carrying and filling out field interview cards, streamlining information collection, improving accuracy, and saving time for both officers and records personnel. Officers will be able to record a person's identity, place of residence, and other details from informal interviews at the point of contact. The interview details are immediately synchronized and available in San Francisco Police Department's PremierOne RMS.

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Figure 1-9: Sample CommandCentral Responder Field Interview Forms

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Figure 1-10: Sample CommandCentral Responder Field Interview Forms

Workflow

CommandCentral Responder supports a predefined Field Interview process including the following steps:

- Create a new Field Interview.
- Enter required data manually, or by scanning barcodes or using search results.
- Submit the Field Interview.
  - CommandCentral Responder automatically performs data validation and identifies any missing required fields or errors that require to be resolved before submitting.
  - CommandCentral Responder submits the Field Interview information to CommandCentral Cloud service.

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– CommandCentral Cloud service automatically synchronizes the Field Interview with on-premises PremierOne Records system.

▪ Note - Further Field Interview workflow can be managed in PremierOne Records after submission from CommandCentral Responder.

Forms (Case Report)

The Case Report Module enables officers to simply add information to digital forms in CommandCentral Responder on their mobile devices in place of carrying and filling out case reports with paper and pen, streamlining information collection, improving accuracy, and saving time for both officers and records personnel. Officers will be able to record a more in depth incident overview, person's identity, organizations, property, vehicles, and case details from investigation work. The report details are immediately synchronized and available in San Francisco Police Department's PremierOne RMS.
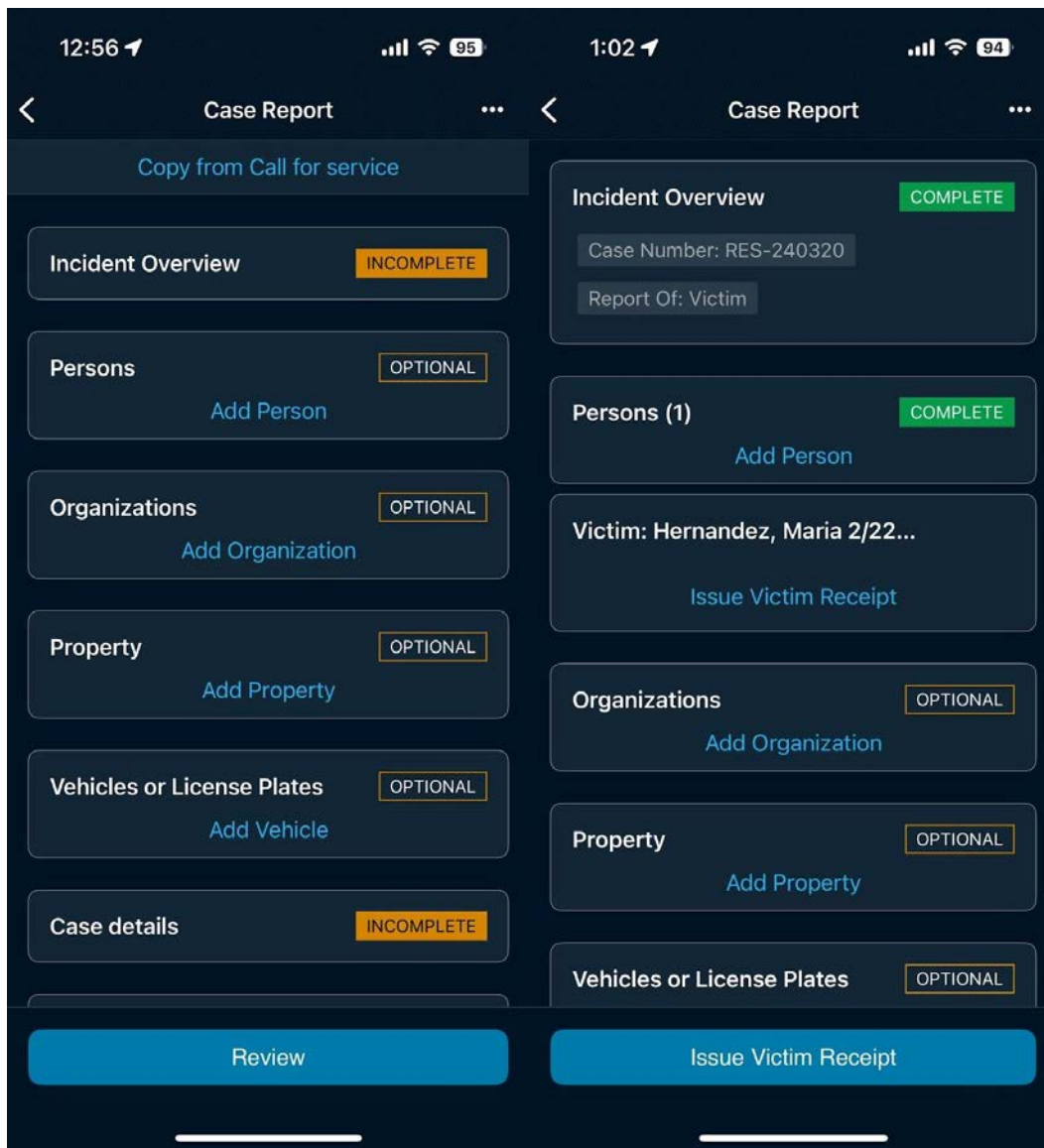
Figure 1-11: Sample CommandCentral Responder Case Report Forms

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Figure 1-12: Sample CommandCentral Responder Case Report Forms

Workflow

CommandCentral Responder supports a predefined Case Report process including the following steps:

- Create a new Case Report.
- Enter required data manually, or by scanning barcodes, using search results, or copy details from the Call For Service Details.
- Submit the Case Report.
- CommandCentral Responder automatically performs data validation and identifies any missing required fields or errors that require to be resolved before submitting.
- CommandCentral Responder submits the Case Report information to CommandCentral Cloud service.

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- CommandCentral Responder sends the optional Victim Receipt that includes a large format to view, capturing a Victim's signature and easily sending to their email if selected.

- CommandCentral Cloud service automatically synchronizes the Case Report with on-premises PremierOne Records system.

  - Note - Further Case Report workflow can be managed in PremierOne Records after submission from CommandCentral Responder.

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Section 2

PremierOne Statement of Work

2.1   Introduction

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions, Inc. (Motorola) system as presented in this offer to the San Diego Police Department (hereinafter referred to as "the PD").

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

Unless specifically stated, Motorola work will be performed remotely. The PD will provide Motorola resources with unrestricted direct network access to the Motorola infrastructure to enable Motorola to fulfill its delivery obligations.

Motorola and the PD will work to complete their respective responsibilities in accordance with the mutually agreed upon Project Schedule. Any changes to the Project Schedule will be mutually agreed upon via the change provision of the Agreement.

The number and type of software or subscription licenses, products, or services provided by Motorola or its subcontractors are specifically listed in the Agreement.

It is important to note that the Motorola Responsibilities and Deliverables described in this SOW are based on the assumption that the PremierOne Records implementation will occur in parallel and concurrently with the PremierOne CAD implementation, which is expected to be contracted under a separate agreement. Motorola reserves the right to revise the scope and services of the Records deployment if it must be deployed independent of the PremierOne CAD project.

2.2   Award, Administration, and Project Initiation

Project Initiation and Planning will begin following execution of the Agreement between Motorola and the PD.

Following the conclusion of the Project Planning Session, Motorola's Project Manager (PM) will conduct twice monthly, one-hour remote status meetings with the PD's PM for the purpose of baselining progress of current activities and the planning of future activities. Following the conclusion of the Contract Design Review, the Motorola PM will prepare and submit monthly status reports to the PD's PM. Monthly Status Reports provide a summary of the activities completed in the month, activities planned for the following month, project progress against the project schedule, items of concern requiring attention, as well as potential project risks and agreed upon mitigation actions.

Motorola utilizes Google Meet as its teleconference tool. If the PD desires a different teleconference tool, the PD may provide a mutually agreeable alternate tool at its expense.

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2.3   CJIS Information

For all employees having unescorted physical or logical access to unencrypted NCIC/III or CHRI data or who manage, operate, develop, access, and maintain criminal justice information systems containing unencrypted NCIC/III or CHRI data, Motorola, upon request, will provide state of residency verification and will obtain Applicant Fingerprint Cards and submit them to the PD for conducting a criminal background investigation, unless the Agency requires a different procedure, prior to such employee accessing the information system or arriving on customer premises if unescorted access is required. If the PD requires current Fingerprint Cards, Motorola employees will provide them.

2.4   Project Terms

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

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

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

2.5   Services Completion Criteria

Motorola integration services are considered complete upon Motorola performing the last task listed in a series of responsibilities and PD acknowledgement of the "Motorola's Deliverable(s)" for each activity. PD task completion will occur per the project schedule enabling Motorola to complete its tasks without delay. Motorola is not responsible for project delays due to incomplete Customer tasks.

In the event the PD does not accept or rejects a Motorola service deliverable, they will provide Motorola written notification within five business days of completion or receipt of a deliverable.

The Service Completion will be acknowledged in accordance with the terms and conditions of the Agreement and the Service Completion Date will be memorialized by Motorola and the PD. Software System Completion will be in accordance with the terms and conditions of the Agreement unless otherwise stated in this Statement of Work.

2.5.1   Subscription Service Period

If the contracted system includes a subscription-based solution, the subscription service period will begin upon the PD's receipt of credentials required for access, unless mutually agreed otherwise by project change order. The PD will not unreasonably delay beneficial use. In any event, absent a written notice of non-acceptance, beneficial use will be deemed to have occurred thirty (30) days after functional demonstration of the product.

2.6 Project Roles and Responsibilities Overview

2.6.1 Motorola Project Roles and Responsibilities

A Motorola team, made up of specialized personnel, will be assigned to the project under the direction of the Motorola PM. Team members will be multi-disciplinary and may fill more than one role. Team members will be engaged in different phases of the project as necessary.

In order to maximize efficiencies, Motorola's project team will provide services remotely via teleconference, web-conference, or other remote methods in fulfilling its commitments as outlined in this Statement of Work.

The personnel role descriptions noted below provide an overview of typical project team members. One or more resources of the same type may be engaged as needed throughout the project. There may be other personnel engaged in the project under the direction of the PM.

Motorola's project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations and is reliant upon collaboration and a working partnership with our customers to enable success. Motorola will provide the expert knowledge around our solutions and industry best practices enabling our resources to guide PD actions throughout the delivery process. Our guidance coupled with your knowledge of your business, processes, resources, and operating environment make a successful partnership.

Our experience has shown that customers who assume ownership of the system early on and take an active role in delivery and training activities realize quicker user adoption and higher levels of success with system operation.

Motorola's Project Manager

A Motorola PM will be assigned as the principal business representative and point of contact for the organization. The PM's responsibilities include the following:

- Manage the Motorola responsibilities related to the delivery of the project.
- Maintain the project schedule and manage the assigned Motorola personnel and applicable subcontractors/supplier resources.
- Manage the Change Order process per the Agreement.
- Maintain project communications with the PD.
- Identify and manage project risks.
- Collaborative coordination of PD resources to minimize and avoid project delays.
- Measure, evaluate, and report the project status against the Project Schedule.
- Conduct remote status meetings on mutually agreed dates to discuss project status.
- Prepare and submit a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated Project Schedule and action item log.
- Provide timely responses to issues related to project progress.

Application Specialist

The Motorola Application Specialist will work with the PD project team on system provisioning. The Application Specialist's responsibilities include the following:

- Provide provisioning training and guidance to the PD to set up, operate, and maintain the system.
- Provide product training as defined by this SOW and described in the Training Plan.

Reporting Specialist

The Motorola Reporting Specialist specializes in data analysis, report generation, and reporting outcomes. The Reporting Specialist's responsibilities include the following:

- Provide guidance on reporting requirements and decisions for PD specific reports and/or dashboards.
- Provide reporting training and guidance to the PD to set up, operate, and maintain the reporting system.
- Provide product training as defined by this SOW and described in the Education Plan.

GIS Specialist

The Motorola GIS Specialist specializes in geographical information technology. In this case, Motorola assumes the GIS efforts associated with the PremierOne CAD project will address the requirements for GIS data for use with PremierOne Records.

Solution Architect

The Solution Architect is responsible for the delivery of the technical and equipment elements of the solution. Specific responsibilities include the following:

- Confirmation that the delivered technical elements meet contracted requirements.
- Delivery of interfaces and integrations between Motorola products.
- Engagement throughout the duration of the delivery.

Customer Support Services Team

The Customer Support Services team will provide ongoing support following commencement of beneficial use of the PD's System(s) as defined in Customer Support Plan.

2.6.2   PD Core Team, Project Roles and Responsibilities

The success of the project is dependent on early assignment of the PD's Core Team. Motorola has defined the following key resources that are critical to this project and must participate in all the activities further defined in this SOW. During the Project Planning phase the PD will be required to deliver names and contact information for the below listed roles that will make up the PD's Core Team. In many cases, the PD will provide project roles that correspond with Motorola's project roles. It is critical that these resources are empowered to make decisions based on the PD's operational and administration needs. The PD's Core Team will be engaged from project initiation through beneficial use of the system. Their continued involvement in the project and use of the system will convey the required knowledge to maintain the system post-completion of the project and drive change and user adoption. In some cases, one person may fill multiple project roles. The PD's Core Team must be committed to participate in activities for a successful implementation. In the event that the PD is unable

to provide the roles identified in this section, Motorola may be able to supplement PD resources at an additional price.

PD Project Manager

The Project Manager (PM) will act as the primary point of contact for the Motorola PM for the duration of the project. The PM is responsible for management of any third-party vendors that are PD subcontractors. In the event the project involves multiple agencies, Motorola will work exclusively with a single assigned PM (the primary PM). The PM's responsibilities include the following:

- Communicate and coordinate with other project participants.

- Manage the PD's project team, including timely facilitation of efforts, tasks, and activities.

- Maintain project communications with the Motorola PM.

- Identify the efforts required of PD staff to meet the task requirements and milestones in this SOW and Project Schedule.

- Consolidate all project-related questions and queries from PD staff to present to the Motorola PM.

- Review the Project Schedule with the Motorola PM and finalize the detailed tasks, task dates, and responsibilities.

- Measure and evaluate progress against the Project Schedule.

- Monitor the project to ensure resources are available as scheduled.

- Attend status meetings.

- Provide timely responses to issues related to project progress.

- Liaise and coordinate with other agencies, PD vendors, contractors, and common carriers.

- Review and administer change control procedures, hardware and software certification, and all related project tasks required to maintain the Project Schedule.

- Ensure PD vendors' adherence to overall Project Schedule and Project Plan.

- Assign one or more personnel who will work with Motorola staff as needed for the duration of the project, including at least one Application Administrator for PremierOne and one or more representative(s) from the IT department.

- Identify the resource with authority to formally acknowledge and approve Change Orders, approval letter(s), and milestone recognition certificates, as well as approve and release payments in a timely manner.

- Provide building access to Motorola personnel to all PD facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola personnel, if required for access to facilities.

- Ensure remote network connectivity and access to Motorola resources.

- As applicable to this project, assume responsibility for all fees for licenses and inspections and any delays associated with inspections due to required permits.

- Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.

- Ensure a safe work environment for Motorola personnel.

- Provide signatures of Motorola-provided milestone certifications and Change Orders within five business days of receipt.

PD System Administrator

The System Administrator manages the technical efforts and ongoing tasks and activities of their system, as defined in the Customer Support Plan (CSP). Motorola recommends this role be familiar with the following elements:

- Windows Administration.
- SQL Server.
- SQL Server Reporting Services (SSRS).
- System Center Operations Manager (SCOM).

PD Application Administrator(s)

The Application Administrator(s) manage the PD's provisioning maintenance and code tables required to enable and maintain system operation. The Application Administrator's involvement will start prior to the Project Kickoff stage of the project. They will review and provide documentation requested in the Team Project Sync (TPS) packet, attend training as outlined in the Education Plan (e.g. provisioning, train-the-trainer), and remain engaged throughout the project. The Application Administrator's responsibilities include the following:

- Participate in overall delivery and training activities to understand the software, interfaces, and functionality of the system.
- Work closely with the SMEs during the Business Process Review (BPR), provisioning process, validation, and training.
- Authorize global provisioning choices and decisions, and be the point(s) of contact for reporting and verifying problems and maintaining provisioning.
- Obtain inputs from other user agency stakeholders related to business processes and provisioning.
- Facilitate escalation to and communication with Motorola Application Specialists during Go Live activities.

GIS Administrator

The GIS Administrator is assumed to be the same resource the PD has assigned to the PremierOne CAD implementation, as the PremierOne Records system will use the same GIS data that CAD does. The GIS Administrator is responsible for the development and maintenance of all the GIS data used in the Motorola system. The GIS Administrator must have a working knowledge of Esri software including ArcDesktop and ArcPro. Proficiency with model builder, toolbox tools, Network Analyst, and general database structures is key to the GIS Administrator's ability to manage the GIS needs of the Motorola system. Duties for this resource include the following: provide data in the correct schema; develop, maintain and update GIS data; support the GIS elements used in Motorola software; and keep in regular communication with the other administrative resources. The GIS Administrator role and associated responsibilities will be required for the duration of the Motorola system use.

Subject Matter Experts

The Subject Matter Experts (SME or Super Users) are the core group of users involved with the BPR and analysis, training, and the provisioning process, including making global provisioning choices and decisions. These members will be experienced users in the working area(s) they represent (dispatch, patrol, etc.), possess a working knowledge of the day-to-day operation, understand agency protocols as well as agency field use procedures, have the ability to gather the data needed from the legacy system,

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and will be empowered to make decisions related to provisioning elements, workflows, and screen layouts.

IT Personnel

IT personnel provide required information related to LAN, WAN, wireless networks, server, and client infrastructure. They must also be familiar with connectivity to internal, external, and third party systems to which the Motorola system will interface.

Training Representative

Training representatives will be the point of contact for the Motorola Application Specialist when policy and procedural questions arise. They will act as course facilitators and are the PD's training monitors. They will be responsible for the development of agency specific training material aside from the Motorola provided documentation. This role will serve as the first line of support during Go Live for the PD's end users.

User Agency Stakeholders

User Agency Stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the PD's agency. These resources will provide provisioning inputs to the PD Core Team if operations for these agencies differ from that of the PD. The PD will manage User Agency Stakeholder involvement, as needed, to fulfill PD responsibilities.

2.6.3   General PD Responsibilities

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

- All PD provided equipment, including hardware and third-party software, necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, or TDD equipment and the like.

- Configuration, maintenance, testing, and supporting the third party systems the PD operates that will be interfaced to as part of this project. For those third-party systems, the PD is responsible for establishing Application Programming Interface(s) (API) and providing documentation that details the integration process for the level of interface integration defined by Motorola.

- Initiate, coordinate, and facilitate communication between Motorola and the PD's third-party vendors as required to enable Motorola to perform its duties.

- All necessary third-party upgrades of their existing system(s) as may be required to support he solution. Motorola does not include any services, support, or pricing to support the PD's third-party upgrades in this proposal.

- Mitigate the impact to third-party systems, to include interfaces that result from the PD upgrading a third-party system. Motorola strongly recommends working with Motorola to understand the impact of such upgrades prior to taking any upgrade action.

- Motorola will have no responsibility for the performance and/or delays caused by other contractors or vendors engaged by the PD for this project, even if Motorola has recommended such contractors.

- Active participation of the PD's Core Team in project delivery meetings and working sessions during the course of the project. The PD's Core Team will possess requisite knowledge of the PD's operations and legacy system(s) and possess skills and abilities to operate and manage the system.

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- The provisioning of the PD's code tables and GIS data. This information must be provided in a timely manner in accordance with the Project Schedule.

- Electronic versions of any documentation associated with the business processes identified.

- Providing a facility with the required computer and audio-visual equipment for training and work sessions, as defined in the Education Plan.

- Ability to participate in remote project meeting sessions using Google Meet or a mutually agreeable, PD provided alternate remote conferencing solution.

2.7   Project Planning

A clear understanding of the needs and expectations of both Motorola and the PD are critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of project-specific information in order to set clear project expectations and guidelines, create the Project Management Plan and project schedule, and set the foundation for a successful implementation. Examples of information gathered include the Business Process Review Agency Pre-Kickoff Survey (a Google survey that is sent to the PD to collect agency-specific information, such as dispatch logistics, communication center information, operational process, and workflow). These documents are collated into a single Team Project Sync (TPS) packet that will be delivered by the Motorola PM prior to the start of the Project Planning Session.

2.7.1   Project Planning Session - Teleconference/Web Meeting

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

- A high level review of the following project elements:
    - The Agreement documents.
    - A summary of the contracted applications, query(ies) and interface(s), and bill of materials.
    - Project delivery requirements as described in this SOW.
    - Which tasks will be conducted by on-site Motorola resources as well as the activities when the Motorola PM will be on-site.
    - The PD's involvement in provisioning to confirm understanding of the scope and required time commitments.
    - The high level Project Schedule milestones and dates.
    - The Project Management Plan structure.

- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or contractors.

- Review CommandCentral Admin and Learning eXperience Portal (LXP) roles in the Project Plan and provide PD User Name and Access Information.

- Discuss Motorola remote access requirements (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).

- Discuss PD's obligation to manage change among the stakeholder and user communities.

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- Review the Team Project Sync (TPS) packet. The information in this packet is used to prepare for the Project Kickoff Meeting and BPR.
- Review Software System completion criteria and the process for transitioning to support.

Note - Completing the TPS is a critical Project Task. Delayed, incomplete, or inaccurate information or lack of participation will have a significant impact on the Project Schedule.

Motorola Responsibilities

- Schedule the remote Project Planning Session.
- Request the assignment and attendance of PD Core Team and any additional PD resources that are instrumental in the project's success, as needed.
- Provide the initial Project Schedule and Project Management Plan.
- Confirm PD receipt of the TPS packet and GIS Build Requirements Document.
- Conduct a review of the Project Management Plan.
- Baseline the Project Schedule.
- Review Motorola's delivery approach and its reliance on PD provided remote access.
- Document the mutually agreed upon Project Kickoff Meeting Agenda.
- Request user information required to establish the PD in the Motorola LXP.
- Establish the PD within the CommandCentral cloud platform, enabling CommandCentral as outlined in the System Description.
- Provide the PD with a web link (URL) to the CommandCentral Admin portal.
- Provide link or path to downloadable apps (as defined in System Description) on Google Play Store or Apple App Store.

PD Responsibilities

- Identify PD Core Team and any additional PD resources that are instrumental in the project's success, as needed.
- Provide Core Team with TPS; return the completed TPS to Motorola no later than ten business days before start of Project Kickoff Meeting.
- Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.
- Provide approval to proceed with the Project Kickoff meeting.
- Provide LXP and CommandCentral user information: first name, last name, unique email address, and role.
- Verify the PD Administrator(s) have access to the LXP and CommandCentral Admin portal
- Review and complete the Business Process Review Agency Pre-Kickoff Survey within ten business days of the Project Planning Session to avoid impact on the Project Schedule.

Motorola Deliverables

- Project Kickoff Meeting Agenda.
- Project Management Plan.
- TPS packet.

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2.8 Kickoff and Discovery

2.8.1 Project Kickoff Meeting

The purpose of the Project Kickoff Meeting is to introduce project participants and review the scope of the project. The Project Kickoff event consists of various branched activities such as the BPR, the Site Survey, and Interface Planning session (which commence following the general kickoff meeting, while Motorola resources are still on-site), Reporting Overview teleconference, the GIS Discovery Session, and CommandCentral Overview teleconferences. Availability of PD Core Team and relevant resources to participate in each activity is critical to the project success.

Motorola Responsibilities

- Schedule and facilitate the Project Kickoff Meeting to clarify roles and responsibilities, establish team-working relationships, and initiate project tasks.
- The Motorola PM, lead Application Specialist, and lead Solutions Architect travel to customer site. Other Motorola project team resources may attend remotely.
- Present a high-level overview of project scope.
- Review the delivery schedule and associated requirements.
- Confirm PD access to the LXP.
- Confirm the PD is established in CommandCentral Admin portal.

PD Responsibilities

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

Motorola Deliverables

- Project Kickoff Meeting Minutes.

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

2.8.2 GIS Review Session

For this review, the Motorola GIS Specialist meets remotely with the PD's GIS Administrator to discuss how the GIS data used for the PD's DEM CAD project will be applied to the PD's Records system.

Motorola Responsibilities

- Schedule and conduct the remote GIS Discovery Session.
- Review the data provided by DEM that will be used for Records address validation.

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PD Responsibilities

- Identify resource(s) to participate in the GIS Review

2.8.3   Reporting Services Overview Teleconference

The Reporting Services Overview will be scheduled to review the reporting functionality within the Application(s) and requirements for Motorola-developed reports. The agenda will include:

- Definition of the three (3) reports Motorola will develop (Autoprint Case Report, Autoprint Accident Report, Autoprint Firearms Report).
- A review of the Education Plan specific to reporting services.
- Discuss PD Report Writer skill-set and responsibilities.
- Expectations and pre-work required for SSRS and IDD workshops.

Motorola Responsibilities

- Lead the discussion on the report writer skill-set and responsibilities.
- Discuss expectations and pre-work that must be completed prior to the start of SSRS Report Builder training.
- Discuss and schedule SSRS and IDD Workshops.
- Identify any areas of concern and limitations relative to reporting services.

PD Responsibilities

- Provide printed copies of the three (3) reports Motorola will develop.
- Identify PD SMEs and stakeholders who will provide input of contracted printouts and IDD dashboards.
- Discuss any areas of concern relative to Reporting and schedule requirements.

2.8.4   CommandCentral Overview

The CommandCentral Overview will be scheduled to review the functionality within the CommandCentral Application(s). The agenda will include:

- A review of the included CommandCentral applications, functionality, and integrations.
- CommandCentral Administrator responsibilities and key deployment interactions.

Motorola Responsibilities

- Lead the discussions on applications, functionality, and integrations.
- Discuss CommandCentral Administrator responsibilities.
- Coordinate enabling designated PD Application Administrator with access to the LXP and CommandCentral Admin Portal.

PD Responsibilities

- Participate in discussion and reviews.
- Provide Motorola with the names and contact information for the designated LXP and application administrators.

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- Validate access to the LXP and CommandCentral Admin portal.

2.8.5   Interface Planning Session

The objective of the interface planning session is to discuss the interface experience presented by each contracted interface utilizing the individual interface documents presented in the Agreement. Topics of discussion will include the following:

- The functionality delivered with each interface as presented in the System Description and associated interface specific documentation included in this Agreement.
- Deployment requirements and dependencies of each interface (NDA, network information, API, and access credentials required to connect to third-party systems).
- Interface delivery and validation process.

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

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

Motorola Responsibilities

- Discuss the need for additional information such as third-party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces.
- Facilitate an overview of the interface to explain how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces with local and remote systems.
- Communicate the functional interface demonstration process.
- Where required, update the interface specific documentation to reflect mutually agreed upon functions.

PD Responsibilities

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

Motorola Deliverables

- Implementation plan for all interfaces.

2.8.6   Contract Design Review

The objective of the Contract Design Review (CDR) is to review the contracted Products, bill of materials, Education Plan, System Validation Plan, and contractual obligations of each party. The CDR will occur following the conclusion of the Project Kickoff meeting while Motorola resources are still on-

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site. In the event the CDR cannot commence following the Project Kickoff meeting while Motorola resources are on-site, Motorola will schedule a web conference session at a mutually agreeable date and time.

Motorola Responsibilities

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

PD Responsibilities

- Review all contract materials, inclusive of exhibits: e.g., bill of materials, Education Plan, SOW.
- Prepare a list of questions pertaining to contracted materials and exhibits.

Motorola Deliverables

- CDR meeting minutes.

2.9   Environment Review and Site Preparations

2.9.1   IP Network Analysis

This task will be performed during the Premier One CAD implementation and will include elements specific to PremierOne Records.

2.9.2   Site Survey

- This task will be performed during the Premier One CAD implementation and will include elements specific to PremierOne Records.

2.10   Business Process Review (BPR)

2.10.1   Business Process Review

A Motorola-led BPR provides the opportunity for Motorola and the PD to gather and measure information variables and data of interest, and it provides Motorola and the PD the opportunity to review current operational processes and workflows and determine the provisioning parameters that will provide the most optimal use of the Motorola system(s).

The multifaceted review provides Motorola the opportunity to gather information on the day-to-day operations of the different departments, users and roles that will use the Motorola system such as field Records personnel. Information is used in the process of creating the BPR Workbook and evaluating the agency's current processes for alignment with the new system deployment.

A single instance of the activities described as "the BPR" will be conducted for a combined audience of the identified users and roles. The information collected in the BPR will be used in the determination of the provisioning parameters and enables Motorola to provide the PD guidance on application provisioning and configuration options that best meet the PD 's needs. The BPR will be conducted following the Project Kickoff. The BPR observation and information gathering process occurs on-site for no more than three consecutive days in accordance with the project schedule.

The BPR will be attended by the PD's Core Team and additional agency SMEs as necessary. The practical input based on experience in the PD's operational environment is indispensable in the configuration of the system. Attendees will have the authority and responsibility of making declarative statements and decisions about business practices and implementation of Motorola systems.

The PD is responsible for engaging the PD's Core Team and user agencies that will be provisioned in the Motorola system(s) to obtain required inputs. It is preferable to have personnel that are required for one section to attend all sections of the BPR information gathering process to ensure all parties are represented. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order provision of the Agreement.

Motorola Responsibilities

- Provide the BPR Agenda/Workbook(s) prior to the meeting.
- Conduct the Records BPR session.
- Complete BPR Workbook.
- Request copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.

PD Responsibilities

- Review the BPR Agenda/Workbook prior to the meeting.
- Complete prerequisites listed in the TPS prior to this meeting.
- Ensure availability of the PD Core Team.
- Provide Motorola with copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.
- Review completed BPR Workbook(s) for contracted Product categories.

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Motorola Deliverables

- BPR Agenda(s).
- BPR Workbook(s).

2.10.2   PD Specific Module Discovery

PremierOne Records supports the ability to configure forms, modules, and screens. These configurations consist of the following data elements shown in Table 2-1 and are limited to 500 configurations total.

Table 2-1: Data Element Configurations

Data Element Configurations				
Adding New Modules	Adding New View	Adding New Pane	Adding Fields	Hiding Fields
Adding Grids	Adding Labels	Adding Text	Adding Image Box	Adding Hyperlink
Adding Groups	Hierarchical Code Tables	Field to Code Table Binding	Dependencies	Change Caption
Validations	Learn Mode Information	Conversions	Swapping Code Tables	Total Field Configuration

Motorola will perform up to 500 configuration changes to those data elements. Additionally, Motorola has included the effort to develop a module that will support the CopLogic (DORS) interface. If ACT work is required as a result of finalizing the requirements for the interfaces to the Prosecutor's office and the HR Personnel system, that work may be completed by Motorola, provided the effort doesn't exceed the 500 field configurations noted above, or by the PD personnel who will be trained on the use of ACT.

Further discussion of the data element configurations will be done during the BPR and documented within the BPR Workbook.

In the event the PD's requested changes exceed 500 distinct configuration/field changes, Motorola can provide, at the PD's request, a level of effort estimate for module level configurations and/or form development that exceeds the scope of standard module tailoring and/or not expressly stated as being developed and provided by Motorola. This could incur additional cost and/or increase in timeline. The PD may make module level configurations or develop new forms themselves using the Advanced Configuration Tool (ACT) or contract with Motorola to do this work via the change provision of the Agreement.

Motorola Responsibilities

- Document desired configurations as PD specific modules in the BPR Workbook.
- Review existing agency processes for Records modules including use, creation, submission, printing, and approval workflows.
- Review existing form(s) used by agency(s) (e.g., existing paper form or software).
- Receive feedback from the PD and incorporate into final PD Specific Modules.

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PD Responsibilities

- Review and provide feedback on the PD's specific modules in the BPR Workbook within 10 days of receipt or Motorola considers this as the final PD specific modules.
- Verify final PD specific modules.

Motorola Deliverable

- PD specific modules.

2.11 Hardware and Software

2.11.1 Motorola Hardware Procurement

The additional system equipment required for use with PremierOne Records will be procured, staged, and installed at the same time as the PremierOne CAD system equipment.

2.11.1.1 System Staging

System staging provides for the installation of the premises-based software components on the hardware at our staging facility. It will be performed as an activity in the PremierOne CAD deployment. The system will be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to PD's location for installation.

2.11.1.2 System On-Site Installation

The PremierOne servers and Application software for the PremierOne Suite (CAD, Mobile and Records) will be installed at PD facilities as part of the PremierOne CAD deployment.

Motorola Responsibilities

- Rack and install hardware components.
- Conduct an equipment inventory and provide it to the PD.
- Install and configure system software.
- Load preliminary provisioning data on primary system hardware.
- Install and enable contracted cloud based software.
- Verify contracted software is available and accessible on the installed system.
- Synchronize the primary and disaster recovery systems.
- Verify failover and restore connectivity.

PD Responsibilities

- Provide, install, maintain and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity, including ports and access, needs to be provided.
- Witness the power on test.
- Confirm access to installed software.

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Motorola Deliverable

- Installed system.

2.11.2   Windows Client Software Installation

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

Motorola Responsibilities

- Discuss client software distribution methodology.

- Create Records client installation executable(s).

- Provide instruction on client software installation and install client software on up to five total Client workstations and Mobile Windows clients. Provide the PD with electronic copy of Installation Guide.

- Verify Records Mobile client software functionality in offline mode.

PD Responsibilities

- Provide and install workstation/mobile device hardware in accordance with manufacturer's specifications.

- Supply Windows Server Client Access Licenses (CALs) for all system client devices accessing Records and/or Jail Management System.

- Assign personnel to observe the software installation process.

- Provide advanced authentication for Mobile/Handheld device connectivity if required.

- Provide power and network connectivity at designated workstation installation locations.

- Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the system network.

- Complete installation of client software on remaining workstations and mobile devices.

- Unless contracted to be provided by Motorola, procure, install, authorize and configure ArcGIS Desktop/ArcGIS Pro and extensions.

Motorola Deliverables

- Installation Guide.

2.11.3   Mobile Android and iOS Device Setup

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

PD Responsibilities

- Provide handheld devices.

- Provide, install, and configure mobile printers.

- Provide and configure MDM software.

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- Verify all handheld devices are configured with applicable OS version, MDM software, and printer configurations.

- Verify devices meet CJIS requirements.

- Permit Motorola Applications to be deployed from Apple App Store or Google Play Store.

- Verify devices and applications can connect to CommandCentral cloud services.

- Verify the device can access Google/Apple push notification.

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- Download and install application(s) on all handheld devices.
- Provide sample handheld devices for all demonstrations.

2.11.4   Cumulative Updates

A Cumulative Update (CU) is a software update to one or more of the system applications. A CU may be required to deliver specific features and functions and will need to be installed following the initial system software installation. If CUs are installed by Motorola, a remote demonstration of the newly introduced or modified features/functions will be provided to the PD. CU delivery is determined at Motorola's discretion. If a CU that introduces new functionality is delivered following the conclusion of Motorola training, the PD may purchase additional training as desired in accordance with the Change Order provisions in the Agreement.

Motorola Responsibilities

- Provide release notes.
- Remotely install CU on the application servers.
- Remotely demonstrate any new delivered features as needed and update the Functional Validation Plan accordingly.

PD Responsibilities

- Install CU on workstations.
- Witness the demonstration of newly installed features, as required.
- Provision the additional functionality as desired, based on the release notes.
- Educate users on new features.

Motorola Deliverables

- CU Installation.

Note – If a third-party system update is applied, functionality issues with Motorola applications could occur. It is the PD's responsibility to engage the third party and coordinate the resolution in order for Motorola to meet functionality requirements.

2.12   CommandCentral Enablement

The PD will work with Motorola on the setup and configuration of the PD's firewall in order to allow traffic from CommandCentral.

2.12.1   Agency and User Setup

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

Motorola Responsibilities

- Use the CommandCentral Admin tool to establish the PD and the PD's agencies within the CommandCentral cloud platform. This activity is completed during the order process.

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- Provision agency's CommandCentral initial users and permissions.

PD Responsibilities

- Identify a System Administrator(s).

- Ensure all System Administrators complete the LXP CommandCentral Admin training.

- Use the CommandCentral Admin Console to set up CommandCentral administration and user passwords, and provision agency's CommandCentral users and permissions.

Motorola Deliverable

- Initial agencies and user have been configured.

2.12.2   CloudConnect Installation and Configuration

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

Motorola Responsibilities

- Verify remote access capability to the PD's network.

- Remotely configure CloudConnect Virtual Machine.

- Configure network connectivity and test connection to the CloudConnect Virtual Machine.

Motorola Deliverable

- CloudConnect Virtual Machine configuration is complete.

2.13   System Provisioning

2.13.1   PremierOne Provisioning

The Motorola solution can be provisioned to support various workflows, responses, and recommendations. The elements will be determined by the selections the PD makes as part of provisioning activities. PremierOne provisioning enables the PD to select configurable parameters that affect system outcomes (e.g. unit names, personnel, status codes, permissions). Using the information captured in the BPR workbook and TPS, Motorola will provision the system to support their operational needs and expected operational outcomes.

2.13.1.1   Provisioning Workshops

Motorola will perform the manual entry provisioning data. Motorola enters and/or imports the provisioning data as provided by the PD and then conducts workshops (PremierOne Records Provisioning Workshops as described in the Training Plan) with PD participants of the BPR to demonstrate functionality and workflows are consistent with the information and processes captured in the BPR. The series of workshops and checkpoints result with a Motorola-supported validation of the provisioned system. Three Records workshops are conducted on-site and one is remote. Checkpoints are conducted remotely.

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The focus of each workshop is defined in a Workshop Agenda that will be provided prior to the start of each workshop. The objective of each workshop is the transfer of knowledge, from Motorola to the PD, of the provisioning parameters and options that affect system outcomes.

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

Provisioning activities include instruction of the mechanics and methodologies required to maintain system provisioning (Provisioning Training) and provides PD resources with the required knowledge to maintain system provisioning required to support ongoing operational needs.

Note - Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola Responsibilities

- Consult with the PD on provisioning options that support the PD's business operations.
- Provide guidance on making provisioning selections.
- Provide Agenda for each scheduled Workshop and Checkpoint.
- Schedule and conduct Provisioning Workshops and Checkpoints.
- Educate the PD on mechanics and methodologies required to complete and maintain system provisioning.

PD Responsibilities

- Attend all Provisioning Workshops and Checkpoints.
- Complete tasks and assignments during and after each Workshop and Checkpoint.
- Update provisioning selections, as needed.

Motorola Deliverables

- Agenda for Provisioning Workshops and Checkpoints.
- Completion of Provisioning Workshops.

2.13.2 CommandCentral Responder Provisioning (Optional)

If CommandCentral Responder is included in the Agreement, provisioning will be performed of CommandCentral Responder and CommandCentral Cloud to function based on the requirements in the System Description and BPR Workbook. The provisioning process is conducted by Motorola with input from Customer.

Motorola Responsibilities

- Configure CommandCentral Responder based on BPR Workbook.
- Configure CommandCentral Responder data capture forms.
- Configure CommandCentral Responder citation mobile print format for defined number of device combinations from the System Description.
- Provide a remote demonstration of the provisioned CommandCentral Responder capabilities including standard Search forms, Citation forms and printed citation format.

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- Provide a remote demonstration of the provisioned CommandCentral Responder capabilities including standard Search forms and Field Interview forms.

Customer Responsibilities

- Assign SMEs to participate in the Motorola requests for information and provisioning process.
- Provide feedback on specific data field changes that differ from the originally agreed upon configuration.
- Provide all permutations of printer configurations that will be used to print the Citation.
- Create and provide any agency-specific user training required to ensure users understand the Citation processes and workflows.
- Create and provide any agency-specific user training required to ensure users understand the Field Interview processes and workflows.

Motorola Deliverables

- Demonstration of CommandCentral Responder in accordance with BPR and required forms (Search, Citation, printed citation).
- Completed provisioning of CommandCentral Responder.

2.13.3 Functional Validation

Functional Validation enables the PD to exercise the solutions, as provisioned, ensuring readiness for Train-the-Trainer. Functional Validation activities are initiated with a single Functional Validation Workshop whereby Motorola consults with the PD on the use of the Functional Validation Plan and customer approach to the functional validation.

2.13.3.1 Functional Validation Workshop

After the final Provisioning Workshop and prior to the start of Train-the-Trainer, Motorola will travel to the PD's site to guide the PD in use of the Functional Validation Plan (FVP). The mechanism to track this review is the FVP. This multi-day workshop will enable the PD to execute the FVP. At the conclusion of the Workshop, the PD will understand the purpose of the FVP and understand how to navigate and fill out the FVP.

Motorola Responsibilities

- Provide and review use of Functional Validation Plan with the PD.
- Walk the PD through the initial use of the FVP.
- Provide question/answer sessions, preparing the PD for Functional Validation Execution.

PD Responsibilities

- Participate in Functional Validation Workshop.

Motorola Deliverable

- Functional Validation Plan.

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2.13.3.2 Functional Validation Execution

The Functional Validation exercises the system against the PD's provisioning environment, ensuring readiness for Train-the-Trainer. The PD will have two weeks to complete the Functional Validation Execution. Upon PD completion of the FVP, Motorola will conduct a remote review of the completed FVP, verifying the system is ready for commencement of Train-the-Trainer. If there are exceptions or incomplete items in the FVP, Motorola will review them with the PD and advise the PD on the steps to take to remedy these exceptions, i.e., provisioning modification, if applicable. For software errors or anomalies, Motorola will develop a remediation plan identifying the actions required to address them.

Motorola Responsibilities

- Schedule and facilitate a remote review of the FVP.
- Advise the PD on exceptions that have been documented during the execution of the plan.
- Work with the PD to assign responsibility for actions/remediation of exceptions identified during the execution of the FVP.

PD Responsibilities

- Execute the Functional Validation Plan.
- Log all exceptions and coordinate discussions with Motorola regarding remediation.
- Participate in remote review.
- Update provisioning parameters as necessary to achieve desired workflows and progress through the execution of the Functional Validation Plan.

Motorola Deliverable

- Remediation Plan (as applicable).

Note - Provisioning activities are considered complete at the conclusion of the remote FVP review or three (3) weeks after the Functional Validation Workshop, whichever occurs first.

2.14   Interfaces and Integration

The installation, configuration, and demonstration of interfaces will be an iterative series of activities depending upon access to third-party systems. Interfaces will be installed and configured in accordance with the System Description and Project Schedule. Integrated functionality between Motorola-developed products will be completed through the software installation and provisioning activities described herein. Integration activities that have specific requirements will be completed as outlined in this SOW.

2.14.1   Interface Deployment

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

Motorola Responsibilities

- Establish connectivity to external and third-party systems.

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- Deploy interfaces to support the functionality described in the System Description and interface-specific documentation discussed during the Interface Planning Session.
- Validate that each interface can transmit and/or receive data in accordance with the System Description and interface-specific documentation.

PD Responsibilities

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

Motorola Deliverables

- Contracted Interfaces and Integration.

2.14.2   Integration Activities

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

Motorola Responsibilities

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

PD Responsibilities

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

2.14.3   California and Federal Incident Based Reporting System (NIBRS/CIBRS)

Motorola will deliver contracted software to support federal CIBRS/NIBRS reporting requirements.

Motorola Responsibilities

- Deliver CIBRS/NIBRS reporting capabilities.
- Collaborate with the PD to understand any provisioning parameters that may be, or are, impacting CIBRS/NIBRS submission acceptance in the event of an initial failed submission.
- Modify the state layer to account for any requirements necessary to be compliant with state specific reporting requirements, as required by the State, and upon receipt of an official state communication.

PD Responsibilities

- Serve as the intermediary between Motorola and the State in clarifying reporting requirements between state requirements and PremierOne Records state layer submission functionality.

- Facilitate any required meetings between Motorola and the State.

- Initiate a CIBRS/NIBRS submission to the State.

- Resolve any provisioning issues impacting State submission acceptance.

- In the event of a failed submission:

  - Communicate the discrepancy in reporting requirements to the State.

  - Obtain an official state communication clearly articulating the State's requirement.

  - Forward a copy of the official state communication to Motorola.

Motorola Deliverables

- CIBRS/NIBRS Reporting.

2.14.4 Interface Validation

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

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

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

Motorola Responsibilities

- Conduct Interface Validation demonstration.

- Develop a Remediation Plan for anomalies that do not align with Motorola's stated user experience or functionality described in interface-specific documentation.

- Manage the Remediation Plan and take Motorola remediation actions.

PD Responsibilities

- Ensure required resources are present for their specific area of responsibility.

- Provide a resource with access to the interfacing system to validate functionality.

- Witness the execution of the demonstration and acknowledge successful completion.

- Participate in the documentation of anomalies and work with Motorola to develop remediation action(s).

- Coordinate and manage PD remediation actions.

Motorola Deliverable

- Completed Interface Validation Results.

- Remediation Plan (as applicable).

2.15   Convert on Demand Tool

The Convert on Demand (CoD) tool provides the PD the ability to configure and import documents from legacy Records Management Systems (RMS) into PremierOne Records on an as-needed basis. The CoD Tool only supports T-SQL relational databases for storing legacy information.

The database in which the legacy data resides will remain in an archived database instance, and when the need arises, data is brought into PremierOne. The CoD tool can convert one record at a time or perform a bulk import into PremierOne systems. The tool uses internal PremierOne Record components to maintain data integrity of converted records in PremierOne Records.

The CoD tool also has a feature that enables users to compare legacy data in the PremierOne Records format before deciding to convert specific records to PremierOne Records. This feature helps users to validate data mapping between the legacy data and will present how it will appear in PremierOne Records.

The CoD Tool Workshop is a 3 day, on-site workshop where Motorola will advise the PD in the use of the Tool and assist the PD in the development of configuration documents/files or ETL scripts.

Motorola Responsibilities

- Install the CoD tool on the PremierOne Records server.
- Coordinate CoD Tool Workshop.

PD Responsibilities

- Participate in the CoD Tool Workshop.
- Following the CoD Tool Workshop, create the required configuration documents/files.

Motorola Deliverables

- Convert on Demand Tool.

2.16   Advanced Configuration Tool (ACT)

The Advanced Configuration Tool (ACT) is an application development tool designed to provide skilled PremierOne Records resources the ability to modify and develop records functionality. Using ACT, trained resources can design the navigation flow for modules and develop application components, such as search fields, data grids, default views, and in-module reports. ACT is also used to modify and develop modules in order to provide functionality to support future PD specific business processes. Unlike configuration or provisioning, development done in ACT creates additional database structures and application code.

2.16.1   PD Specific Module Development

Motorola utilizes the information gathered in the BPR Workbook during PD Specific Module Discovery to develop PD specific modules.

Motorola Responsibilities

- Create draft of PD Specific Modules as a result of the "PD Specific Module Discovery" activity.

- Deliver a single draft of PD Specific Modules and review on the PD system.

- Receive feedback from the PD and incorporate into final PD Specific Modules.

- Deliver final Specific Modules to the PD.

PD Responsibilities

- Review and provide feedback on the draft of PD Specific Modules within 10 days of receipt or Motorola considers this as the final PD Specific Modules.

- Verify final PD Specific Modules.

Motorola Deliverable

- PD Specific Modules.

2.16.2   ACT Workshop

Following the delivery of the PD Specific Modules, Motorola conducts the ACT Workshop to enable the PD to support future PD specific business processes. The skilled resource will be familiar with relational database logic, data types, and understand data theory. The skilled resource must understand the agency's end-to-end business operation, anticipate specific reporting needs, and envision the required inputs to support the desired reporting outputs.

- PD representative(s) will attend the ACT Workshop.

Motorola Responsibilities

- Provide access to the Motorola provided web based learning environment 5 business days prior to the Workshop start.

- Facilitate ACT Workshop.

PD Responsibilities

- Confirm access to the Motorola provided web based learning environment no later than 2 business days prior to the Workshop start.

- Attend the ACT Workshop.

Note - ACT changes made to the system outside of those captured in the BPR Workbook prior to Go Live will be reviewed with the Motorola Application Specialist. Failure to do so prior to making changes using ACT could negatively impact the system and potentially result in a project delay.

Motorola Deliverable

- Advanced Configuration Tool.

- Advanced Configuration Tool Workshop.

2.16.3   Rich Text Format (RTF) Building Workshop

RTF Building Workshop will be conducted after delivery of the ACT Workshop has concluded; attendees must have also been part of the ACT Workshop. Motorola will guide the PD in the creation or modification of RTFs within the PremierOne Records system, giving the PD the ability to configure printable outputs to meet their needs.

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Motorola Responsibilities

- Provide access to the Motorola provided web based learning environment 5 business days prior to the Workshop start.
- Facilitate the RTF Building Workshop.

PD Responsibilities

- Confirm attendees have completed ACT Workshop prior to the RTF Building Workshop.
- Confirm access to the Motorola provided web based learning environment no later than 2 business days prior to the Workshop start.
- Attend the RTF Building workshop.

2.16.4   RDLC Building Workshop

RDLC Building Workshop will only be conducted after delivery of the ACT Workshop and SSRS Workshop(s) have concluded; attendees must have also been part of the ACT Workshop and SSRS Workshop(s). Motorola will guide the PD in the creation or modification of RDLCs within the PremierOne Records system, giving the PD the ability to create overview and summary reports on data contained within modules, along with the ability to create printed forms from modules within PremierOne Records.

Motorola Responsibilities

- Provide access to the Motorola provided web based learning environment 5 business days prior to the Workshop start.
- Facilitate the RDLC Building Workshop.

PD Responsibilities

- Confirm attendees have completed ACT and SSRS Workshops prior to the RDLC Building Workshop.
- Confirm access to the Motorola provided web based learning environment no later than 2 business days prior to the Workshop start - use of 2 monitors is strongly recommended for each attendee of the workshop.
- Attend the RDLC Building Workshop.

2.17   Reports and Dashboards

2.17.1   Reports

Motorola will deliver the standard reports library and the specific reports listed below that Motorola will develop. A list of the standard reports delivered with the installed version will be provided upon request. Upon receipt of the standard reports library, any further changes will be addressed per the change order provision of the Agreement.

Motorola will review the standard reports library and introduce the functionality available within SQL Server Reporting Service (SSRS) through the SSRS Workshop. The Workshop will be conducted in

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accordance with the Education Plan and will take place after the conclusion of the ACT Workshop. Attendees must also have participated in the ACT Workshop.

Motorola Responsibilities

- Develop and deliver the following reports based on the sample reports provided by the PD during the Reporting Services Overview:
  - 10851,
  - Accident Reports All
  - Accident Reports for CHP
  - Accident Reports for CrossRoads
  - Cases with Victims
  - Domestic Violence Test
  - Firearms - Lost and Stolen
  - Missing Persons (Teletype)
  - Missing Persons Found (Teletype)
  - Nightly Case with Victims
  - Traffic Hit and Run
- Deliver standard reports library and review with the PD.
- Provide access to the Motorola provided web based learning environment 5 business days prior to the Workshop start.
- Facilitate the SSRS Workshop.

PD Responsibilities

- Review the reports developed by Motorola and verify they conform to the report samples the PD provided during the Reporting Services Overview.
- Confirm attendees have participated in the ACT Workshop.
- Confirm access to the Motorola provided web based learning environment no later than 2 business days prior to the Workshop start.
- Attend the SSRS Workshop.

Motorola Deliverables

- Three (3) custom reports
- Standard reports library.
- SSRS Workshop

2.17.2 Dashboards

The objective of this task is to introduce the functionality available via Intelligent Data Discovery (IDD). IDD Workshops will be conducted in accordance with the Education Plan.

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

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Motorola Responsibilities

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

PD Responsibilities

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

Motorola Deliverable

- Standard Dashboards

2.18   System Training

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

2.18.1   Learning eXperience Portal (LXP Online Training)

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

Motorola Responsibilities

- Configure a PD specific portal view.
- Create learner access account to the portal for each user name provided by the PD.
- Provide instruction to the PD LXP Administrator on building groups.

PD Responsibilities

- Provide Motorola with names (first and last) and email addresses for each learner.
- Complete LXP Administrator training.

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- Advise users of the availability of the LXP.
- Build groups as desired.

2.18.2   Instructor-Led Training

Motorola Responsibilities

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

PD Responsibilities

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

Motorola Deliverables

- Electronic versions of User Guides and Training Materials.
- Attendance Rosters.

2.19   System Go Live

2.19.1   Go Live Planning

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

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

Motorola Responsibilities

- Facilitate meetings with PD staff to review the Go Live Plan.

PD Responsibilities

- Coordinate the participation of the PD's technical and operational staff in Go Live planning and review of the Go Live Plan.

Motorola Deliverable

- Go Live Plan.

2.19.2   Motorola Support Engagement

As part of Go Live planning, the Motorola PM will complete a System Configuration workbook consisting of PD contact information and information required for remote access to the system. Motorola will schedule a remote Support Engagement meeting between the PM, the Customer Support Manager (CSM) and the PD's project team representatives no later than 30 days before the identified Go Live date. The CSM will review the Customer Support Plan with the PD, including the process for obtaining support and contact information.

Motorola Responsibilities

- Facilitate the Support Engagement Meeting between the PD and the Motorola Support organization.

PD Responsibilities

- Identify authorized PD representatives to contact Motorola Support.

2.19.3   Go Live

In accordance with the Go Live Plan, Motorola and the PD will begin transitioning the PD from their legacy system to live operation use of the Motorola system. Motorola will provide on-site support as back up to the PD at a single site per product in accordance with the Go Live Plan. The Go Live transitions the PD from the implementation phase of the Agreement to the support phase under the governance of the Motorola Support organization.

Motorola Responsibilities

- Work with the PD to schedule the date and time for the Go Live.

- Execute the Go Live Plan.

- Provide on-site resources as specified in the Go Live Plan to support the PD Core Team. Unless otherwise documented in the Go Live Plan, support will be provided in accordance with the following:

  - 16-hour coverage over the first two (2) days following the live-cut-hour, followed by 8am - 5pm hour coverage on the third day.

PD Responsibilities

- PD Core Team scheduling for Go Live activities.

- Manage Go Live activities.

- PD to educate Core Team on methods and when to engage Motorola during Go Live.

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2.20   Transition to Support – Project Closure

Following the Go Live and Operational Burn-in Period, the service delivery is complete. Motorola and the PD certify the Software System Completion milestone and the implementation phase is formally closed.

The system is transitioned to the support phase of the Agreement per the terms and conditions of the Maintenance and Support Agreement.

2.20.1   Documentation

As part of project completion, Motorola will validate the PD's receipt of electronic copies of the following documentation (which will be incorporated with the related documentation for the PremierOne System):

- User Guides (for the primary products), in electronic format.
  - BPR Workbook(s) for each contracted Product Category.
- System Administration Guide, in electronic format.
- System Configuration Workbook, in electronic format.
- As-Built System Design Documentation, in electronic format.
- As-Built System documentation is also archived with the System Support Center along with customer information and access procedures to facilitate efficient response and resolution of any reported system issues.

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Section 3

Software Enterprise Education Plan

3.1   Introduction

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

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

Motorola's instructors are certified through the Learning and Performance Institute's Online Learning Facilitators program, ensuring instruction is delivered in the most efficient and beneficial manner to industry recognized standards.

Note - Customer specific needs that are not addressed as a Course or Workshop or outlined in this Training Plan can be addressed via Motorola's Consulting Services.

Motorola's primary training delivery models are:

- **Instructor-Led:** Instruction is provided by a Motorola instructor in a traditional Customer provided classroom environment or via web conferencing hosted by Motorola.

- **Computer Based:** Computer-based training provides self-paced instruction on the features and functions of the Motorola software applications. This delivery method enables the attendee to progress through training at a pace prescribed by the Customer that is comfortable to the attendee. Motorola's computer-based training delivery method includes the use of a Learning eXperience Portal (LXP).

A sample of LXP course offerings include:

Table 3-1: LXP Courses

LXP Courses	
PSA4001 CAD End User - Keyboard Shortcuts	PSA4044 PremierOne Mobile End User - Closing Incidents
PSA4151 RMS Provisioning - Creating a New Code Table	PSA0120 Mobile Android User - Logging in/Logging Out

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LXP Courses	
PSA4139 CAD/Mobile Provisioning - Incident Management - Incident Response Factors	PSA0210 Mobile iOS User – Navigating the Dashboard

3.2   Workshops and Course Listing

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

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

- **LXP-C** – Software application training provides instruction on the features and functional use of a software application or specific module. The delivery method is entirely computer based and accessed via LXP on demand with no in-person training component.
- **LXP-P** – LXP *prerequisites,* attendees must complete before attending in-person sessions.
- **LXP-R** – LXP *refresher,* this software application training offers components that can be taken on demand through the LXP after the in-person training has completed.
- **On-site (O)** – in-person training from an on-site instructor conducted at the Customer' facilities.
- **Virtual (V)** – virtual instructor-led training (class will be recorded and made available for future Customer use).

3.2.1   Workshops

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

Workshop Information					
Solution Name	Workshop Name	Max # of Attendees Per Session	# of Workshop Sessions Included	Method of Instruction	Workshop Duration
Premier One Records	**Set of PremierOne Records Provisioning Workshops** Requires working knowledge of customer business workflows and current application configuration.	9	1	LXP-P, Virtual, On-Site & LXP-R	60-hours (over various sessions)
	PremierOne Records Rich Text	4	1	Virtual	8-hours over 1-day

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Workshop Information					
	Format (RTF) Workshop Requires knowledge of current printouts and PremierOne Module Configuration.				
PremierOne Reporting Services	**SSRS Report Builder Workshop in PremierOne**	6	1	LXP-P, On-Site & LXP-R	24-hours over 3 consecutive 8-hour days
	Intelligent Data Discovery (IDD) Workshop in PremierOne	6	1	LXP-P, On-Site	24-hours over 3 consecutive 8-hour days
PremierOne Reporting Services Add On Workshop	**RDLC Printouts in Premier One Records** Requires completion of Advanced Configuration Tool (ACT) for PremierOne Records and PremierOne SSRS Report Builder Workshop	6	1	Virtual	24-hours over 4 consecutive 8-hour days
PremierOne Infrastructure System Administration	**PremierOne Records System Administrator** Requires working knowledge of computer hardware, operating system software and database maintenance	4	1	LXP-P & On-Site	16-hours over 2 consecutive 8-hour days
PremierOne Records	**Convert on Demand (CoD) Workshop** Requires knowledge of legacy Records data, data formats and documents	2	1	On-Site	24-hours. over 3 consecutive 8-hour days

3.2.2   Instructor-Led Training Courses

Similar to the Workshops structure, instructor-led training offers guided instruction but in a classroom environment. Instructor-led training focuses on the mechanics of the application software features, functions, and use. In many cases the attendee must possess a common level of industry knowledge and complete LXP prerequisites in order to grasp the presented concepts and material.

Instructor-Led Training Course Information					
Solution Name	Course Module	Maximum # of Attendees Per Course	# of Instances Included	Method of Instruction	Class Duration
PremierOne Records	PremierOne Computer Aided Dispatch – End User Training Support	n/a	1	On-site	32-hours over 4 consecutive 8-hour days
	PremierOne Records Train-the-Trainer	12	1	LXP-P & On-Site	32-hours over 4 consecutive 8-hour days
PremierOne Records Add on Courses	PremierOne Records Advanced Configuration Tool (ACT) Training	4	1	Virtual	32-hours over 4 consecutive days
	PremierOne Records Case Report Completion and Workflow End User Training	12	1	LXP-P & On-Site	Six (6) 4-hour sessions over 3 consecutive 8-hour day
	PremierOne Records Case Management End User Training	12	1	LXP-P & On-Site	Six (6) 4-hour sessions over 3 consecutive 8-hour day
PremierOne Records (Optionally Available)	PremierOne Records End User Training	12	1	LXP-P & On-Site	32-hours over 4 consecutive 8-hour days

3.2.3   Training Overview

The Customer Training Representative should be familiar with the Customer's daily operations and must attend (or designate a replacement) each Motorola training course. Motorola instructors will rely on this representative to be the one point of contact for Motorola staff when policy and procedural questions arise, act as course facilitator, and act as the Customer's training monitor. The Customer will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the Customer's trainers must have prior experience as a classroom instructor and a thorough understanding of the Customer's operations. Other courses will require participants from different areas of the Customer's operations as shown in the individual course descriptions, detailed in Section 3.3: Workshop Course Descriptions.

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3.2.4 Training Facilities and Schedules

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

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

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

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

3.2.4.1 Training Methods and Procedures

Motorola offers on-site training and online training both coordinated with the LXP. Types of training courses include:

- Administrative workshops that provides specialized users with in-depth knowledge on the features, operational, and administrative functions of the system.
- Train the Trainer; instructor-led classroom training that provides key individuals with extensive hands-on use of the system utilizing true-to-life incident scenarios so they can develop and provide training to new users.
- End User Training; Instructor-led classroom training that provides users with instruction on subject matter relevant to their respective role in using and or supporting the PremierOne System. In addition to facilitated discussion, End User training consists of workshop elements where needed, to provide hands-on demonstration of the material being presented.
- Instructor-Led virtual online training that uses the LXP.
- Online "Anytime" training that uses the LXP.

Designated Motorola Instructors will provide application instruction using several techniques and materials:

- **Instructor Lesson Plan**: The instructor's tool for planning the detailed course content on a module-by-module basis.
- **Training Course Agenda**: A handout for attendee that outlines the course sequence of events including duration, and course modules.
- **Worksheets, Job-Aids, Quizzes**: Activities provided by the instructor to help attendees retain course information.
- **Training Course Objectives**: The instructor's predefined course objectives. These are provided for Train-the-Trainer classes only.

- **Evaluations**: The Instructor Evaluation Form for attendees to complete on the final day of a training class, the attendees will be asked to complete an Instructor Evaluation form. They are optional forms and anonymity is acceptable.
- **Attendance Rosters**: A roster, provided by the Customer, listing the names of training participants five (5) days prior to the start of the course. Instructors will complete Attendance Rosters of actual participants for each day of training.
- **Prerequisite training:** On demand LXP courses which provide base knowledge for all attendees prior to the start of on the on-site class.
- **Motorola User Documentation**: An electronic copy of the applicable Motorola Reference Manuals and documentation will be provided prior to training. The Customer is responsible for duplicating and delivering manuals to participating attendees prior to class commencement.

3.2.5   Session Attendance

Motorola is committed to providing a quality training experience and desires that the Customer receives the maximum benefit from each on-site training session. Each training session has been sized to provide the optimal training environment that meets the needs of the attendees in relation to the complexity of the material being presented. Given the nature of the material being presented and the intensity of the training, it is imperative that maximum course numbers not be exceeded. If the number of attendees in attendance exceeds the published maximum number of attendees and the list of participants identified on the training roster, Motorola will take corrective action, ensuring the integrity of the session is maintained and the attendee's ability to learn is protected. Motorola corrective action may include:

- Delaying the start of training until the number of attendees in attendance is in line with the maximum number of attendees allowed for the session.
- Splitting the class into multiple sessions. In such a case, the Customer will be charged for multiple occurrences of the class plus additional expenses, including travel related expenses incurred by Motorola Solutions.
- Delaying the classroom training until the Prerequisite training has been completed in the LXP by each attendee.

3.2.6   LXP Requirements

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

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

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

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

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3.2.6.1   LXP Learner Subscription Package

Learner-level subscriptions have been included for personnel who are expected to be users of one or more products. Customer resources will have access to the LXP training materials during deployment and as long as the post-live subscription is maintained during the warranty/maintenance period. Learner-level subscriptions allow access to all materials available for the applications included in this Training Plan. A Learner-level subscription that allows the Customer to upload their own content is available at an additional cost.

3.3   Course Descriptions

3.3.1   Workshop Course Descriptions

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

Table 3-2: Set of PremierOne RMS Provisioning Workshops

Set of PremierOne RMS Provisioning Workshops	
Goal	Conduct structure workshops to provide selected personnel with sufficient knowledge to configure PremierOne Records to meet the agency's needs, including security, agency code tables, personnel, and other administrator items.
Course Materials	PremierOne Records Concepts and Getting Started Guide. PremierOne Records Provisioning Guide. PremierOne Records Mobile User Guide. PremierOne System Management Tool Portal User Guide. Course Outline. LXP refresher training courses.
Location	Customer's facility and virtual.
Duration	PremierOne RMS Workshop 1: On-Site (24 hours over 3 consecutive days). PremierOne RMS Checkpoint 1: Virtual (8 hours in a single day). PremierOne RMS Workshop 2: Virtual (20 hours over 5 consecutive days). PremierOne RMS Checkpoint 2: Virtual (8 hours in a single day).
Participants	The goal of Motorola led Workshops and Checkpoints is to provide the Agency Core Team with sufficient knowledge to provision the PremierOne RMS product. Participants should have knowledge of current Records application and customer operations with the authority to make decisions in relation to the new PremierOne RMS systems look and functionality as required.
Class Size	Maximum of nine (9) attendees.

Set of PremierOne RMS Provisioning Workshops	
Prerequisite	Prerequisite training videos must be completed prior to the Workshop begining. Prerequisite work not being completed will result in the Workshop and Checkpoint being rescheduled. LXP Required Prerequisite training courses: ▪ PSA4151 Provisioning - Creating a New Code Table. ▪ PSA0098 Provisioning - Workflow 101.
Environment Setup	**Attendee Workstations:** ▪ One (1) workstation for each participant. ▪ Each workstation or device used for LXP prerequisites must have an internet connection. ▪ Records workstation for each participant with network connection to the PremierOne servers. ▪ Microsoft Excel and Word should be installed on at least one training workstation. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection. ▪ Projector. ▪ Dry erase board.

Table 3-3: PremierOne Records Rich Text Format (RTF) Workshop

PremierOne Records Rich Tex Format (RTF) Workshop	
Goal	Conduct structure workshop to create custom Rich Text Format (RTF) printouts as well as edit existing system RTF printouts.
Course Materials	PremierOne Records Provisioning Guide. PremierOne Records Mobile User Guide. Course Outline.
Location	Virtual
Duration	8 hours over 1 day
Participants	Participants should have knowledge of current Records application and customer operations with the authority to make decisions in relation to the new PremierOne RMS systems look and functionality is required.
Class Size	Maximum of four (4) attendees.
Prerequisite	Participants must have completed the Instructor-Led Advanced Configuration Tool (ACT) prior to attending this workshop.
Environment Setup	**Attendee Workstations:** ▪ One (1) workstation for each participant with an internet connection. **Virtual Environment Browser Requirements:** ▪ The browser must support WebSockets in order to connect to CloudShare environments and experiences. ▪ The minimum bandwidth in order to connect to a Remote Desktop Protocol (RDP) session is 150 Kbps.

Table 3-4: SSRS Report Builder Training in PremierOne

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

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Table 3-5: Intelligent Data Discovery (IDD) in PremierOne

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

Table 3-6: RDLC Printouts in Premier One Records (Add-on)

RDLC Printouts in PremierOne Records	
Goal	Provide selected personnel with knowledge to create in module and printed forms based on data contained within the specified module in PremierOne Records.
Course Materials	Course Outline.
Location	Virtual.
Duration	Up to 24 hours over three consecutive business days.
Participants	Personnel who will be responsible for creating reports and managing data needs from the PremierOne Records application.

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RDLC Printouts in PremierOne Records	
Class Size	Maximum of six (6) attendees.
Prerequisite	Successful completion of SSRS Reporting Training for PremierOne. Experience in creating Reports using Microsoft SQL Server Reporting Services. Familiarity with T-SQL statements for querying data within a SQL Server database.
Environment Setup	**Attendee Workstations:** ▪ One (1) workstation for each attendee with a connection to the PremierOne system environment. (2) monitor setup is preferred. ▪ Access to PremierOne Records Advanced Configuration Tool (ACT) ▪ Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2. ▪ Microsoft Edge (+) Preferred. ▪ Microsoft Internet Explorer 10 or 11. ▪ Google Chrome (+). ▪ Mozilla Firefox (+). ▪ Microsoft Report Builder Installed. ▪ All Training workstations installed with SQL Server Management Studio. ▪ Visual Studio 2019. ▪ Notepad ++. **System Requirements:** ▪ Full provisioned PremierOne Records Environment. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection.

Table 3-7: PremierOne Records System Administrator Training

PremierOne Records System Administrator Training	
Goal	Provides practical techniques for system administration and maintenance of the PremierOne Records system.
Course Materials	PremierOne Records System Administration Guide. PremierOne SCOM Monitoring Guide. Course Outline. LXP refresher training courses.
Location	Customer's facility.
Duration	Up to 16 hours over two consecutive business days.
Participants	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size	Maximum of four (4) attendees.
Prerequisite	LXP Required Prerequisite training courses: ▪ PSA4029 System Administration - Hardware Overview ▪ Knowledge of customer site network, IT policies and operations. ▪ Microsoft proficiency as defined in the Prerequisites Section.

PremierOne Records System Administrator Training	
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.

Table 1-3-8: Convert on Demand (CoD) Workshop

Convert on Demand (CoD) Workshop	
Goal	Provide the agency resource(s) with information necessary to use the CoD tool to convert legacy Records Management data (i.e. case reports) to PremierOne Records documents.
Course Materials	Convert on Demand Installation package and User Guide Config Builder for Convert on Demand tool Course Agenda
Location	On-Site
Duration	Up to twenty-four (24) hours over three (3) consecutive days.
Participants	Records Supervisor or Administrator
Class Size	Maximum of six (6) attendees.
Prerequisite	▪ Thorough knowledge of legacy Records data and data elements. ▪ Microsoft SQL query writing skills. ▪ XML documents knowledge.
Environment Setup	▪ Legacy data must be in SQL database 2008 or greater. ▪ Need credentials that can be used to access SQL Server. ▪ Firewall must be open for SQL (port 1433) on both P1 Environment as well as Legacy environments in order to make connection. ▪ Workstation with NotePad++ ▪ Projector and whiteboard, if possible.

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3.3.2   Instructor-Led Course Descriptions

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

Table 3-9: PremierOne Records Train-the-Trainer

PremierOne Records Train-the-Trainer	
Goal	Provide selected personnel with knowledge to support a comprehensive end user training program for the entire Records Application and all modules.
Course Materials	PremierOne Records Users Guide. PremierOne Record Mobile User Guide. LXP prerequisite training courses. Course Outline.
Location	Customer's facility.
Duration	Up to 32-hours over four (4) consecutive business days
Participants	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of current FBR application and customer operations. LXP Required Prerequisite training courses: ▪ PSA4049 End User - Case Report. ▪ PSA4050 End User - Pull Forward Feature. ▪ PSA4051 End User - Case Reports/Report Writing. ▪ PSA4053 End User - Document Workflow/Rollback. ▪ PSA4054 End User - Messaging and Assignments. ▪ PSA4038 End User - Query Smart Copy. ▪ PSA4037 End User - Create Report Button.
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection. ▪ One (1) PremierOne Records Workstation per attendee. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.
NOTE	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

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Table 3-10: PremierOne Records End User Training (Optionally Available Add-on)

PremierOne Records End User Training (Add-on)	
Goal	Provide end users of PremierOne Records with knowledge of the system to create law records and process the workflow and manage cases within the system.
Course Materials	PremierOne Users Guide. LXP prerequisite training courses. Course Outline.
Location	Customer's facility.
Duration	Up to 32-hours over four (4) consecutive business days
Participants	This course is designed for end users to learn and understand all aspects of the PremierOne Records Application. If focused role based training is required, see additional specific Instructor-Led training offerings.
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of current customer operations. LXP Required Prerequisite training courses: ▪ PSA4049 End User - Case Report. ▪ PSA4050 End User - Pull Forward Feature. ▪ PSA4051 End User - Case Reports/Report Writing. ▪ PSA4053 End User - Document Workflow/Rollback. ▪ PSA4054 End User - Messaging and Assignments. ▪ PSA4038 End User - Query Smart Copy. ▪ PSA4037 End User - Create Report Button.
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection. ▪ One (1) PremierOne Records Workstation per attendee. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.
NOTE	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customers to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

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Table 3-11: PremierOne Records Case Report Completion and Workflow End User Training

PremierOne Records Case Report Completion and Workflow End User Training	
Goal	Provide end users of PremierOne Records with knowledge of the system to create law records and process the workflow.
Course Materials	PremierOne Records Users Guide. PremierOne Records Mobile User Guide. LXP prerequisite training courses. Course Outline.
Location	Customer's facility.
Duration	Up to 32-hours over four (4) consecutive business days
Participants	Law enforcement officers, supervisors
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of current customer operations. LXP Required Prerequisite training courses: ▪ PSA4049 End User - Case Report. ▪ PSA4050 End User - Pull Forward Feature. ▪ PSA4051 End User - Case Reports/Report Writing. ▪ PSA4053 End User - Document Workflow/Rollback. ▪ PSA4054 End User - Messaging and Assignments. ▪ PSA4038 End User - Query Smart Copy. ▪ PSA4037 End User - Create Report Button.
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection. ▪ One PremierOne Records Workstation per attendee. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.
NOTE	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customers to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

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Table 3-12: PremierOne Records Case Management End User Training

PremierOne Records Case Management End User Training	
Goal	Provide end users of PremierOne Records with knowledge of the system to manage records that have been created through workflow and case management functions.
Course Materials	PremierOne Records Users Guide. LXP prerequisite training courses. Course Outline.
Location	Customer's facility.
Duration	Up to 32-hours over four (4) consecutive business days
Participants	Records clerks, supervisors, investigation staff.
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of customer operations. LXP Required Prerequisite training courses: ▪ PSA4049 End User - Case Report. ▪ PSA4050 End User - Pull Forward Feature. ▪ PSA4051 End User - Case Reports/Report Writing. ▪ PSA4053 End User - Document Workflow/Rollback. ▪ PSA4054 End User - Messaging and Assignments. ▪ PSA4038 End User - Query Smart Copy. ▪ PSA4037 End User - Create Report Button.
Environment Setup	**Attendee Workstations:** ▪ Each workstation or device used for LXP prerequisites must have an internet connection. ▪ One PremierOne Records Workstation per attendee. **Instructional Requirements:** ▪ Instructor's workstation(s) with network connection to the PremierOne servers. ▪ Projector. ▪ Dry erase board.
NOTE	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customers to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

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Table 3-13: PremierOne Records Advanced Configuration Tool (ACT) Training

PremierOne Records ACT Training	
Goal	To learn to make user interface (UI) modifications in PremierOne Records using the Advanced Configuration Tool (ACT). ACT is a development tool provided for the Customer's use to make changes to forms, printouts, and navigation. The class will provide guidelines for the allowable changes.
Course Materials	PremierOne Records Advanced Configuration Tool User Guide. Course Outline.
Location	Virtual.
Duration	32--hours over four (4) consecutive 8-hour days.
Participants	Personnel responsible for system configuration.
Class Size	Maximum of four (4) attendees.
Prerequisite	Knowledge of current Records application and customer operations. Participants should have a working knowledge of computer systems. Database knowledge is preferable.
Environment Setup	**Attendee Workstations:** ▪ One (1) workstation for each participant with an internet connection. **Virtual Environment Browser Requirements:** ▪ The browser must support WebSockets in order to connect to CloudShare environments and experiences. ▪ The minimum bandwidth in order to connect to a Remote Desktop Protocol (RDP) session is 150 Kbps.
NOTE	This class is not an extension of the PremierOne Records Provisioning class, and requires an advanced level of expertise.

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Section 4

PremierOne Customer Support Plan

Quick Contact Matrix	
Support Center	
Toll-Free Phone#	1-800-MSI-HELP (1-800-674-4357)
Email	PSACASE@Motorolasolutions.com
Motorola Portal	Customer Support Portal
Customer to provide the following information:	**Site Name** **Your Name** **Your Call Back Number** **A Brief Description of the Problem** **Priority (Critical, High, Medium, Low)**
SUS (Security Update Service) Website Access and Notifications	
Registration **(using official work organization email address and the 12-character contract number)**	https://docs.google.com/forms/d/1s0MxMoszG-fqsWkMVs-NwqMRzdnST41LQNHTcvO5ZJ0/viewform?c=0&w=1&usp=mail_form_link (Do NOT use personal email accounts)
SUS Website	https://sites.google.com/a/motorolasolutions.com/sus-motopatch/
SUS Website Access Questions	sus001@motorolasolutions.com
Warranty and/or Service Agreement Information	
Customer Name:	Contract #:
Service Agreement Start/End Date	Service Level: Essential
Account Manager	Customer Success Advocate
Name:	Name:
Phone:	Phone:
Mobile:	Mobile:
Email:	Email:

PremierOne Customer Support Plan

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Escalation Plan

Our goal is to ensure our customers receive the best possible support from Motorola Solutions. If you feel that your support or maintenance needs are not being met, as a direct Motorola Solutions Customer, we provide an escalation process for your request to the next Motorola Solutions department or manager.

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

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

4.1   Customer Support Plan Overview

4.1.1   Serving Our Customer's Needs

Our Service Delivery Team is focused on the health, system performance and reliability of the PremierOne Solution (PremierOne Solution). You will work with an account manager or service contract manager who will maintain regular communications with you and will continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola Solutions products or support.

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

4.1.2   PremierOne Support Services

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

4.1.3   Essential Support Entitlement

As a valued Motorola Solutions customer who has purchased the Essential Support Plan, the customer is entitled to following services.

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Service management and open communication is the key to effective service delivery and relationship building. Our Support Services program offers end-to-end service management and includes:

- Software Maintenance.
- Remote Technical Support.
- Hardware Repair Coordination.
- Remote Application Administrator.*

*A part-time Remote Records Application Administrator is included in the PremierOne CAD/Mobile Agreement and is dependent on that Agreement being executed.

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

The Support Plan covers the customer locations in the table below (to be completed during transition to support phase).

Site ID	Product Group	Site Name	Site Address

4.2   Motorola Solutions CMSO and Service Desk

The CMSO TSO is the central point of contact to report PremierOne Solution incidents and submit change requests. The TSO team can be reached 24/7 to assist with your service needs via

- Toll Free Telephone: 1-800-MSI-HELP (800-647-4357) and convey the request.
- Customer Support Portal: low priority requests only, (estimated 24-hour turnaround).
- Email: PSACASE@motorolasolutions.com (estimated 24-hour turnaround).

NOTE: Critical and high priority incidents should not be reported via email or the Customer Portal.

Product and system technical resources are ready to receive and take action on requests for service.

4.3   Technical Support Priority Level Response Table

The CMSO TSO will respond to reported incidents according to the priority levels and response times defined in Table 5-1 in Section 5.4.

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4.4   Case Management via Customer Support Portal

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

Customer Support Portal provides the ability to:

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

Motorola Solutions does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-647-4357).

4.4.1   Ticket Initiation via Email

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

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

- **Address email to:** PSACASE@motorolasolutions.com.
- **Email Subject:** Type "PSA Service Request" and a brief description of the system issue (this will become the ticket title).
- Use the following template for the body of the email. Copy and paste from below, adding the accurate and specific needs of the request following the bold items listed:
    - **Site ID**: Site ID.
    - **Product Type**: followed by the product family type. Choose from the following list:
        - PremierOne Solution CAD.
        - PremierOne Solution Mobile (including Handheld or PMDC).
        - PremierOne Solution Records.
    - **Contact First Name**: first name or the person support personnel are to contact.
    - **Contact Last Name**: last name or the person support personnel are to contact.
    - **Phone Number**: phone number, including area code, where the contact person may be reached.
    - **Priority Level**: indicate either priority level 3 or 4. All priority level 1 or 2 tickets must be opened via the toll-free TSO number.
    - **Problem Description**: a comprehensive description of the problem.

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- Once the email is sent, the customer will receive an email with a ticket number for future reference. If an email response is not received, or if a priority level 1 or 2 ticket needs to be opened, please contact the toll-free TSC number.

4.5   CJIS Compliance

Motorola Solutions will maintain industry standard security measures to protect the Solution from intrusion, breach, corruption or security risks. The customer is responsible for maintaining security controls for their managed networks and infrastructure, including but not limited to servers, boundary protection devices and information flow enforcement. During the term of the Agreement, if the Solution enables direct or indirect access to FBI defined Criminal Justice Information (CJI), Motorola Solutions will comply with the FBI Criminal Justice Information (CJI) Security Policy. Any additional security measures desired by the customer may be available for an additional fee.

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

Customer is independently responsible for due diligence and establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Service provided. Customer must also establish and ensure compliance with access control and identification and authentication policies and procedures, including password security measures, lost and stolen credentials, account disabling, account validation, log retention capacity planning and customer jurisdiction specific data retention requirements. Further, Customer must maintain industry standard security and protective data privacy measures.

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

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

4.6   Summary

Our Support Plan includes the following key service elements. Detailed service description, customer responsibilities, Motorola responsibilities, service specific limitations, and exclusions are all covered in the services Statement of Work (SOW).

- **Single Point of Contact –** Customer Success Advocate who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.

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- **Systems Support Center –** One place to report incidents and place requests; reported incidents are correlated with alerts received from the NOC for reduced root cause determination.

- **Emergency Call Management Portal –** Enhanced access to case status and resolution details.

- **Technical Support Center –** Staffed with subject matter experts to handle escalated tickets.

- **Remote Application Administrator –** Dedicated or time-based skilled and certified support engineers who will provide the right support to your system. **Note: This service is included with and dependent on execution of the PremierOne CAD Agreement.**

4.6.1   Benefits to Your Agency

- **Maximize Performance** – Increase system uptime and quality of service through fast detection of service disruptions and restoration of services.

- **Save Time** – Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests.

- **Rely on a Trusted Support Team** – Depend on our skilled team to be the first line of defense and have greater peace of mind.

- **Reduce Risk** – Gain visibility, enhance performance, and increase cyber security with our full suite of NSOC offerings.

PremierOne Customer Support Plan

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Section 5

PremierOne Essential Services Statement of Work

5.1   Overview

Motorola Solutions' (Motorola) PremierOne® Essential Services provides an integrated and comprehensive sustainment program for PremierOne systems. Essential Services do not include maintenance of workstations, mobile devices, portable devices, or network backhaul equipment.

Essential Services consist of the following service elements:

- Remote Technical Support.
- Hardware Repair Coordination.
- Software Maintenance.
- Remote Application Administrator.*

*A part-time Remote Records Application Administrator is included in the PremierOne CAD/Mobile Agreement and is dependent on that Agreement being executed.

Each of these elements are summarized below and expanded upon in Section 5.3. In the event of a conflict between the descriptions below and an individual subsection of Section 5.3, the individual subsection prevails.

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

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

Remote Technical Support

Motorola CMSO Technical Support Center (TSC) provides remote consultation with technical and product development resources skilled with diagnosing and resolving PremierOne platform performance and operation issues.

Hardware Repair Coordination

Motorola will coordinate repair of select third-party infrastructure equipment supplied by Motorola. Motorola CMSO coordinates the equipment repair logistics process with the vendor if it is sourced from Motorola as a part of the contract.

Software Maintenance

Motorola ensures that PremierOne system users have access to the latest software updates, including On Demand (OD), Cumulative Updates (CU), and Standard Releases Software. These updates improve software performance and ensure equipment operates as intended. Customers can schedule software releases through the customer support portal. While Demand and Cumulative updates are

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covered under software maintenance, Standard Releases Software will require a supplemental professional service for software upgrade service.

Remote Application Administrator

The Remote Application Administrator service includes a qualified remote resource from Motorola's global support and managed services organization to assist with patches or provisioning/configuration changes up to 12 hours per month. **Note: This resource is included with and dependent on execution of the PremierOne CAD Agreement.**

5.2 Motorola Service Delivery Ecosystem

Essential Services are delivered through a tailored combination of centralized teams equipped with a sophisticated service delivery platform, a customer support portal, and applicable third-party vendors. These service entities will collaborate to swiftly analyze issues, accurately diagnose root causes, and promptly resolve issues to restore the Customer's network to normal operations.

5.2.1 Centralized Managed Support Operations

The cornerstone of Motorola's support process is the Centralized Managed Support Operations (CMSO) organization, which includes the Service Desk and technical support teams. The CMSO is staffed 24/7/365 by experienced personnel, including service desk specialists, security analysts, and operations managers.

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

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

5.2.2 Account Manager

A Motorola Account Manager (AM) will be the Customer's key point of contact for defining and managing services. The AM's initial responsibility is to provide maintenance and support contract and the Customer Support Plan (CSP) in collaboration with the Customer.

The CSP functions as an operating document that personalizes the services described in this document. The CSP contains Customer-specific information, such as site names, site access directions, key contact persons, incident handling instructions, and escalation paths for special issues. The division of responsibilities between the Customer and Motorola are detailed in this SOW.

5.3 Customer Support and Maintenance Expectations

In order to successfully deliver the services outlined in this SOW, the Customer is expected to assist Motorola with performing tasks related to administration, maintenance, and support. The Customer will provide a properly trained technical resource(s) responsible for administration, maintenance, and

support of your PremierOne Solution, and who is/are familiar with the operation of the PremierOne Solution.

The Customer technical resource(s) will be suitably skilled and trained as the on-site expert(s) when requested by the TSC. They will validate issue resolution prior to close of the ticket in a timely manner.

The Customer technical resource(s) is/are responsible for the following:

- **Initiate Service Request Tickets** — Contact Motorola through authorized tools and processes outlined in the Motorola CSP to initiate technical support tickets.
- **Assess Priority Level** — Assist in assessing the urgency and impact of the issue so the correct Priority Level is assigned, as found in the SOW and CSP.
- **Escalate Appropriately** — Contact Motorola to add information, make changes to existing technical support tickets or escalate service requests to Motorola management. Motorola CMSO TSC contact information is provided in the CSP.
- **VPN Connectivity** — Provide VPN connectivity and telephone access to Motorola personnel, if applicable.
- **Physical Workstation Maintenance** — Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
- **Records Client Maintenance** — Apply upgrades such as OS patches, administrative tools, and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to PremierOne Solution Products latest published Anti-Virus Exclusions List.).
  - Apply any Microsoft Critical Security patch to their PremierOne Solution that fits within the security and sustainability processes of the agency. Motorola recommends agencies follow Microsoft's guidance related to the application of Critical Security patches.
    - If Security Patching Services are purchased from Motorola the Customer will be responsible for rebooting servers and workstations to apply the deployed patches.
- **Mobile Client Maintenance** — Apply upgrades such as OS patches, administrative tools and utilities.
  - Maintain and upgrade software that supports infrastructure applications (i.e., Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to latest released PremierOne Solution Products Anti-Virus Exclusions List.).
  - Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).
- **Custom Reports** — Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola. In an event that Motorola is creating reports for the Customer, it will be supported by Motorola Support teams.

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- **Client Software Upgrade Testing** – Test PremierOne Solution Software Releases (includes Standard, Cumulative Upgrades (CU) and On Demand Releases (OD). Report and supply data for any problems that are discovered with the software to Motorola for review and correction. Ensure that minimum software/hardware requirements are met.

- **Third-Party Maintenance:**
  - **Net** - Install, upgrade, configure, and maintain .net framework software as per minimum requirements outlined by Motorola.
  - **Server** - Install, upgrade, configure, and maintain all servers hosting third-party products that interface to Motorola products. See Physical Server Maintenance Section above for additional explanation.
  - **SQL** - Install, upgrade, configure, and maintain MSSQL application. Make resource optimization changes pertaining to best practices as required by Motorola.
  - **SQL Express** - Install, upgrade, configure, and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by Motorola.
  - **Unembedded Third-Party Licensing** - Maintain and apply all third-party licensing for products not specifically embedded within a Motorola proprietary product.

- **GIS Updates** – PremierOne Solution Map Maintenance:
  - Ensure validity and integrity of all GIS related data introduced to the system.
  - Record modifications made to GIS files, and confirm expected behavior within the PremierOne Solution.

- **Anti-Virus and Windows UAC** – Install, configure, and upgrade chosen anti-virus software. Appropriately configure the user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola via ticket entry. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the Customer will be responsible for diagnosing and correcting the issue. Per request, Motorola will make every reasonable effort to test and verify specific anti-virus patches against a replication of the Customer's application if a problem cannot be resolved internally.

- **System Backups** – Perform and confirm successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes, and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne Solution SSMS full and incremental database backups completing successfully, report related SCOM notifications to Motorola.
  - **Note:** Tape Backups and HD Backups are the sole responsibility of the Customer.

- **Provisioning knowledge of the system** – Customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Solution Provisioning. Provisioning changes should be tracked. This information should be supplied to Motorola to aid in troubleshooting efforts should a problem be experienced. Motorola now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the Customer as a failsafe. **The remote Motorola Application Administrator will assist the Customer with maintenance of provisioning data, tables, information.**

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- **Gathering Issue Logs (Server and Client)** ─ Supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola, must be furnished. Absence of requested data may lead to ticket closure. (The remote Application Administrator will assist with this task during normal business hours).

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

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

- **Remote Access** ─ Customer must provide remote access to requesting Motorola personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne Solution domain access, and access to all system elements that pertain to the operation of the PremierOne Solution and functionality.

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

- **End User Training** ─ Ensure that all end users of Motorola products are trained to perform their duties and not cause harm or upset of system functionality. Motorola does offer additional training if necessary for an additional cost.

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

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

5.3.1   Remote Technical Support

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

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

5.3.1.1   Description of Service

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

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

The CMSO classifies and responds to each technical support request in accordance with Section 5.4: PremierOne Priority Level Definitions and Response Times.

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

5.3.1.2   Scope

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

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

All calls requiring incidents or service requests are assigned a priority in accordance with the agreed Table 5-1: PremierOne Priority Level Definitions and Response Times. Via the ITSM, Motorola will track the progress of each ticket from initial capture to resolution. Motorola will advise and inform the Customer of the ticket progress and tasks that require further investigation and assistance from the Customer's technical resources.

Upon notification of the incident, the TSC will supply a ticket number for reference. For each reported or alert generated incident, the TSC will apply a "Priority Level" classification, which has an assigned target response time objective. This classification provides the means to manage the appropriate response and engagement processes.

5.3.1.2.1   Incident Reporting and Response

The CMSO Technical Support team is available via telephone 24/7/365 to receive and log requests to address issues with PremierOne systems. Remote Technical Support service is provided in accordance with Section 5.4: PremierOne Priority Level Definitions and Response Times.

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

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

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The CMSO will respond to incident reports according to the priority levels defined in Section 5.4: PremierOne Priority Level Definitions and Response Times.

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

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

For all incidents reported that are not determined to be a Critical P1 or High P2 incident, the response time is related to the below office hours:

Note - Business Days is defined as Monday – Friday excluding holidays.

Business Hours is defined as Monday – Friday 9 a.m. – 6 p.m. Central Standard Time.

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

5.3.1.3   Inclusions

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

5.3.1.4   Motorola Responsibilities

- Maintain availability of the Motorola CMSO TSC via telephone (800-MSI-HELP) 24/7/365 to receive, log, and classify Customer requests for support.
- Open a ticket and categorize the reported issue or request.
- Respond to and resolve incidents and technical service requests in accordance with Section 5.4: PremierOne Priority Level Definitions and Response Times.
- Perform analysis to assist in identifying a corrective action plan.
- Provide the caller a corrective action plan outlining additional requirements, activities, or information required to achieve restoral/fulfillment.
- Maintain communication with the Customer as needed until resolution of the incident.
- Coordinate technical resolutions with agreed upon third-party vendors, as needed.
- Escalate support issues to additional Motorola technical resources, as applicable.
- Determine, in its sole discretion, when an incident requires more than the Remote Technical Support services described in this SOW and notify the Customer of an alternative course of action.
- Provide regular status updates for incidents.

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5.3.1.5   Limitations and Exclusions

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

- Customer training.

- Remote Technical Support for third-party equipment or APIs not sold by Motorola or listed in Exhibit A.

- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.

5.3.1.6   Customer Responsibilities

- Prior to contract start date, provide Motorola with pre-defined information necessary to complete CSP.

- Submit timely changes in any information supplied in the CSP to the SCM.

- Contact the CMSO Technical Support team to engage the Remote Technical Support service when needed, providing the necessary information for proper entitlement services. This information includes, but is not limited to, the name of contact, name of Customer, system ID number, site(s) in question, and a brief description of the problem that contains pertinent information for initial issue classification.

- Maintain suitably trained technical resources familiar with the operation of the Customer's system to provide field maintenance and technical maintenance services for the system.

- Supply suitably skilled and trained on-site personnel when requested.

- Validate issue resolution in a timely manner prior to close of the incident.

- Acknowledge that incidents will be addressed in accordance with Section 5.4: PremierOne Priority Level Definitions and Response Times.

- Cooperate with Motorola, and perform all acts that are reasonable or necessary to enable Motorola to provide Remote Technical Support.

- In the event that Motorola agrees in writing to provide supplemental Remote Technical Support to third-party elements provided by the Customer, the Customer agrees to obtain all third-party consents or licenses required to enable Motorola to provide the service.

5.3.2   Hardware Repair Coordination

Motorola will collaborate on the hardware repair of PremierOne system components that are supplied by Motorola with third-party vendors as listed on Exhibit A (Covered Products, Support Options & Pricing).

5.3.2.1   Description of Service

At Motorola's discretion, the third-party infrastructure may be sent to the original equipment manufacturer or vendor for repair.

Network Hardware Repair is also known as Infrastructure Repair.

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5.3.2.2   Scope

Repair requests are assessed by the CMSO Technical Support team, which is available on a 24/7 basis. The Technical Support team will <u>coordinate repairs</u> with applicable third-party vendors as listed in Exhibit A (Covered Products, Support Options & Pricing).

5.3.2.3   Inclusions

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

5.3.2.4   Motorola Responsibilities

- Provide the Customer access to the CMSO TSC, operational 24/7 to request repair service.
- CMSO TSC will work with third-party vendors to coordinate the repair process and enable remote work for the service.
- Create a ticket with third-party vendors to initiate the repair process of faulty equipment.

1.1.1.1   Limitations and Exclusions

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

- All Motorola infrastructure components over the post-cancellation support period.
- All third-party infrastructure components over the post-cancellation support period.
- All broadband infrastructure components over the post-cancellation support period.
- Physical, lightning, water, or shock damaged infrastructure components.
- Third-party equipment not shipped by Motorola.
- Consumable items including, but not limited to, batteries, connectors, cables, toner or ink cartridges, tower lighting, laptop computers, monitors, keyboards, and mouse.
- Video retrieval from digital in-car video equipment.
- Non-standard configurations, Customer-modified infrastructure, and certain third-party infrastructure.
- Firmware or software upgrades.

5.3.2.5   Customer Responsibilities

- Contact or instruct servicer to contact the Motorola CMSO to request the third-party repair process.
- Provide model description, model number, serial number, type of system, software and firmware version, symptom of problem, and address of site location for spare infrastructure components.

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- Indicate if Motorola or third-party infrastructure components being sent in for service were subjected to physical, lightning, shock, or water damage.

- Follow Motorola and third-party vendors instructions regarding including or removing firmware and software applications on infrastructure components being sent in for service.

- In the event that the Customer requires repair of equipment that is not contracted under this service at the time of request, the Customer acknowledges that charges may apply to cover shipping, labor, and parts. Motorola and the Customer will collaborate to agree on a payment vehicle that most efficiently facilitates the work, commensurate with the level of urgency that is needed to complete the repair.

- Properly package and ship the malfunctioning component, at the Customer's expense. The Customer is responsible for properly packaging the malfunctioning infrastructure component to ensure it is not damaged in-transit and arrives in repairable condition.

- Clearly print the return authorization number on the outside of the packaging.

- Maintain versions and configurations for software, applications, and firmware to be installed on repaired equipment.

- Provide third-party vendors with proper software and firmware information to reprogram equipment after repair, unless current software has caused this malfunction.

Note - Inaccurate or incomplete information provided by Customer or other delay by Customer will result in delay of repair by the third-party vendor and may incur additional charges.

5.3.3   Software Maintenance

5.3.3.1   Description of Service

Motorola Essential service includes remote upgrades of any On Demand (OD) and Cumulative Update (CU) Motorola software releases that may be available. Motorola will only provide releases that have been analyzed, pre-tested and certified in a dedicated test lab.

The Customer will be responsible for scheduling remote support for the application of upgrades with the Motorola TSC.

5.3.3.2   Scope

Software releases, as well as any detailed documentation needed to implement the release, are posted to the customer support portal for Customer retrieval.

Releases means an Update or Upgrade to the Motorola Software and are characterized as "On Demand Releases," "Cumulative Updates," "Standard Releases," or "Product Releases." The content and timing of PremierOne Solution releases will be at Motorola sole discretion.

- An "On Demand Release" is a release of Motorola Software that is done on demand to address critical issues like stability, performance or priority 1 or 2 functional issues.

- A "Cumulative Update" is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates may contain product enhancements and improvements. Cumulative Updates will be superseded by the next issued Cumulative Update.

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- A "Standard Release" is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases are typically released every 16-18 months and contain the content of prior On Demand Releases and Cumulative Updates. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that are reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release).

- A "Product Release" is defined as a release of Motorola Software considered the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola opinion will prevail, if Motorola treats the Product offering as a new Product or feature for its end user customers generally.

Note - An extra fee is required for Standard Release upgrades, which may contain product enhancement and must be performed on-site.

5.3.3.3   Motorola Responsibilities

- Provide access to software release via the customer support portal.
- Provide access to detailed documentation to support the application of software releases.

5.3.3.4   Limitations and Exclusions

- Provisioning efforts.
- Motorola implementation or on-site upgrade and expansion services.

5.3.3.5   Customer Responsibilities

- Schedule remote support for software release application.

5.3.4   Remote Application Administrator

Motorola Remote Application Administrator provides a dedicated resource who is responsible for delivering technical services as outlined in this section. **Note: This resource is included in and dependent on the execution of the PremierOne CAD Agreement.**

5.3.4.1   Description of Service

The dedicated Remote Application Administrator will act as a liaison between the Customer and Motorola software and hardware technical support teams. The Remote Application Administrator is trained in PremierOne Solution products and capable of accomplishing tasks related to diagnostic assistance, provide preliminary hardware and software problem evaluation and possess the knowledge reasonably necessary to repair systems outlined in this SOW.

5.3.4.2   Scope

The Remote Application Administrator service provides dedicated support for 12-hours a month. This provision may vary by mutual agreement between Motorola and Customer. Any such variance will necessitate a separately attached addendum.

5.3.4.3   Motorola Responsibilities

- Contact Motorola through authorized tools and processes outlined in this SOW to initiate technical support request ticket.

- Assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this SOW.

- Diagnose, triage and coordinate with Motorola technical support, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.

- Supply all requested logs for problems that need to be diagnosed and resolved.

- Follow Customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.

- Possess knowledge of the business practices of each end-user area and use of their perspective modules within the PremierOne Records.

- Possess knowledge of the Advanced Configuration Tool, and be able to execute appropriate changes to existing RMS modules, or create new modules.

- Possess knowledge of the SSRS Reporting System and be able to generate end-user reports as requested.

- User Configuration - Entering and maintaining users within the PremierOne Solution CAD System (applicable only to suite environments.

- Present newly available PremierOne Records system features, and provide advice/assistance during need and usability review.

- Work closely with support to provide any additional information required by technicians to analyze and resolve incidents/problems (i.e. logs, output, etc.).

- Assist in establishing "pilot groups" for new CAD/PMDC system enhancements or problem resolution analysis in order to review and provide feedback.

- As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.

- In tickets where the resource has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.

- Provide ticket activity reports to Customer. Work cohesively with Customer to identify and prioritize issues of greatest concern.

5.3.4.4   Customer Responsibilities

- Provide a properly trained technical resource responsible for supporting the Remote Application Administrator with maintenance and support of your PremierOne solution.

- Initiate service requests tickets through authorized tools and processes outlined in the CSP.

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- Assist in assessing and assigning initial and correct Incident Priority Levels, as defined in 5.4: PremierOne Priority Level Definitions and Response Times.

- Contact Motorola to add information, make changes to existing technical support tickets, or escalate service requests to Motorola management. Motorola SCC contact information is provided in the SOW.

5.4   PremierOne Priority Level Definitions and Response Times

Table 5-1: PremierOne Priority Level Definitions and Response Times

Priority Level	Incident Definition	Response Time
Critical **P1**	An incident is deemed CRITICAL if one or multiple critical functions are unavailable, or severely degraded such that the customers' core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the customers' business is such that focus and resources must be applied to restoration or mitigation. Full system outage, systemic inability to process mission-critical commands (e.g. incident creation), extreme systemic slowness, or majority of clients unable to connect to the system, etc.	Telephone conference within 1-Hour of initial voice notification.
High **P2**	An incident is deemed HIGH if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions. Loss of a critical redundancy, subsystem or critical interface (e.g. CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, systemic recurring disruptive issues that frequently impact users.	Telephone conference within 3-Hours of initial voice notification during normal business hours.
Medium **P3**	An incident is deemed MEDIUM if business functions are available, however, there is a deviation from the expected or agreed upon level of service or other service condition not aligned with the other defined impact levels. Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g. interfaces installed on RDW), RDW or reporting problems, etc. *System must be .within N-2 standards for these tickets.	Telephone conference within 8-Hours of initial notification during normal business hours.

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Priority Level	Incident Definition	Response Time
Low **P4**	A request is deemed LOW for minor requests. This level is meant to represent minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions and product or service Update requests. *System must be within N-2 standards for these tickets.	Telephone conference within 2-Business Days of initial notification

5.5   Conditions and Exclusions

5.5.1   Conditions

Motorola services enhance performance of your CAD systems. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- Remote monitoring, troubleshooting and restoration require that the Customer provides direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.
- The Customer must operate hardware and software in accordance with the applicable Agreement between Motorola and the Customer. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse or used in a manner for which it was not designed.
- Equipment must be operated in a normal environment and protected from adverse conditions, which may impact performance and/or damage equipment.

5.5.2   Exclusions

Motorola service and support obligations hereunder will not apply to any Motorola supported software or hardware if correction of an error, adjustment, repair or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, electric surge, shock, water damage, failure of the Customer and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and/or software by the Customer or others, unless otherwise approved in writing by Motorola.
- Connection of another machine, device, application or interface to Motorola supported equipment (hardware and/or software) by the Customer or others, which has caused damage to Motorola supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- Failure or degradation in performance of Motorola supported equipment (hardware and/or software) due to the installation of another machine, device, application, or interface not specifically certified and approved by Motorola for use in the Customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.

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- Incompatible or faulty Customer hardware and/or software interfaces.

- Modifications made without Motorola written approval to the OS, network, hardware or software environment or software applications.

- Cosmetic repairs, furnishing consumables, supplies, or accessories, making accessory changes, system administration, or adding additional devices or non-approved Motorola software applications.

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Section 6
Pricing

6.1 Pricing Summary - Year 1

Solution Type: PremierOne Records, Records Mobile

Description	List Price Year 1 (USD)	Sale Price Year 1 (USD)
PremierOne Application Software Subscription	$1,605,546	$1,195,928
PremierOne Records System Equipment	$217,486	$163,115
Addional Records Scope	$263,450	$263,450
System Total Year 1:	**$1,823,032**	**$1,622,493**
Incentive for executed contract received by 12/27/2024	-	-$259,214
Radio Contract Tech Credit (expires 12/31/2024):	-	-$100,000
System Grand Total with Incentive and Tech Credit (Yr 1):	**$2,086,482**	**$1,263,279**

6.2 Annual Subscription – Years 2-5

Description	Annual List Price (USD)	Annual Discounted Price	Radio Contract Tech Credit Extended	Annual Sale Price (USD)
Year 2	$746,169	$530,169	-$100,000	$430,169
Year 3	$749,030	$531,827	-$100,000	$431,827
Year 4	$751,480	$533,567	-$100,000	$433,567
Year 5	$754,053	$535,394	-$100,000	$435,394
Subscription Total Years 2-5	**$3,001,258**	**$2,130,957**	**-$400,000**	**$1,730,957**
SYSTEM GRAND TOTAL 5 YEAR TERM:				**$2,994,236**

6.3   Optional Purchase – CommandCentral Responder – Years 1-5

Description	Annual List Price (USD)	System Discount	Annual Sale Price (USD)
Year 1	$374,000	**-$134,000***	$240,000
Year 2	$374,000	**-$134,000***	$240,000
Year 3	$374,000	**-$134,000***	$240,000
Year 4	$374,000	**-$134,000***	$240,000
Year 5	$374,000	**-$134,000***	$240,000
SYSTEM GRAND TOTAL 5 YEAR TERM:	**$1,870,000**	**$-670,000***	**$1,200,000**
*Incentive Based on Purchase During PremierOne Records Implementation			

6.4   Payment Terms

Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Motorola reserves the right to make partial shipments of equipment and invoice for partial shipment. Overdue invoices will bear simple interest at the maximum allowable rate.

Motorola Solutions will use the following major milestones of the project for financial billing:

1. 20% of the Contract Price due upon Contract Execution (due upon effective date);
2. 20% of the Contract Price due upon Kickoff;
3. 35% of the Contract Price due upon Delivery of System Hardware & Application of Software;
4. 10% of the Contract Price due upon installation;
5. 10% of the Contract Price due upon Go-Live; and
6. 5% of the Contract Price due upon Final Acceptance.

Motorola reserves the right to make partial shipments of equipment and to request payment upon shipment of such equipment. In addition, Motorola reserves the right to invoice for installations or civil work completed on a site-by-site basis, when applicable.

For Lifecycle Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

Pricing

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Section 7

Terms and Conditions

Motorola's Proposal is subject to the terms and conditions of the existing Agreement for Consulting Services between City of Irvine and Motorola Solutions, Inc., dated October 10, 2019 (the "2019 Irvine Contract"). Pursuant to Section 4.7 of the 2019 Irvine Contract, the 2019 Irvine Contract may be extended to other public bodies, public agencies, or institutions within the state of California to permit their use of the Agreement. The scope described in the 2019 Irvine Contract will be substituted with the contents of this proposal.

The Parties hereby enter into this Acknowledgement of the above statement as of the last signature date below.

Motorola Solutions, Inc.   San Diego Police Department

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

By: _____

Name: _____

Title: _____

Date: _____

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Section 8

Appendices

8.1   Appendix 1: Interface Functional Descriptions (IFDs)

Ongoing Interface Collaboration

To ensure a successful and efficient project, we will implement a structured approach for addressing evolving interface needs. This approach involves two key processes:

1. Interface Planning Session: The objective of the interface planning session is to discuss the interface experience presented by each contracted interface. Topics of discussion will include the following:

- Reviewing the functionality delivered with each interface as presented in the Interface Functional Description (IFD), included as attachments to the PremierOne Records Management, 24-181519/USCA24P184SW, dated December 27, 2024.
- Reviewing the deployment requirements and dependencies of each interface (NDA, network information, API, and access credentials required to connect to third-party systems).
- Reviewing the interface delivery and validation process.

The interface deployment requirements (NDA, network information, API, and access credentials required to connect to third-party systems) are needed to begin deployment of the interfaces. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

2. Business Process Review (BPR): To ensure a smooth and successful project, Motorola and SDPD will jointly implement a BPR. Motorola-led Business Process Reviews (BPR) provide Motorola and the SDPD the opportunity to review current operational processes and workflows and determine the provisioning parameters and interface functionality that will provide the most optimal use of the PremierOne system. The information collected in the BPR will provide Motorola with the framework for how the product(s) will be provisioned and configured to best meet the SDPD's needs.

Change Management & Agreement

Both the Interface Planning Session and BPR will be collaborative efforts, ensuring transparency and mutual agreement on all proposed modifications. Any changes to the initial interface scope, as outlined in the attached documentation, will be:

- Clearly documented: All modifications will be captured in detailed documentation to maintain a clear record of changes.
- Mutually agreed upon: All changes will require explicit agreement between Motorola Solutions and SDPD to avoid misunderstandings and ensure both parties are aligned on the evolving scope.

Commitment to Success

This collaborative approach ensures a clear understanding of the project scope and facilitates ongoing communication throughout the implementation process. By actively engaging in the Interface Planning Session and BPR, we can ensure a successful project that meets the evolving needs of the SDPD while maintaining a clear understanding of the scope of work.

The agreed-upon scope of the initial interface functionality, as outlined in the attached documentation, represents the foundation of the project, and all subsequent modifications will be subject to mutual agreement and detailed documentation.

Attached are the following Interface Functional Descriptions (IFDs):

- CARFAX Crash Report Outbound Interface
- On-Premises Records Outbound Data Feed Interface (ARJIS and SWITRS)
- Coplogic DORS (LexisNexis) Case Report Creation Inbound Interface
- External Query Suite Interface
- Prosecutor Outbound Interface
- San Diego HR Personnel Inbound Interface
- Crossroads Crash Outbound Interface
- EvidenceOnQ (FileOnQ) - Property And Evidence Bidirectional Interface
- IAPro Blue Team - Records Outbound Data Feed Interface

Appendices

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Functional Description

The CARFAX - Crash Report Outbound Interface ("Interface") provides integration between PremierOne Records and the third-party application for CARFAX Crash data submission. The Interface provides crash data such as: persons, vehicle, charge/offense. The Interface will trigger upon the detection of a new crash PDF document in the local directory of the PremierOne Records application environment. The entire PDF file detected in a local directory of the PremierOne Records server environment - file storage must move to a secure file transfer protocol (SFTP) server for CARFAX to use it. The elements included in the PDF file are not identified in this functional description as they are specific to the customer's State Requirements relating to crash reporting and outside the purview of this Interface.

Supported Use Case

1. A PDF format document (crash) is found in the local file system directory and is transferred to an SFTP folder

Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
Latest	SFTP	X			

- The only supported file format supported by this Interface design is PDF format
- Interface error logging is provided through Microsoft Windows Event Viewer
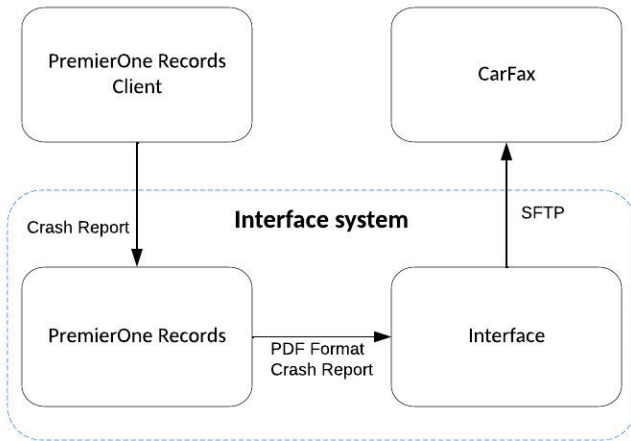
Interface Functional Description:

The PremierOne Records Outbound Data Feed Interface ("Interface") will create new message objects that will export as a file to the 3rd party vendor server via SFTP. The 3rd party vendor will pick up the file and process them and populate the 3rd party vendor system. The 3rd party vendor system is responsible for reading, parsing, deleting, or moving these files. The Interface will create files when a PremierOne Records user has entered all of the required data, saved and closes a valid records document. A valid records document is a document that is not in draft form.

Translation of the data sent by Motorola is performed by Motorola. If a field is a pick-list on the 3rd party vendor side, Motorola must be provided all possible values in order to translate against PremierOne Records. Processing of the files in the correct order, and duplicate processing are the responsibility of the 3rd party vendor. A date time stamp will be included in the file name provided by the Interface.

The Records Outbound Data Feed Interface will send data elements associated to the Case Reports, Officer Narratives, Citations, and Field Investigations. Case related documents that are expunged, locked, or sealed in PremierOne Records must not be available to users of the 3rd party vendor. As a result, expunging, locking, or sealing a case relaetd document in PremierOne Records will trigger sending a "delete" message by the interface to the 3rd party vendor SFTP server. The 3rd party vendor will be responsible for processing these messages in the 3rd party vendor system.

Supported Use Cases:

- PremierOne Records is used to create Case Reports, Officer Narratives, Citations, and Field Investigations
  - PremierOne Records user takes action to have the documents approved
  - Once approved, the workflow process will trigger PremierOne CAD to Records Outbound Data Feed Interface
  - The Interface gathers the data elements associated to Case Reports, Officer Narratives, Citations, and Field Investigations and sends the XML data file to the 3rd party vendor SFTP file server
- Case Reports, Officer Narratives and Field Investigations that are expunged, locked, or sealed in PremierOne Records triggers the interface to send a "delete" message to the SFTP server for 3rd party vendor application to process

Specific Technical Requirements:

Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bi-Directional	Acknowledge Received / Send
N/A	SFTP file server	X			

Data Fields and Proprietary Information:

Case Report Data Elements:

Standard Functional Description: On-Premises Records Outbound Data Feed Interface - Draft

Field Name   Data Type
/Document/CaseReportNo
/Document/Subject
/Document/Disposition
/Document/Disposition/@ID
/Document/EnteredOn
/Document/EnteredBy
/Document/EnteredBy/@ID
/Document/ReportedOn
/Document/ReportedBy
/Document/ReportedBy/@ID
/Document/ReportType
/Document/ReportType/@ID
/Document/AssistedBy
/Document/AssistedBy/@ID
/Document/OccurredOn
/Document/OccurredBetween
/Document/Location
/Document/CSZ
/Document/City
/Document/State
/Document/Zip
/Document/LocationName
/Document/Precinct
/Document/Precinct/@ID
/Document/Jurisdiction
/Document/Jurisdiction/@ID
/Document/Grid
/Document/Grid/@ID
/Document/Sector
/Document/Sector/@ID
/Document/Map
/Document/Map/@ID
/Document/Beat
/Document/Beat/@ID
/Document/CallSource
/Document/CallSource/@ID
/Document/Means
/Document/Means/@ID
/Document/Motives
/Document/Motives/@ID
/Document/ClearanceBasis
/Document/ClearanceBasis/@ID
/Document/ClearedExceptionallyOn

/Document/Offenses/Item/Offense
/Document/Offenses/Item/Offense/@ID
/Document/Offenses/Item/Location
/Document/Offenses/Item/Location/@ID
/Document/Offenses/Item/HateBias
/Document/Offenses/Item/HateBias/@ID
/Document/Offenses/Item/DomesticViolence
/Document/Offenses/Item/DomesticViolence
/@ID
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/Document/Offenses/Item/Entry/@ID
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/Document/Offenses/Item/Using/@ID
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/RegisteredSexOffender
/Document/Suspects/Item
/RegisteredSexOffender/@ID
/Document/Suspects/Item
/RSOExpirationDate
/Document/Suspects/Item/Alias/Item/AKA
/Document/Suspects/Item/Alias/Item
/AKADOB
/Document/Suspects/Item/Alias/Item
/AKASSN
/Document/Suspects/Item/MaritalStatus
/Document/Suspects/Item/MaritalStatus/@ID
/Document/Suspects/Item/HandSidesUse
/Document/Suspects/Item/HandSidesUse
/@ID
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/Document/Suspects/Item/Nationality/@ID
/Document/Suspects/Item/Accent
/Document/Suspects/Item/Accent/@ID
/Document/Suspects/Item/EntityAlertCID
/Document/Suspects/Item/EntityAlertCID
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/Document/Arrestees/Item/MaritalStatus/@ID
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/Document/Arrestees/Item/HandSidesUse
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/Document/Offenders/Item/LastName

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/Document/XCoordinate
/Document/YCoordinate
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/Document/AssignedToId
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/Document/Victims/Item/IsSealed
/Document/Witnesses/Item/IsSealed
/Document/OtherEntities/Item/IsSealed
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/Document/SolvGrid/Item/Solvability/@ID
/Document/SolvGrid/Item/Points
/Document/Supplemental
/Document/Supplemental/@ID
/Document/CaseNo
/Document/xCoord
/Document/yCoord
/Document/OneRMSId

Citation Data Elements

Field NameData Type

/Document/CitationNo

/Document/Citation/DateTime

/Document/Location

/Document/CSZ

/Document/City

/Document/State

/Document/Zip

/Document/AgencyID

/Document/DirectionOfTravel

/Document/DirectionOfTravel/@ID

/Document/CitationStatus

/Document/CitationStatus/@ID

/Document/Personnel/Item/PersonnelID

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/Document/Grid

/Document/Grid/@ID

/Document/Sector

/Document/Sector/@ID

/Document/Map

/Document/Map/@ID

/Document/Beat

/Document/Beat/@ID

/Document/IsJuvenileBoolean

/Document/IsSealedBoolean

/Document/WorkflowStage

/Document/InstanceSecurityXmlElement

/Document/ContainerSourceIdGuid

/Document/ContainerIdGuid

/Document/InstanceLocationXmlElement

/Document/XCoordinateDecimal

Field Interview Data Elements:

/Document/Subject/Item/DOB

/Document/YCoordinateDecimal

/Document/AuthorIdGuid

/Document/OwnerIdGuid

/Document/IsValidBoolean

/Document/AssignedToIdGuid

/Document/DateCreatedDateTime

/Document/DateUpdatedDateTime

/Document/UpdatedByGuid

/Document/Offenders/Item/IsSealed

/Document/OneRMSId

Officer Narrative Data Elements

/Document/CaseNumber

/Document/Subject

/Document/EnteredOn

/Document/EnteredBy

/Document/EnteredBy/@ID

/Document/WorkflowStage

/Document/InstanceSecurity

/Document/ContainerSourceId

/Document/ContainerId

/Document/InstanceLocation

/Document/XCoordinate

/Document/YCoordinate

/Document/AuthorId

/Document/OwnerId

/Document/IsValid

/Document/AssignedToId

/Document/DateCreated

/Document/DateUpdated

/Document/UpdatedBy

/Document/IsSealed

/Document/OneRMSId

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/Document/Vehicle/Item/VehicleMake

/Document/Vehicle/Item/VehicleModel

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/Document/WorkflowStage/Document/InstanceSecurity

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/Document/InstanceLocation

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/Document/YCoordinate

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/Document/OwnerId

/Document/IsValid

/Document/AssignedToId

/Document/DateCreated

/Document/DateUpdated

/Document/UpdatedBy

/Document/Subject/Item/Gangs

/Document/Subject/Item/Gangs/@ID

/Document/Subject/Item/IsSealed

/Document/OneRMSId

Functional Description: Coplogic DORS (LexisNexis) - Case Report Creation Inbound Interface

Description of Interface

The purpose of this Interface ("Interface") is to enable PremierOne Records to receive case information and attachment files as entered by a citizen online by way of CopLogic DORS. After an officer approves a report using the DORS system, the case information (and files uploaded) will flow through the Interface via an XML file deposited by DORS on a File Share Server. The Interface will pick up the XML file (and image files) and a new case folder and case report will be created. The case report is populated with the case information entered by the citizen and the reviewing officer. The Interface can also accept updates from CopLogic DORS via the same XML file deposit and will add the updates as officer reports in the existing case folder in PremierOne Records. A user in PremierOne Records can also see the media attachments in the appropriate case folder for the case and or officer report document. If needed, a new Case Folder and a Case Report is populated with the case information entered by the citizen and the reviewing officer. This eliminates the need for the reviewing officer to retype a CopLogic case into PremierOne™ Records manually. As part of the automated creation of a new case report or officer report, the interface will also add a Workflow status for PremierOne Records to manage in Workflow for the module (i.e., case report or officer report).

Use cases of Interface

- The Interface can import a new case and create a case folder and case report for the new case and place the case report into a Workflow stage in PremierOne Records
- The Interface can import a case supplement and create an officer report in the corresponding case folder for the supplement and place the officer report into a workflow stage

Specific Technical Requirements

b Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
Latest Version	SFTP		Y		

- The Coplogic application will send one approved incident record, in the specified XML format, in each Report message
  - The initial incident report shall be assigned a Report# and will end with ".001.xml" (eg. Report#.001.xml)
  - Officer reports shall contain the Report# created by PremierOne™ Records and will end with "-CSR.xml" (eg. Report#.001-CSR.xml)
  - Coplogic DORS must assign a unique report identifier to each report that does not conflict with any report identifier in PremierOne Records
- Attachments must be base 64 encoded in to the appropriate XML node of case report or officer report (supplement) to be added to a case folder in PremierOne Records

Configurable Option:

- If the customer has the option to fill out a Police Report Request form on their DORS system, the interface can be configured to import the XML file to create a new Police Report Request Module document in PremierOne Records
  - The entry of a Police Report Request will trigger a preconfigured workflow status that places it under officer review. No special transformation for this report will be required

Interface Diagram
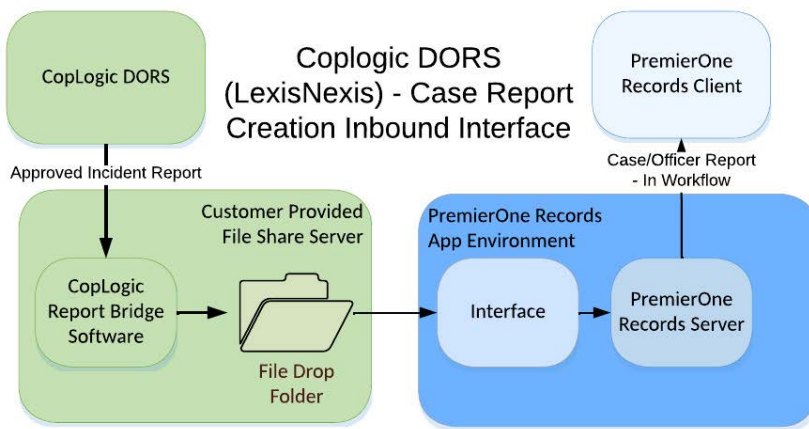
Motorola Responsibilities

Functional Description: Coplogic DORS (LexisNexis) - Case Report Creation Inbound Interface

- Deploy the Interface on premises and provide testing and site debugging work prior to a functional demonstration
- Provide a functional demonstration of the Interface to the customer
- Provide guidance on hardware, software and network connectivity that may be required of Customer to support the Interface implementation use and maintenance, prior to implementation

Customer Responsibilities

- Update Case Report module in PremierOne Records, using the Advanced Configuration Tool, to accommodate all additional and needed data elements
- Provide schema and data information from the PremierOne Records system for the Case Report and Officer Report Modules to LexisNexis so they can transform their data to match the PremierOne Records schema and coded fields
- Create and test their workflow for each of the case report and officer report in PremierOne Records to support the use cases in this interface design
- Provide Secure File Transfer Protocol Service from the CopLogic DORS file server
- Provide PremierOne Service Account read/write privilege to the CopLogic DORS File Server
- Provide Windows Service Accounts with read/write privilege to the File Server for the Application
- Establish network connectivity between PremierOne Records and the CopLogic DORS File Server
- Configure CopLogic DORS Software System to provide date file on the CopLogic DORS SFTP Server
- Contact Motorola Solutions when changes occur in CopLogic DORS software System or Customer Enterprise Network, which might affect the Interface
- Keep the reference data synchronized between PremierOne Records and the CopLogic DORS software system
- Regularly purge data and files from the servers and maintaining optimal system performance

Functional Description: Crossroads - Collision Inbound Interface - Draft

Description of Interface

The Crossroads - Collision Inbound Interface ("Interface") allows law enforcement agencies to electronically complete a Collision report in the Crossroads form and submit it to PremierOne Records for storage. The Collision documents are sent as extensible markup language (XML) files from Crossroads and the Interface will pick them up from a secure file transfer protocol (SFTP) server folder on pre-determined intervals. The Interface is designed to accept, within the Collision document, one or more Collision diagram images as part of the XML. The diagram will be added as an attachment in PremierOne Records. The information received will be used to create source documents for master people and master vehicle records in PremierOne Records. PremierOne can handle the Crossroads Collision application reference data transformation by adding attributes to the PremierOne Records code tables. Specific Collision data elements can be written to the PremierOne Records Central Index, this allow the data to be pulled forward into other PremierOne Records documents. For example, people demographic fields can be mapped to the People Master Index, making it searchable and be able to "Pull-Forward" into PremierOne Records documents. The Interface will use a persistent monitor of the current submission status of each Collision document and perform a document submission retry to PremierOne Records if a submission fails for reasons other than data format validation.

The PremierOne Records system will overwrite the current Collision document when updates are received from Crossroads. PremierOne Records does not allow external systems to expunge records. Expungements are administrative functions which require human intervention. PremierOne Records will reject Collision records which are not in a valid format. These records will need to be fixed in the Crossroads application and resent to PremierOne Records. PremierOne Records will create the Collision document, even if the reference data in the record does not match PremierOne Records code tables. PremierOne Records user will be required to fix the data issues when they pull forward the information from the Central Index If the Collision record does not contain a Case Number, then the Collision document is not in a Case Folder. The Interface will replace first and last names if left blank in a Collision document for PremierOne with the name "UNKNOWN" to avoid blank names in the PremierOne Records Master Persons Index. Updates to the Collision document will update the existing document in the Collision Module. If the Collision record contains a Case Number, then the Collision document is referenced in the corresponding Case Folder. If a Case Folder for the specified Case Number does not already exist, then a new one will be created in PremierOne Records. Updates to the Collision document with a Case Number will update the existing document in the corresponding Case Folder.

The data elements identified in the below section of this Interface functional description are the pre-defined and non-negotiable elements supported by the current Interface design. Changes to the below data set or functional design of this Interface will create a custom Interface design and will require additional scope and time and material costs.

Use cases of Interface

Use cases provide a documented set of outcomes for describing the Interface design as well as provide a way to demonstrate functional success of the Interface when delivered for use.

- UC-01 - When a Collision document appears in the SFTP Folder, the Interface will use this XML file to create a new Collision Module document in PremierOne Records on-premises
- UC-02 - When a Collision update document appears in the SFTP Folder, the Interface will overwrite the existing Collision Module document with the new data elements from the XML file

Technical Requirements

Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
Latest Version Available	SFTP		Y		

- Logging for file pickup, transformation, and document creation activities by the Interface will be managed through application logs and Windows Event Viewer on the PremierOne CAD Application Environment
- The customer will ensure the security and stability of the enterprise network used to communicate between PremierOne CAD, this Interface, and the SFTP Service
- The customer will provide network access and administrative user access for remote Interface deployment and testing by Motorola Solutions employees

Interface Diagram

Customer Responsibilities

- Keep the reference data (including code tables) synchronized between PremierOne Records and the Crossroads Collision application
- The System Administrator is responsible for monitoring the failed import table in the Interface database, and for fixing the issues in the Crossroads application and resend the data file to PremierOne Records
- Ensure that the Crossroads only send data they want loaded in their PremierOne Records system
  - PremierOne Records does not perform selective load, it will create Collision documents for all the records received in the file or data provided via the SFTP site
- Attend Demonstration of the Interface for compliance with the design and functional capabilities
- Protect the enterprise network from unauthorized access and ensure the network stability so the Interface can perform the functional capabilities of the Interface design.
- Allow access for remote deployment and support activities including deployment, troubleshooting, testing, demonstration, and upgrades.

Motorola Solutions Responsibilities

- Deploy, troubleshoot, test and demonstrate the Interface in agreement with this Interface functional description

Interface Supported Data Elements for Collision Document (with Data Mapping)

Crossroads	DESCRIPTION	PREMIERONE
OVERVIEW		
AgcyCode	Agency Code assigned by IDOT	AgencyCode
AgcyDesc	Agency Description	AgencyDescription
OfficerNbr	Officer's Number	InvestigatingOfficer
CourtDateTime	Concatenation of CourtDate & CourtTime	CourtDateTime
CrashDateTime	Concatenation of CrashDate & CrashTime	DateOfCrash
OfficerDistrictNbr	Officer's District	Beat
IDOTCntrlNbr	IDOT Control Number	IDOTNo
txtNarr	The narrative description the officer provided of the crash	Narrative
FormVersionNbr	This element should be populated with the currently active SR 1050 form revision number: P0119	N/A

Crossroads	DESCRIPTION	PREMIERONE
LocDirection	Direction of the street, N, S, E or W, from LocationAt where the crash occured	DistanceDirection
LocDistance	Distance from LocationAt where the crash occured	Distance
LocStreetAt	Nearest Intersection or Road Feature where the crash occurred	IntersectionName
LocState	State where the crash occurred	CSZ
LocCnty	County where the crash occurred	County
LocCityTownship	City or Township Indicator (C or T)	CityTownShipType
LocCity	City where the crash occurred	CSZ
LocTownship	Township where the crash occurred	CityTownshipName
LocLatitude	Latitude where the crash occurred.	LocLatitude
LocLongitude	Longitude where the crash occurred.	LocLongitude

VendorVersionNbr	This element contains the value of the code 3 of 9 bar code you add to the image in the following format: PP000. PP is the unique 2 character vendor code.	N/A
DooringWithPedalcyclist	Indicates whether or not the crash involved a pedalcyclist running into a parked vehicle's open door	Dooring
DidCrashOccurInWorkZone	Indicates whether or not the crash occurred in a work zone	WorkZone
WorkZoneType	If the crash occurred in a workzone, indicates the type of Work Zone	WorkZoneType
WereWorkersPresent	Indicates whether or not workers were present when the crash occurred	WorkersPresent
SUMMARY		
TRFD	Traffic Control Device	TrafficControlDevice
TRFC	Traffic Control Device Condition	DeviceCondition
WEAT	Weather Condition	WeatherCondition
LGHT	Light Condition	LightingCondition
COLL	Indicates the type of collision	TypeOfFirstCrash
TRFW	Trafficway Description	Trafficway
RSUR	Roadway Surface Condition	Surface
RPTT	Indicates the Type of Report: 1 On Scene, 2 Desk Report – Not On Scene, 3 Amended	ReportType
CRHT	Crash Type	CrashType
AgencyReportYear	Year the Agency reported the crash	CrashNumberYear
AgcyRptNbr	Agency Report Number	CrashNumber
IntsectInd	Indicates whether or not the crash was Intersection Related	Intersection
PrvtPropInd	Indicates whether or not the crash occurred on Private Property	PrivateProperty

Crossroads	DESCRIPTION	PREMIERONE
HitRunInd	Indicates whether or not the crash involved a hit and run	HitRun
DamageInd	Damage Indicator: Value should be 3 (< $500), 4 (> $500 and <=$1500), or 5 (> $1500)	DamageValue
EMSNotifiedDateTime	Concatenation of EMSNotifiedDate & EMSNotifiedTime	EMSNotified
EMSArrivedDateTime	Concatenation of EMSArrivedOnDate & EMArrivedOnTime	EMSArrived
RoadClearanceDateTime	Concatenation of RoadClearanceDateTime & RoadClearanceTime	RoadClearance

LocXCoord	X Coordinate of where the crash occurred	LocXCoord
LocYCoord	Y Coordinate of where the crash occurred	LocYCoord
UNIT – DRIVER		
intUnitNbr	Unit Number	UnitNo
DRVTCode	Controller Type	UnitType
DRVTDesc	Description associated with DRVTCode	
DrvrLastName	Driver's Last Name	Name
DrvrFirstName	Driver's First Name	Name
DrvrMidName	Driver's Middle Name	Name
DrvrAddr	Driver's Street Address	Address
DrvrState	Driver's State	CSZ
DrvrCity	Driver's City	CSZ
DrvrZipCode	Driver's Zip Code	CSZ
DrvrPhoneNbr	Driver's Phone Number	TelephoneNumber
DrvrLicState	Driver's License State	DLNState
DrvrLicNbr	Driver's License Number	DLN
DrvrLicClass	Driver's License Classification	DLNClass

Crossroads	DESCRIPTION	PREMIERONE
DrvrCDLID	Type of CDL License	DrvrCDLID
DrvrSAFT	Indicates the safety equipment used by the driver	SafetyEquipment
DrvrAIRB	This indicates if the driver's air bag deployed	AirBag
DrvrINJR	Indicates the level of injuries sustained by the driver	InjuryClassification
DrvrEJCT	Indicates if the driver was ejected from the vehicle	Ejection
DrvrEPTH	Indicates the path of the driver if ejected from the vehicle	DrvrEPTH
DrvrDistracted	Indicates whether or not the driver was distracted	DrvrDistracted
DrvrDistractType	If the driver was distracted, indicates the type of distraction	DrvrDistractedType
VehcYr	Vehicle Year	Year
MAKE	Vehicle Make	Make
MODEL	Vehicle Model	Model
HasAutomationSystem	Indicates whether a vehicle has Automated Systems	Automation
LevelOfSystemAutomation	Indicates level of the vehicle's Automated Systems	LVLAutomation
LevelEngagedDuringCrash	Indicates level of the vehicle's Automated Systems engaged when the crash occurred	LVLEngaged

Functional Description: Crossroads - Collision Inbound Interface - Draft

PoliceNotified DateTime	Concatenation of PoliceNotifiedDate & PoliceNotifiedTime	PoliceNotified
CNCS1	Primary Contributory Cause	ContributoryCause1
CNCS2	Secondary Contributory Cause	ContributoryCause2
VehcCnt	Count of the total number of vehicles involved	VehicleCount
SecondaryCrash	Indicates if the crash was secondary to a previous crash.	SecondaryCrash
FlowCondition	Flow Condition	FlowCondition
CrashNarrativeFlag	Indicates whether the report includes a Narrative	
CrashDiagramFlag	Indicates whether the report includes a Diagram	
DiagramAttachment	Crash Diagram Attachment	ImageNode
LOCATION		
LocAddrNbr	Address Number where the crash occurred. This should be an empty string if crash occurred at a location containing a LocStreetAt.	AddressNumber
LocStreetOn	Highway or Street Name where the crash occurred	StreetName
LocDistanceOrAtIntersection	Indicates whether the crash occurred 0 – Distance From or 1 At Intersection. This should be an empty string if the crash occurred at a specified location containing a LocAddrNbr.	IntersectionRelated
LocUnit	Whether the LocDistance is measured in Feet or Miles from LocationAt where the crash occurred	DistanceMeasurement

Crossroads	DESCRIPTION	PREMIERONE
DRAC	Indicates apparent physical condition of the driver when the crash occurred	PhysicalCondition
DRVA	Indicates action of the driver prior to the crash	DriverAction
DVIS	Indicates the visibility of the driver	DriverVision
BACT	Indicates controller's Blood Alcohol Content	BACResults
IncidentResponder	Indicates if the driver was an Incident Responder	IncidentResponder
IncidentResponderType	If the driver was an Incident Responder, indicates the type of Incident Responder	IncidentResponderType
UNIT – VEHICLE		
intUnitNbr	Unit Number	UnitNo
DRVTCode	Controller Type	UnitType

VEHD	Indicates any vehicle defects	VehicleDefects
VEHT	Indicates the type of vehicle	VehType
NumberOfLanes	Number of Lanes	NumberLanes

Crossroads	DESCRIPTION	PREMIERONE
UNIT – VEHICLE - OWNER		
intUnitNbr	Unit Number	UnitNo
OwnLastName	Owner's Last Name	Name
OwnFirstName	Owner's First Name	Name
OwnMidName	Owner's Middle Name	Name
OwnAddr	Owner's Street Address	Address
OwnState	Owner's State	CSZ
OwnCity	Owner's City	CSZ
OwnZipCode	Owner's Zip Code.	CSZ
OwnPhoneNbr	Owner's Phone Number	OwnerTelephone
InsurCoNbr	Code value of the Owner's Insurance Company	InsuranceCoNo
OwnINSRCo	Owner's Insurance Company	InsuranceCompany
OwnINSRExpired	Indicates whether or not the Owner's Insurance is expired	OwnInsExp
OwnINSRPolicyNbr	Owner's Insurance Policy Number	PolicyNo
HasInsuranceFlag	Indicates whether or not the Owner has insurance	OwnHasInsInOwnHasIns
UNIT – VEHICLE – DAMAGED AREAS		
intUnitNbr	Unit Number	UnitNo
VehcDamageInd00	Vehicle Damage – None	DamagedAreas
VehcDamageInd01	Vehicle Damage – Front Passenger Quarter Panel	DamagedAreas
VehcDamageInd02	Vehicle Damage – Front Passenger Center	DamagedAreas
VehcDamageInd03	Vehicle Damage – Passenger Door	DamagedAreas

Crossroads	DESCRIPTION	PREMIERONE
VehcDamageInd04	Vehicle Damage – Rear Passenger Door or Center	DamagedAreas
VehcDamageInd05	Vehicle Damage – Rear Passenger Quarter Panel	DamagedAreas
VehcDamageInd06	Vehicle Damage – Rear Middle	DamagedAreas
VehcDamageInd07	Vehicle Damage – Rear Driver Quarter Panel	DamagedAreas

VehcPlateState	State License Plate was issued by	PlateState
VehcPlateNbr	License Plate Number	PlateNo
VehcPlateYr	Year License Plate sticker was issued	PlateYear
VehcVIN	Vehicle Identification Number	VIN
VehcYr	Vehicle Year	Year
MAKE	Vehicle Make	Make
MODEL	Vehicle Model	Model
HasAutomationSystem	Indicates whether a vehicle has Automated Systems	Automation
LevelOfSystemAutomation	Indicates level of the vehicle's Automated Systems	LVLAutomation
LevelEngagedDuringCrash	Indicates level of the vehicle's Automated Systems engaged when the crash occurred	LVLEngaged
VEHD	Indicates any vehicle defects	VehicleDefects
VEHT	Indicates the type of vehicle	VehType
NumberOfLanes	Number of Lanes	NumberLanes
VehcALGN	Indicates type of Alignment for the roadway	Alignment
VEHU	Indicates the vehicle's use	VehicleUse
SPDR	Indicates whether or not the crash was speed related	ExceedSpeedLimit
VehcVEHR	Vehicle's Color	Color
VEHRDesc	Description of VechVEHR	VehDesc
DIRP	Direction of the Travel Prior to the Crash for each vehicle	DirectionOfTravel
SLMT	Speed Limit	PostedSpeedLimit
VEHM	Indicates vehicle's maneuver when the crash occurred	VehicleManeuver
OccptCnt	Vehicle's Number of Occupants	TotalOccupants
VehcFireInd	Indicates whether or not a fire occurred after the crash	Fire
VehcTOWD	Indicates whether or not the vehicle was towed after the crash	Towed
TowedDueTo	Indicates whether or not the vehicle was towed due to disabling damage	TowedDueTo
ExtentOfDamage	Indicates the extent of disabling damage causing the vehicle to be towed	Damage
VehcTowedBy	Name of who the vehicle was towed by	TowedBy
VehcTowedTo	Name of the place the vehicle was towed to	TowedTo
CmrcVehcInd	Indicates whether or not the vehicle is a Commercial Vehicle (per Unit on front page of SR 1050)	CommercialVehicle

VehcDamageInd08	Vehicle Damage – Rear Driver Passenger Door or Center	DamagedAreas
VehcDamageInd09	Vehicle Damage – Driver Door	DamagedAreas
VehcDamageInd10	Vehicle Damage – Front Driver Center	DamagedAreas
VehcDamageInd11	Vehicle Damage – Front Driver Quarter Panel	DamagedAreas
VehcDamageInd12	Vehicle Damage – Front Middle	DamagedAreas
DamageUnderCarriage	Vehicle Damage – Under Carriage	DamagedAreas
DamageTotalAll	Vehicle Damage – Total (All Areas)	DamagedAreas
DamageOther	Vehicle Damage – Other	DamagedAreas
DamageHood	Vehicle Damage – Hood of Vehicle	DamagedAreas
VehcDamageInd99	Vehicle Damage – Unknown	DamagedAreas
VehcFCON	Vehicle's Point of First Contact	PointOfFirstContact
UNIT – VEHICLE – EVENT		**(gridview)**
intUnitNbr	Unit Number	UnitNo
VehcEVNT1	Vehicle's 1st Event	Event
VehcELOC1	Vehicle's 1st Event Location	Location
VehcEVNT2	Vehicle's 2nd Event	Event
VehcELOC2	Vehicle's 2nd Event Location	Location
VehcEVNT3	Vehicle's 3rd Event	Event
VehcELOC3	Vehicle's 3rd Event Location	Location
VehcMostSeverEvntNbr	Vehicle's Most Severe Event	MostSevere

Crossroads	DESCRIPTION	PREMIERONE
CmrcVehcInspFormNbr	Vehicle Inspection Form No.	FormNumber
CmrcVehcHazMatCntrbInd	Indicates whether or not HAZMAT Regulations violation contributed to the crash	HazMatViolation
CmrcVehcHazMatInspResultInd	Indicates whether or not a HAZMAT Driver/Vehicle Examination Report form was completed	HazMatReport
CmrcVehcMCSCntrbInd	Indicates whether or not Motor Carrier Safety Regulations (MCS) violation contributed to the crash	MCS
CmrcVehcMCSInspResultInd	Indicates whether or not a Motor Carrier Safety Regulations (MCS) Driver/Vehicle Examination Report form was completed	MCSReport

MotoristReportNo	Number of issued Motorist Report	MotoristReport

Crossroads	DESCRIPTION	PREMIERONE
UNIT – VEHICLE – COMMERCIAL VEHICLE		
intUnitNbr	Unit Number	UnitNo
CmrcVehcUSDOTNbr	US DOT Number	USDOT
CmrcVehcICCMCNbr	ICCMC Number	
CmrcVehcILCCNbr	ILCC Number	ILCC
CmrcVehcIntrastatePrivateInd	Indicates whether or not the vehicle is licensed for intrastate only	Intrastate
CmrcVehcSRCE	Indicates source of Carrier Info	SourceOfInfo
CmrcVehcCarrierName	Vehicle Carrier's Name	CarrierName
CmrcVehcCarrierAddr2	Vehicle Carrier's Address, line two	Address
CmrcVehcCarrierState	Vehicle Carrier's State	CSZ
CmrcVehcCarrierCity	Vehicle Carrier's City	CSZ
CmrcVehcCarrierZipCode	Vehicle Carrier's Zip Code	CSZ
MotorCarrierIdentification	Identifies whether the Carrier is licensed for Interstate, Intrastate, Not in Commerce /Government, or Not in Commerce/Other	MotoroCarrierIdentification
CmrcVehcHazMatPresentInd	Indicates whether or not HAZMAT spilled from the vehicle	HazmatSpill
CmrcVehcPlacardInd	Indicates whether or not HAZMAT Placards where displayed on the vehicle	HazMatDisplayed
CmrcVehcHazMat4Digit	4-digit UN No.	HazmatFourDigit
CmrcVehcHazMatClass	1-digit Hazard Class Number	OneDigit
CmrcVehcHazMatName	Name of the Hazardous Materials	HazmatName
CmrcVehcInspCompletedInd	Indicates whether or not a Vehicle Inspection was completed	VehInspCompl

Crossroads	DESCRIPTION	PREMIERONE
UNIT – VEHICLE – PASSENGER		Involved People
intUnitNbr	Unit Number	UnitNo
PsngrID	Unique identifier of the Passenger – important if they receive a citation	

Crossroads	DESCRIPTION	PREMIERONE
CmrcVehcVEHC	Vehicle Configuration	Configuration
CmrcVehcCRGO	Cargo Body Type	CargoBodyType
CmrcVehcLOAD	Load Type	LoadType
TrailerVin1	Trailer VIN: Trailer 1	
CmrcVehcTRWD1	Trailer Widths: Trailer 1	TrailerWidth1
CmrcVehcTRLN1	Trailer Length(s): Trailer 1	TrailerLength1
TrailerVin2	Trailer VIN: Trailer 2	TrailerVin2
CmrcVehcTRWD2	Trailer Widths: Trailer 2	TrailerWidth2
CmrcVehcTRLN2	Trailer Length(s): Trailer 2	TrailerLength2
CmrcVehcGVWRAmt	Gross Vehicle Weight Rating	GVWR
CmrcVehcAxleCnt	Number of Axles	NumberOfAxles
CmrcVehcTotLength	Total Vehicle Length	TotalLength
CmrcVehcIDOTPermitNbr	IDOT Permit Number	IDotNo
CmrcVehcWideLoadInd	Indicates whether or not the vehicle was a Wide Load	WideLoad

Crossroads	DESCRIPTION	PREMIERONE
WITNESS		**Involved People**
WitnsID	Unique identifier of the Witness	
WitnsLastName	Witness' Last Name	Name
WitnsFirstName	Witness' First Name	Name
WitnsMidName	Witness' Middle Name	Name
WitnsAddr	Witness' Address	Address
WitnsState	Witness' State	CSZ
WitnsCity	Witness' City	CSZ
WitnsZipCode	Witness' Zip	CSZ
WitnsPhoneNbr	Witness' Phone Number	Telephone
WitnsDOB	Witness' Date of Birth	DateOfBirth
WitnsAge	Witness' Age	Age
WitnsSEXC	Witness' Sex	Sex
PROPERTY DAMAGE		**DamagedProperty**
PropDmgLastName	Property Damage Owner's Last Name	Name (or EntityName)
PropDmgFirstName	Property Damage Owner's First Name	Name (or EntityName)

PsngrSEAT	Passenger's Seat Number	SeatingPosition
PsngrLastName	Passenger's Last Name	Name
PsngrFirstName	Passengers's First Name	Name
PsngrMidName	Passenger's Middle Name	Name
PsngrAddr	Passenger's Street Address	Address
PsngrState	Passenger's State	CSZ
PsngrCity	Passenger's City	CSZ
PsngrZipCode	Passenger's Zip Code	CSZ
PsngrPhoneNbr	Passenger's Phone Number	Telephone
PsngrDOB	Passenger's Date of Birth	DateOfBirth
DOB	Passenger's Date of Birth - additional due to subsequent process	DateOfBirth
PsngrAge	Passenger's Age	Age
PsngrSEXC	Passenger's Sex	Sex
PsngrSAFT	Indicates the safety equipment used by the passenger	SafetyEquipment
PsngrAIRB	Indicates if the Passenger's Air Bag deployed	Airbag
PsngrINJR	Indicates the level of injuries sustained by the passenger	Injury
PsngrEJCT	Indicates if the passenger was ejected from the vehicle	Ejection
PsngrEPTH	Indicates the path of the passenger if ejected from the vehicle	PsngrEJCT
PsngrHospital	Name of the Hospital the passenger was transported to	TakenTo
PsngrEMS	Name of the EMS company that transported the passenger	EMS
PsngrEMSRunNbr	N/A	

PropDmgMidName	Property Damage Owner's Middle Name	Name (or EntityName)
PropDmgAddr	Property Damage Owner's Street Address	Address
PropDmgState	Property Damage Owner's State	CSZ
PropDmgCity	Property Damage Owner's City	CSZ
PropDmgZipCode	Property Damage Owner's Zip Code	CSZ
PropDmgPROP	Property Damage Code	
PropDmgPROPDesc	Description of PropDmgPROP	DamagedProperty
CITATION		
CitID	Unique id of the driver, owner, passenger, or witness who issued a citation	Lookup PsngrID, WitnessID, etc..
CitationStatus	Identifies whether a citation was issued or pending	CitationStatus
ArrestName	Arrestee's Name	Name (or EntityName)
OffnsCode	Offense Code	Section
Offns	Description of OffnsCode	
CitNbr	Citation Number	CitationNumber

Functional Description: Crossroads Crash Outbound Interface

The Crossroads Crash Outbound Interface ("The Interface") supports the automated export of crash events as recorded in PremierOne Records. The Interface provides crash data such as: persons, vehicle, crash circumstances, and citation issued. Crash data can be sent over the Interface to Crossroads on-demand. The Interface will trigger an export when a Crash document achieves a predefined workflow status, as per the PremierOne Records process for the Crash module . The Interface supports an XML file transfer to Crossroads. The Interface also supports automatic creation and rendering of a Portable Document Format (PDF) version of the crash document.

Changes to the Interface design will require a change order to the customer contract and result in a time and materials cost increase for the Interface.

Use cases of Interface

Use cases provide a documented set of outcomes for describing the Interface design as well as provide a way to demonstrate functional success of the Interface when delivered for use

- UC-01: When a Crash document in PremierOne Records reaches the preset workflow stage for the Crash Module, the Interface will export the Crash document in XML format.

    - UC-01-A: The Interface will place a PDF copy alongside the XML data payload, in the CHP 555 Traffic Crash Report format.

Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
Latest supported version	SFTP		Y		

- The customer is responsible for maintaining the network security and stability for the Interface to connect with the target SFTP file share and PremierOne Records
- The customer is responsible for ensuring the TCP port(s) for this interface is secure but open to communicate bidirectionally.
- Logging will be made configurable for errors and available using application logs and the Windows Event Viewer on the PremierOne Records environment.
- Network access will be administered and made available for Motorola Solutions to deploy, test, adjust, troubleshoot and demonstrate functional delivery of this Interface

Note: The below data elements are a representation of the *Crossroads* Crash document. Only those data elements which already exist within the PremierOne Records system will be exported as part of this Interface design. No additional data elements will be added without Change Order and rescoping by Product Management.

Collision Record (Single):

AccidentNumber
AtFaultCited
Beat
City
CollisionDate
CollisionTime
CollisionType
County
CrossStreet
CurbLineReference
DateReviewed
DayOfWeek
Direction
Distance
DistanceFeet
DistanceUnits
HitAndRun
InvolvedWith
JudicialDistrict
Latitude
Lighting
Longitude
NCICNumber
NumberInjured
NumberKilled
OfficerID
PCFType
PartyAtFault
PedestrianAction
PhotosBy
PreparersName
PrimaryCollisionFactor
PropertyDamageAddress
PropertyDamageDescript
PropertyDamageOwner
PropertyOwnerNotified
ROWControls
ReferencePointText
ReportNumber

Party Record (Multiple):

AccidentNumberAirbag
AssocFactor1
AssocFactor2
AssocFactorViolationCode
AssocFactorViolationCodeSubsection
BusinessPhone
BusinessPhoneExt
CA
CAL-T
CHPTrailerType
CHPVehicleType
CitedForAssocFactor1
CitedForAssocFactor2
CitedForAssocFactorInattentionDescript
CityAddress
DOT
DateOfBirth
DirectionOfTravel
DispositionByDriver
DispositionByOfficer
DispositionByOther
DriversLicenseClass
DriversLicenseNumber
DriversLicenseState
ExtentOfDamage
EyeColor
FirstName
HairColor
Height
HomePhone
InsuranceCarrier
InsurancePolicyNo
LastName
MC_x002F_MX
MiddleName
MovementPrecedingCollision
OwnerAddressSameAsDriver
OwnerSameAsDriver
PartyAge

Person Record (Multiple):

AccidentNumber
AirBag
ExtentOfInjury
InjuryDescription
PartyOfPerson
PassengerOnly
PersonBusinessPhone
PersonBusinessPhoneExt
PersonCityAddress
PersonDateOfBirth
PersonEjected
PersonFirstName
PersonGender
PersonHomePhone
PersonLastName
PersonMiddleName
PersonNumber
PersonStateAddress
PersonStreetAddress
PersonType
PersonZipCode
SafetyEquipment
SeatingPosition
TakenTo
TransportedBy
WitnessOnly

Supported Data Elements

ReportingDistrict
ReviewersName
RoadCondition1
RoadCondition2
RoadSurfaceCondition
StateHwyRelated
Street
Street1Name
Street1Number
Street1Postdirectional
Street1Predirectional
Street1Type
Street2Name
Street2Postdirectional
Street2Predirectional
Street2Type
TowAway
Violation
ViolationSubsection
Weather1
Weather2
X
Y

PartyGender
PartyNumber
PartyType
PriorMechanicalDefect
PriorMechanicalNone
PriorMechanicalSeeNarrative
Race
RegisteredOwner
RegisteredOwnerAddress
SafetyEquipment
Sobriety1
Sobriety2
SpecialInformation
SpeedLimit
StateAddress
StreetAddress
StreetTravelingOn
TCP_x002F_PSC
TowCompany
TrailerColor
TrailerLicensePlate
TrailerLicenseState
TrailerMake
TrailerModel
VIN
VehicleColor
VehicleLicenseNumber
VehicleLicenseState
VehicleMake
VehicleModel
VehicleType
VehicleYear
Weight
ZipCode

Functional Description: EvidenceOnQ (FileOnQ) - Property And Evidence Bidirectional Interface

Functional Description

The EvidenceOnQ (FileOnQ) - Property And Evidence Bidirectional Interface ("Interface") processes the following web service transactions from EvidenceOnQ.

Transaction	Originator/Timing	Request Payload	Response Payload
SearchByCase	EvidenceOnQ when the user searches for a case that is not already known to EvidenceOnQ This functionality is only available using the FileOnQ WebView product	Case Number to Search	Basic Case Information
PutEvidence	EvidenceOnQ based on a predefined interval – all new and updated property items during the interval for a case are sent in a single transaction.	Property Information	Transaction Confirmation

All property items for the Case are placed in a single PremierOne Records Property Sheet inside the PremierOne Records Case Folder. The property items are also posted to the PremierOne Property Central Index. PremierOne users can use the "Bring Forward" feature to import the property items into Case Reports and Lab Requests. Because of the ability of the Interface design to support an inbound case search query to PremierOne from the FileOnQ WebView as well as receive read-only property sheet information in PremierOne Records from EvidenceOnQ, this is a bidirectional interface design.

Supported Use Cases

1. The interface accepts a case search to PremierOne Records and returns the results to the requesting web service from EvidenceOnQ via FileOnQ WebView
2. The interface imports updates to a previously saved Property Sheet in EvidenceOnQ to replace any existing Property Sheet Documents in PremierOne Records as a read only document

Unsupported Use Cases

1. The interface will accept requests from EvidenceOnQ for Property Items in a Property Sheet when moved to another case and handle the new assignment in PremierOne Records

Specific Technical Requirements

| Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
Latest version available	REST Web Service			Y	

Interface Diagram

The interface diagram shows the connectivity and primary data flow across the systems.
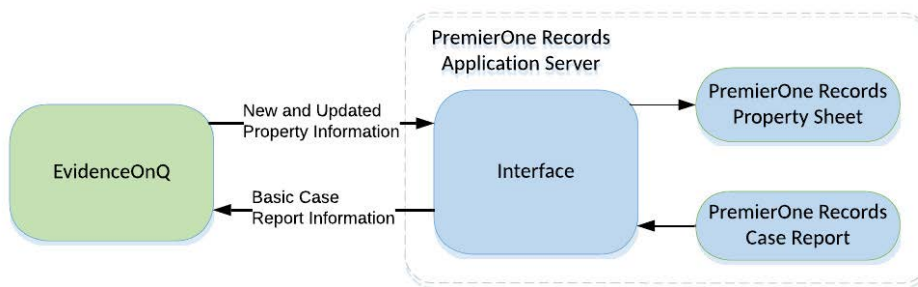
Business Process Diagram

The following figure shows how PremierOne and EvidenceOnQ will be used. Each step is described in detail in Table 2-1. The numbers in this diagram correspond to the Diagram # column in the table.

Functional Description: EvidenceOnQ (FileOnQ) - Property And Evidence Bidirectional Interface
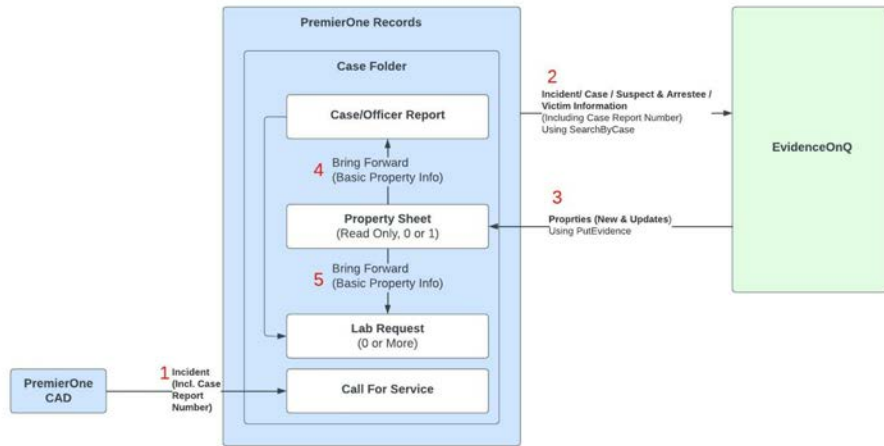
Additional Information and Assumptions

- Multiple agency and multiple EvidenceOnQ instance interface from P1RMS
- PremierOne Records will have a single multi-agency instance that will maintain read-only information related to EvidenceOnQ-entered P&E information/status
- EvidenceOnQ will provide a unique instance of the EvidenceOnQ application for each of the agency using this interface
- There will be a mechanism to allow the P1RMS to communicate with the appropriate EvidenceOnQ instance (and vice versa) based on the agency
- There will be a mechanism by which the use of an Agency code will provide the necessary information to the P1RMS for aligning the P&E to the appropriate agency
- Code Mapping - there will need to be a code-mapping exercise in order to assure that code table entries are in alignment between P1RMS codes and EvidenceOnQ code tables
    - Any translation/mapping will be handled on the EvidenceOnQ side.

Customer Responsibilities

- Provide details and resources required for interface installation, configuration, test, and support
- Provide all hardware, software, and network connectivity not explicitly provided by Motorola Solutions before implementation
- Work with Motorola and FileOnQ on the field mapping and code table/picklist translation between the two systems
- EvidenceOnQ must be on a version supported by FileOnQ
    - The customer will procure any required upgrades
- Witness the functional demonstration of the interface
- Protect the Enterprise Network against unauthorized access
- Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities
- Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities

Motorola Solutions Responsibilities

- Make changes to the PremierOne Property Sheet to accommodate data from EvidenceOnQ
- Conduct interface discovery session with the Customer subject matter experts and vendors to obtain details regarding EvidenceOnQ System
- Provide the XML Specification Document (XSD) and/or XML samples for this interface
- Generate the Transport Layer Security (TLS) certificate used by this interface
- Provide guidance on hardware, software, and network connectivity that may be required of the Customer to support the interface implementation, use, and maintenance, before implementation
- Conduct functional demonstration validating the interface works by the Technical Specification Document
- Develop, configure, install and test the interface

Interface Test Cases

This section outlines the scenarios that must be tested for this interface. The information in this section will be used to develop the integrated test procedures.

Number	Test	Notes
1	Case Search	Variations: multiple arrestees and suspects, victim are individual or non-individual
		This functionality is only available from WebView
2	Add Property Item	

3	Update Property Item	
4	Move Property Item to Existing PremierOne Case	Property item should be removed from the original "from" case and added to the existing "to" case
5	Move Property Item to Non-Existent Case	Property item should be removed from the original "from" case only
6	Move Property Item from Non-Existing Case	Property item should be added to the "to" case if it exists

Tables

Table 2-1 Business Process Details

Step	System	Diagram #	Action	Notes
1	PremierOne CAD	1	1. CAD Incident is created and sent to Records as Call for Service (CFS) 2. Report Number (RD #, Case Number) is requested on CAD 3. Case Folder is created on PremierOne Records and CFS is placed in the Case Folder	**Timing (Process)** This is standard practice – CAD Incident and Report Number are created before any evidence is collected and entered **Data Elements Transferred** Standard CAD CFS Transfer fields are sent **Timing (Interface)** Occurs within seconds of event
2	PremierOne Records		1. Officer starts Case or Officer Report	Basic case information, including Offenses, Suspects, Arrestees and

Step	System	Diagram #	Action	Notes
				Victims, entered in the <u>Case Report</u> can be retrieved by EvidenceOnQ and populated in EvidenceOnQ in the next step
3	EvidenceOnQ	2	1. The user uses the Find feature on EvidenceOnQ to find a case before entering property items for the case: a. If the case is not known to EvidenceOnQ, EvidenceOnQ queries basic Case information from PremierOne and populates the case level information b. If the case is already known to EvidenceOnQ, EvidenceOnQ displays the existing information it has and lists all the property items entered for the case	**The Find feature is available only on the FileOnQ WebView product (i.e. not the Desktop Client)** **Timing (Interface)** EvidenceOnQ uses the SearchByCase transaction to request the case information from PremierOne. Case information includes basic fields as well as Offense, Victim, Suspect and Arrestee information that has already been entered in the Case Report (information entered in the Officer Report is **not** available for transfer) **Data Elements Transferred** Refer to Section 4.4
4	EvidenceOnQ	3	1. **Officer/Evidence Technician** enters property items: a. A sequence number (EQ Number) within the case is assigned to each item b. Items are in the "Evidence Entry" location until they are accepted by PEU 2. Items entered are queued for transmission to PremierOne 3. Officer/Evidence Technician takes items to PEU* 4. PEU verifies the property, prints the label and officially receives the item 5. Updated items are queued to be sent to PremierOne** * Drugs and latent prints are taken to the Criminalistics Laboratory directly. They are not entered into EvidenceOnQ unless the Criminalistics Laboratory is not open and the items are taken to the PEU. If an item is taken to PEU, it is entered into EvidenceOnQ and disposed on EvidenceOnQ when they are sent to the Criminalistics Laboratory. The Criminalistics Laboratory plans to use	EvidenceOnQ centers on evidence items. PremierOne is case-oriented. The PEU user changes the Case Number on EvidenceOnQ when a piece of property is moved to another case – the user does not delete the item in order to maintain the chain of custody history When an item is moved to a different case, the Barcode remains unchanged. The Placard number is usually unchanged. The EQ Number is manually assigned by the PEU user **Timing (Process)** Properties might be placed in lockers and not marked received if the PEU is not available (e.g. off hours) **Timing (Interface)** EvidenceOnQ sends new and updated information to PremierOne based on a pre-defined interval

Step	System	Diagram #	Action	Notes
			EvidenceOnQ in the future for drugs ** It is possible that an item is *moved* from a case to another due to user data entry error. This is done by the PEU user only when a mistake is discovered by either PEU or the user who entered the property item	
5	PremierOne Records	3	1. Properties sent from EvidenceOnQ are imported into the Property Sheet by the Interface Properties which contain the required fields automatically post to the PremierOne Central Index – either as a new entry or an instance under an existing master entry.	• **One Property Sheet** is used for all properties under the Case • **Updates** might also occur from EvidenceOnQ • Updates from EvidenceOnQ will **not** generate any notification on PremierOne – if updates affect UCR/IBR reporting (e.g. property is different than originally thought) and the change originated from the PEU, the PEU will notify the officer **manually** and the officer must **create a supplemental Case Report to reflect the change** • PremierOne user should **not** create new or modify the Property Sheet
6	PremierOne Records	4	**Officer** continues Case Report / Officer Report and uses the Bring Forward function to bring properties in the Property Sheet into the Case Report or Officer Report Notes • The user should use the "Pull Record from Case Folder" option in the Find Property Wizard • Drugs entered into EvidenceOnQ are always of Item Type Unknown. They might need to be manually updated in the Case Report once the analysis has been performed by the Criminalistics Lab	The Evidence Tag Number is not displayed on the Find Property Wizard Bring Forward search results if the user selects "Pull Record From Master Records" in the search window. It does display if the user performs the search from a document within the Case Folder and selects the "Pull Record From Case Folder" option. In both cases, the user can search using the Tag Number Bring Forward creates a <u>copy</u> of the property in the Case Report / Officer Report. If the property is updated on EvidenceOnQ later, the copy will <u>not</u> be updated **Timing (Process)** This must happen after the properties are transferred from EvidenceOnQ
7	PremierOne Records	5	**Investigator** completes Lab Request Document: • Properties in the Property Sheet	Bring Forward creates a <u>copy</u> of the property and person in the Lab Request Document. If the property or person is updated after the Bring Forward, the copy will <u>not</u> be

Functional Description: EvidenceOnQ (FileOnQ) - Property And Evidence Bidirectional Interface

Step	System	Diagram #	Action	Notes
			can be Brought Forward into the Lab Request • **Persons and Entities in the Case Report can be Brought Forward into the Lab Request** and submits the request to PremierOne Workflow Refer to the "PremierOne Records and LIMS Interface Requirement Document" for details	updated **Timing (Process)** • This must happen after the properties are transferred from EvidenceOnQ • For "pending reference sample" requests – PD Management will require investigator to have the evidence in EvidenceOnQ before the Lab Request can be submitted • If any persons from the case is to be brought forward, the Case Report/Officer Reports should be completed also (i.e. not in draft mode)

Data Elements

SEARCHBYCASE TRANSACTION FIELD LISTING

The SearchByCase transaction receives a Case Number (RD Number) and returns basic information about the case. Information from the current (latest dot version) Case Report is returned to EvidenceOnQ. The following table lists the fields returned by PremierOne.

EvidenceOnQ has fields for one Suspect and one Victim. This interface does not populate the Additional Suspects or the Additional Victims fields. They have to be manually entered by the user.

PremierOne Case Report UI Field	EvidenceOnQ UI Field	Picklist On	XPath
Case Number	Report #		CaseNo
Reporting Officer	Case Officer	Both	ReportedBy
Occurred On	Offense Date		OccurredOn
Offense / Code Section	Offense Code	Both	Offenses/Item/Offense

Incident Number	Incident #		CFSNo
Offenders – Suspects – Name	Suspect First		Suspects/Item/FirstName Arrestees/Item/FirstName
Offenders – Suspects + Arrestees – Name	Suspect Last		Suspects/Item/LastName Arrestees/Item/LastName

Offenders – Suspects + Arrestees – Name	Suspect MI		Suspects/Item/MiddleName Arrestees/Item/MiddleName
Offenders – Suspects + Arrestees – Sex	Sex	Both	Suspects/Item/Sex Arrestees/Item/Sex
Offenders – Suspects + Arrestees – Race	Race	Both	Suspects/Item/Race Suspects/Item/Ethnicity Arrestees/Item/Race Arrestees/Item/Ethnicity
Offenders – Suspects + Arrestees – DOB	Suspect DOB		Suspects/Item/DateOfBirth Arrestees/Item/DateOfBirth
Offenders – Suspects + Arrestees – Juvenile	Juvenile Suspect		Suspects/Item/Juvenile Arrestees/Item/Juvenile
Offenders – Suspects + Arrestees – Height	Height		Suspects/Item/Height Arrestees/Item/Height
Offenders – Suspects + Arrestees – Weight	Weight		Suspects/Item/Weight Arrestees/Item/Weight
Offenders – Suspects + Arrestees – Eye Color	Eyes	Both	Suspects/Item/EyeColor Arrestees/Item/EyeColor

Offenders – Suspects + Arrestees – Hair Color	Hair	Both	Suspects/Item/HairColor Arrestees/Item/HairColor
Offenders – Suspects – Suspect PFN + Offenders – Arrestees – Arrestee PFN	PFN/JFN		Suspects/Item/OPDSuspPFN Arrestees/Item/OPDArresteePFN
Victim Type	N/A	PremierOne	Victims/Item/VictimType
Victims – Victim – Name	Victim First**TBD**		Victims/Item/EntityName
Victims – Victim – Name	Victim First		Victims/Item/FirstName
Victims – Victim – Name	Victim Last		Victims/Item/LastName
Victims – Victim – Name	Victim MI		Victims/Item/MiddleName

Victims –	Victim DOB		Victims/Item/DateOfBirth
Victim –			
Name			

PUTEVIDENCE TRANSACTION FIELD LISTING

The following table lists the fields EvidenceOnQ sends in the PutEvidence transaction. If an item is updated, all attributes for the item are sent, not just the modified attributes.

EvidenceOnQ UI Field	PremierOne Property Sheet UI Field	Picklist On	XPath/@Attribute
N/A	N/A		AgencyID
Report #	Property Sheet – Case Number		CaseNo
Report # (for Moved From Case)	**N/A**		FromCaseNo
N/A	Property Sheet – Subject		Subject
N/A	Property Sheet – Notes		Notes
N/A	Property Sheet – Late Updated by Interface		SubmitDate
	Attributes For Each Item		
N/A	Internal Key - EvidenceOnQ Folder ID		Tags/Item/OPDEQItemFolderID
EQ #	Property Detail – Property Tag Number		Tags/Item/TagsTagNo
Bar Code	Property Detail – Barcode		Tags/Item/OtherAgencyIdentifier
Placard Number	Property Detail – Placard Number		Tags/Item/OPDPlacardNo
Item Type	Property Detail	Both	Tags/Item/TagsPropertyCode /@ID

	– Property Type Code and Description		and Tags/Item/TagsDescription
Clothing Type	Property Detail – Clothing Type	EvidenceOnQ	Tags/Item/OPDClothingType
Property Type	Property Detail – Property Status	Both	Tags/Item/TagsPropertyStatus /@Code
Additional Desc	Property Detail – Description		Tags/Item/TagsDescription
Bio Hazard	Property Detail – Biohazard	Both	Tags/Item/TagsBioHazard/@ID
Brand	Property Detail – Manufacturer		Tags/Item/TagsManufacturer
Brand	Property Detail – Bicycle Make	PremierOne	Tags/Item/BicycleMake /@Description

Model	Property Detail – Model		Tags/Item/TagsModel
Model	Property Detail – Bicycle Model	PremierOne	Tags/Item/BicycleModel /@Description
Color	Property Detail – Color	Both	Tags/Item/TagsColor/@Code
Color	Property Detail – Firearm Color	Both	Tags/Item/TagsFirearmColor /@Code
Pennies	Property Detail – Pennies		Tags/Item/TagsCurrencyCoins
Nickels	Property Detail – Nickels		Tags/Item/OPDNickels
Dimes	Property Detail – Dimes		Tags/Item/OPDDimes
Quarters	Property Detail – Quarters		Tags/Item/OPDQuarters
Half Dollar	Property Detail – Half Dollars		Tags/Item/OPDHalfDollar
Dollar Coin	Property Detail – Dollar Coins		Tags/Item/OPDDollarCoin
1 s	Property Detail – Ones		Tags/Item/TagsCurrencyOnes
2 s	Property Detail – Twos		Tags/Item/OPDCurrencyTwos
5 s	Property Detail –		Tags/Item/TagsCurrencyFives

10 s	Property Detail – Tens		Tags/Item/TagsCurrencyTens
20 s	Property Detail – Twenties		Tags/Item/TagsCurrencyTwenties
50 s	Property Detail – Fifties		Tags/Item/TagsCurrencyFifties
100 s	Property Detail – Hundreds		Tags/Item/TagsCurrencyHundreds
Money Total	Property Detail – Currency Total		Tags/Item/OPDCurrencyTotals
Finish	Property Detail – Finish		Tags/Item/Finish
Action Type	Property Detail – Firearm Action	Both	Tags/Item/TagsFirearmAction /@Code
Barrel Length	Property Detail – Barrel Length		Tags/Item/TagsBarrelLength
Caliber	Property Detail – Firearm Caliber	Both	Tags/Item/FirearmCaliber/@Code

Gun Type	Property Detail – Firearm Type	Both	Tags/Item/TagsFirearmType /@Code
N/A	Property Detail – Notes		Tags/Item/TagsNotes
Quantity	Property Detail – Quantity		Tags/Item/TagsQuantity
Quantity	Property Detail		Tags/Item/TagsDrugQuantity

	– Drug Quantity		
Recovered Address and Recovery Location	Property Detail – Recovered From		Tags/Item/TagsRecoveredFrom
Recovered By	Property Detail – Recovered By	Both	Tags/Item/TagsRecoveredBy /@BadgeNo
Recovered Stolen	Property Detail – Stolen	Both	Tags/Item/TagsStolen/@ID
Recovery Date	Property Detail – Recovered Date		Tags/Item/TagsRecoveredDate
Search Warrant	Property Detail – Search Warrant?	Both	Tags/Item/OPDSearchWarrant /@ID
License Plate # or SN	Property Detail – Serial Number		Tags/Item/TagsSerialNumber
Submitted At	Property Detail – Submitted At	EvidenceOnQ	Tags/Item/OPDSubmittedAt
Submitted By	Property Detail – Submitted By	EvidenceOnQ	Tags/Item/OPDSubmittedBy
D #?	Property Detail – D #		Tags/Item/OPDDNo
Measure	Property Detail – Drug Measure	Both	Tags/Item/TagsDrugMeasure /@Code Refer to Appendix A.6
N/A	Property Detail – Drug Type	PremierOne	Tags/Item/TagsDrugType/@Code
Suspected Drug 1	Property Detail –	EvidenceOnQ	Tags/Item/OPDSuspDrug1

	Suspected Drug 1		
Suspected Drug 2	Property Detail – Suspected Drug 2	EvidenceOnQ	Tags/Item/OPDSuspDrug2
Suspected Drug 3	Property Detail – Suspected Drug 3	EvidenceOnQ	Tags/Item/OPDSuspDrug3

Suspected Drug 4	Property Detail – Suspected Drug 4	EvidenceOnQ	Tags/Item/OPDSuspDrug4
Suspected Drug 5	Property Detail – Suspected Drug 5	EvidenceOnQ	Tags/Item/OPDSuspDrug5
Weight	Property Detail – Drug Weight		Tags/Item/OPDDrugWeight
Owner Unknown/Does Not Apply	Property Detail – Owner Unknown	Both	Tags/Item/OPDOwnerUnknown /@ID
Owner First + Owner Last	Property Detail – Owner Name		Tags/Item/OPDOwnerName
Owner Address	Property Detail – Owner Address		Tags/Item/OPDOwnerAddress
City State ZIP	Property Detail – Owner CSZ		Tags/Item/OPDOwnerCSZ
Owner ID	Property Detail – Owner ID		Tags/Item/OPDOwnerID
Owner Phone	Property Detail – Owner Phone		Tags/Item/OPDOwnerPhone

Functional Description: External Query Suite Interface

Functional Description

The External Query Outbound Interface ("Interface") allows PremierOne users to submit transactions to the vendor managed ("3rd Party") system. These transactions are most typically inquiries. The Interface implementation is limited to Persons, Vehicles, and law enforcement incident related locations query types. All queries will be handled internally using extensible markup language (XML) format and then adjusted to structured query language (SQL) when connecting with a SQL client. The response format from the 3rd Party application to the Interface will be changed from SQL to XML as well for internal processing.

Query requests made on PremierOne CAD or Mobile clients are routed to one of the PremierOne application servers. The PremierOne Query Service processes the request and determines which data source(s) can fulfill the request. This information is passed to the Interface which translates the request to a query string and handles the connection to the data source. When an unstructured response is received, the Interface parses the response and forwards it to PremierOne Messaging Service, which handles the routing of the query response to the requestor. The Interface will manage the outbound query request data transformation and exchange process. The same query forms are available throughout the PremierOne Suite. PremierOne administrator may also create a command line version of a query form and this allows users to quickly submit frequently used queries. The PremierOne CAD administrator may also configure the system so queries can be submitted using person and vehicle information entered in an incident.

Query Responses can be formatted for Workstations and Mobile clients. Query formatting is done using Extensible Stylesheet Language Transformations (XSLT) and the result is displayed using Hypertext Markup Language (HTML). The HTML transformation provides an enhanced level of formatting beyond the raw text that is returned in the query responses. The enhanced formatting can be helpful to call out specific data elements, or display images if they are included in the response from the 3rd Party system.

The below described Query Type, Parameters, Field Types, and Query Responses represent the supported data scope of this interface design. Changes to the interface design would create a custom design and require time and material costs as well as a change order to the customer agreement or contract.

Supported Use Case

- UC01 - PremierOne user can select a query type, enter the required query parameters and submit the query using a Query Request form and the query responses are displayed in the Query Responses tab of the query window
    - The query result may also be displayed in a dedicated window outside of the main CAD client window

Specific Technical Requirements

Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
NA	SQL			Query	

NOTE: Any other type of connection to the 3rd party system (e.g. SOAP/REST Web Service API or SFTP) or file format (e.g. JSON, CSV, space delimited flat file) is not supported for this standard interface. If integration with a 3rd party API or a different file format is required, a custom interface will be needed instead.

- Error logging will be performed using Interface application logging and through Windows Event Viewer on the PremierOne Application Environment
- Connectivity needs to be established between the PremierOne CAD interface and the 3rd Party data system
- Exceptions are logged by the on premises Event Viewer Program from the interface\The interface will send incidents, incident unit and narrative data in one payload.
- All data will be provided as specified below. No table lookups, format conversions, additions, omissions, etc. will be performed.

Interface Diagram
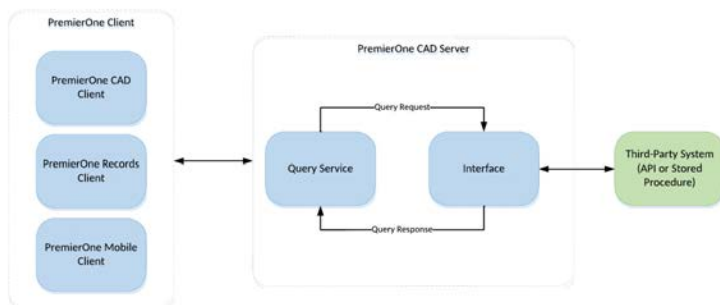
Interface Assumptions

- User access to the query forms is managed by the user roles provisioned in the PremierOne Suite
- The query forms will be configured for customer use through the PremierOne CAD Provisioning application
- Query Request forms are built upon the underlying data as supported by current 3rd party API documentation for their specific system

Functional Description: External Query Suite Interface

○ For the purpose of this implementation, only commonly available data for persons, vehicle, and law enforcement related incident locations will return

Motorola Responsibilities

- Test and Deploy the Interface as designed
- Provision query forms in the PremierOne CAD Provisioning application
- Demonstrate functionality of the Interface according to the documented use cases

Customer Responsibilities

- Provide access and support for all needed network and 3rd party API authentication and encryption requirements
- Provide access to the customer enterprise network for deployment, testing, and demonstration of the Interface
- Attend demonstration of the Interface

Supported Interface Person Query Parameters, and Query Results

Person/Business Query – Search for Person or Business

- Input - via operator-entered field values (elements entered by the operator to search for a Person/Business)
  - ○ Name_Last
  - ○ Name_First
  - ○ Name_Middle
  - ○ Business_Name
  - ○ Date_Born
  - ○ Phone1
  - ○ Phone2
  - ○ Cell_Phone
  - ○ Driver_License_Number
- Response – Person/Business List Response (elements required in the list of "hits" to allow the operator to determine for which Person/Business s/he wants more details)
  - ○ Name_Middle
  - ○ Name_Suffix
  - ○ Business_Name
  - ○ Name_Moniker
  - ○ Date_Born
  - ○ Alias
  - ○ Sex
  - ○ Image

Vehicle Query

- Input - via operator-entered field values (elements entered by the operator to search for a Vehicle)
  - ○ Plate.Number
  - ○ Make
  - ○ Model
  - ○ Color
  - ○ VIN
- Response -- Vehicle List Response (Elements required in the list of "hits" to allow the operator to determine for which vehicle s/he wants more details)
  - ○ Plate_Number
  - ○ Make
  - ○ Model
  - ○ Color
  - ○ VIN
  - ○ Year
  - ○ Name_First
  - ○ Name_Last
  - ○ Name_Middle
  - ○ Name_Suffix
  - ○ Date_Born
  - ○ Address
  - ○ Apartment
  - ○ City
  - ○ State
  - ○ Zip
  - ○ Business_Name

Location Query

- Input - via operator-entered field values (elements entered by the operator to search for a Location)
  - ○ Block (house number)
  - ○ Street_Name
  - ○ Apartment
  - ○ City
  - ○ State
  - ○ Zip
- Response -- Location List Response (elements required in the list of "hits" to allow the operator to determine for which Location s/he wants more details)
  - ○ Master_Address_Link
  - ○ Block
  - ○ Street_Name
  - ○ Apartment
  - ○ City
  - ○ State
  - ○ Zip

Functional Description: IAPro Blue Team - Records Outbound Data Feed Interface

The Interface is designed to support the transfer of record data from the PremierOne Records Management System (Records) to IAPro Blue Team.

The interface will create new message objects that will export as a file to the 3rd party vendor server via SFTP. The 3rd party vendor will pick up the file and process them and populate the 3rd party vendor system. The 3rd party vendor system is responsible for reading, parsing, deleting, or moving these files. The Interface will create files when a PremierOne Records user has entered all of the required data, saved and closes a valid records document. A valid records document is a document that is not in draft form.

Translation of the data sent by Motorola is performed by Motorola. If a field is a pick-list on the 3rd party vendor side, Motorola must be provided all possible values in order to translate against PremierOne Records. Processing of the files in the correct order, and duplicate processing are the responsibility of the 3rd party vendor. A date time stamp will be included in the file name provided by the Interface.

The Records Outbound Data Feed Interface will send data elements associated to the Case Reports, Officer Narratives, Citations, and Field Investigations. Case related documents that are expunged, locked, or sealed in PremierOne Records must not be available to users of the 3rd party vendor. As a result, expunging, locking, or sealing a case relaetd document in PremierOne Records will trigger sending a "delete" message by the interface to the 3rd party vendor SFTP server. The 3rd party vendor will be responsible for processing these messages in the 3rd party vendor system.

Supported Use Cases:

- PremierOne Records is used to create Case Reports, Officer Narratives, Citations, and Field Investigations
    - PremierOne Records user takes action to have the documents approved
    - Once approved, the workflow process will trigger PremierOne CAD to Records Outbound Data Feed Interface
    - The Interface gathers the data elements associated to Case Reports, Officer Narratives, Citations, and Field Investigations and sends the XML data file to the 3rd party vendor SFTP file server
- Case Reports, Officer Narratives and Field Investigations that are expunged, locked, or sealed in PremierOne Records triggers the interface to send a "delete" message to the SFTP server for 3rd party vendor application to process

Target System Version	Target System Connection Protocol	Send Only	Receive Only
N/A	SFTP	X	

Bi-Directional	Acknowledge Received/Send	Encryption Method

Functional Description: Prosecutor Outbound Interface

Interface Functional Description

The Prosecutor Outbound Interface ("interface") sends arrest and case report from PremierOne RMS to a third party Court and or Prosecutor records management system. The interface, when triggered by a workflow activity in PremierOne Records, generates an XML document for export via a web service connection. The collection of docket or related documents in a case folder is not considered part of this interface; only the case report will be submitted by the interface when triggered.

Supported Use Case

- UC-01 - A case report document in a case folder is moved in workflow to a status of complete, the interface will generate an XML message for the court submission and send it by web service

Unsupported Use Case

- UC-02 - A prosecutor in a 3rd party system changes the prosecution decision and the interface sends the updated case report information to PremierOne Records by web service

Specific Technical Requirements

Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
latest version	REST Web Service	X			

- The interface will support only the export of elements below for this interface functional description document; no transformation to meet a target schema specifications will be performed by this interface

Assumptions

- The PremierOne Records Case Report includes arrest related information without a separate booking document in PremierOne Records

Supported Data Elements

ORI
CaseReportNumber
OccurredOn
OccurredOn
Arrestees.Address
Witnesses.Address
Victims.Address
Suspects.Address
OtherEntities.Address
Arrestees.CSZ
Witnesses.CSZ
Victims.CSZ
Suspects.CSZ
OtherEntities.CSZ
Arrestees.County
Witnesses.County
Victims.County
Suspects.County
OtherEntities.County
ReportedOn
Agency.ORI
BadgeNo

Victims.Alias
Suspects.Alias
Witnesses.Alias
Others.Alias
Arrestees.Alias

Disposition
Cases.CasesAssignments
Arrestees.EmployerSchool
Witnesses.EmployerSchool
Victims.EmployerSchool
Suspects.EmployerSchool
OtherEntities.EmployerSchool
Victims.EntityName
Victims.VictimTypeCodes
OtherEntities.OtherEntityName
OtherEntities.OtherEntityCodes
Arrestees.FirstName
Arrestees.LastName
Arrestees.MiddleName
Arrestees.DateOfBirth
Arrestees.Age
Arrestees.Sex
Arrestees.Race
Arrestees.Ethnicity
Arrestees.Height
Arrestees.Height
Arrestees.Weight
Arrestees.Weight
Arrestees.EyeColor
Arrestees.HairColor
Arrestees.DLN
Arrestees.DLNState

Witnesses.FirstName
Witnesses.LastName
Witnesses.MiddleName
Witnesses.DateOfBirth
Witnesses.Age
Witnesses.Sex
Witnesses.Race
Witnesses.Ethnicity
Witnesses.Height
Witnesses.Height
Witnesses.Weight
Witnesses.Weight
Witnesses.EyeColor
Witnesses.HairColor
Witnesses.DLN
Witnesses.DLNState
Suspects.FirstName
Suspects.LastName
Suspects.MiddleName
Suspects.DateOfBirth
Suspects.Age
Suspects.Sex
Suspects.Race
Suspects.Ethnicity
Suspects.Height
Suspects.Height
Suspects.Weight
Suspects.Weight
Suspects.EyeColor
Suspects.HairColor
Suspects.DLN
Suspects.DLNState
CaseReports.OtherEntitiesFirstName
CaseReports.OtherEntitiesLastName
CaseReports.OtherEntitiesMiddleName
CaseReports.OtherEntitiesDateOfBirth
CaseReports.OtherEntitiesAge
CaseReports.OtherEntitiesSex
CaseReports.OtherEntitiesRace
CaseReports.OtherEntitiesEthnicity
CaseReports.OtherEntitiesHeight
CaseReports.OtherEntitiesHeight
CaseReports.OtherEntitiesWeight
CaseReports.OtherEntitiesWeight
CaseReports.OtherEntitiesEyeColor
CaseReports.OtherEntitiesHairColor
CaseReports.OtherEntitiesDLN
CaseReports.OtherEntitiesDLNState
CaseReports.OtherEntities
Victims.SMT.SMTChoice
Offenders.SMT.SMTChoice
Suspects.SMT.SMTChoice
Victims.SMT.SMT
Offenders.SMT.SMT
Suspects..SMT.SMT

Victims.Phone.PhoneNumber
Suspects.Phone.PhoneNumber
Witnesses.Phone.PhoneNumber
Others.Phone.PhoneNumber
Arrestees.Phone.PhoneNumber
Properties.VehicleType
Properties.BodyStyle
Properties.VehicleYear
Properties.Manufacturer
Properties.Model
Properties.Color
Properties.SerialNumber
Properties.License
Properties.State/@Code
Properties.LicenseExpDate
Properties.Property
Properties.BodyStyle
Properties.VehicleYear
Properties.Manufacturer
Properties.Model
Properties.Color
Properties.Count
Properties.Value
Properties.SerialNumber
Properties.License
Properties.UCRPropType
Properties.Property
Properties.Condition
Agency
Narrative
Offenses.Offense
Offenses.Offense
Offenses.Offense
OccurredBetween
Jurisdiction
Grid.Arrestees.ArrestType
Grid.Arrestees.ArrestNo
Grid.Arrestees.ReleasedOn
Grid.Arrestees.ArrestedOn
Grid.Arrestees.ArrestedFor.ArrestedFor
Grid.Arrestees.Notes

Location.OccurredOn
Location.Address
Location.CSZ
Location.LocationName
Location.VehicleCrossStreets
Location.xCoord
Location.yCoord

Interface Functional Description

The San Diego HR Personnel Inbound Interface ("The Interface") ingests Personnel information from San Diego's Human Resources application into PremierOne Records. Personnel information can be created, updated and deleted as required by way of this interface. The San Diego HR application is the primary source of truth and changes to the PremierOne Records Personnel Module are updated to reflect the information in the HR application. Changes to the PremierOne Suite system directly will be overwritten by changes pushed from the Human Resources application. The data elements described later in this document create a complete list of supported elements by this Interface design. Any changes beyond what is described in this document must be accompanied by Change Order and rescoping by Product Management.

Supported Use Cases

- UC-01: When the interface receives an XML payload with Personnel transactions, the Interface will perform each transaction in the PremierOne Records application:
  - UC-01-A: If the incoming data does <u>not</u> match against local records in PremierOne Records, a new Personnel record will be created.
  - UC-01-B: If the incoming data matches against existing Personnel within PremierOne Records and the *"terminated date"* is not null, this record will be updated with incoming data should there be any differences. Matching rules are described below. The HR application is the source of truth.
- UC-02: An error occurs during processing of the received data payload from the Human Resources application. The Interface sends an email notification to a configurable list of SMTP addresses for awareness.
- UC-03: No file is received from the Human Resources application for a configurable amount of time. The Interface sends an email notification to a configurable list of SMTP addresses for awareness.

Unsupported Use Case

- UC-04: PremierOne Suite changes to Personnel are synchronized to the San Diego HR Application. <u>This interface does not return any data whatsoever.</u>

Specific Technical Requirements

Target System Version	Target System Connection Protocol	Send Only	Receive Only	Bidirectional	Acknowledge Received / Send
Latest version supported	Secure File Transfer Protocol (SFTP)		Y		

- Logging for file pickup, transformation, and document creation activities by the Interface will be managed through application logs and Windows Event Viewer on the PremierOne CAD Application Environment
- The customer will ensure the security and stability of the enterprise network used to communicate between PremierOne CAD, this Interface, and the SFTP Service
- The customer will provide network access and administrative user access for remote Interface deployment and testing by Motorola Solutions employees

Interface Assumptions

- At minimum, the following fields *must* be imported and reside within PremierOne Records, to be used in subsequent Personnel records matching scenarios:
  - ActiveDirectoryID
  - HRSystemIdentifier
  - PersonnelNo
  - ARJISNo
  - LastName
  - FirstName
  - Rank
  - ChangeDateTime

Personnel Matching Rules

Person matching will adhere to the following rules for importing Personnel data into the PremierOne Records environment.

A blank value in a column means the value is not used in the match. An "X" in a column means that there was no match found.

ActiveDirectoryID	HRSystemIdentifier	PersonnelNo	ARJISNo	LastName	FirstName	Action
Match	Match					Update record
X	Match					Update record
Match		Match				Update record
Match			Match			Update record
Match				Match	Match	Update record
		Match	Match			Update record
		Match		Match	Match	Update record
X		X		Match	Match	If terminated date is not null, update record
X		X				Insert new record with data

Notes on Unique Numbers and IDs:

- The **PersonnelNo** field must be unique – no two persons can have the same PersonnelNo. If Personnel and/or ARJIS numbers are reused, the former user's values should be appended with a distinguishing suffix (or prefix) – before the new user's account is established.
- The **ARJISNo** field *should* be unique – see comment above on PersonnelNo. Note that generally, the ARJISNo field should be the same value as the PersonnelNo field, but this is not a mandatory requirement.
- The **HRSystemIdentifier** *should* be unique. If present, the Interface will try to use this to uniquely identify the person.
  The **ActiveDirectoryID** should match one and only one "active" record in the PremierOne Records Personnel module. Terminated records in PremierOne may contain ActiveDirectoryID values that match other personnel records, but only one "active" record should contain any specific ActiveDirectoryID value.

Data Fields Supported By This Interface

External Personnel Record

Note: The following fields are those which are transmitted by the San Diego Human Resources Application to PremierOne Records. Not all of these can be incorporated into PremierOne Records. Only those elements for which there is an existing schema location will be imported. No schema changes will be made on behalf of this Interface. All required fields will be imported and utilized for future Personnel records matching rules.

The following are the definitions and expected contents of some of the critical individual field elements.

Field	Mandatory	Contents / Example
PersonnelNo	Y	The Personnel ID, generally "SD9999", where "9999" is the user's ARJIS number, if they have one. If terminated, the field may/should have a suffix appended, such as "SD9999-A" or "SD9999-T". This field must be unique at all times.
ARJISNo	Y	The ARJIS number associated with the person, generally of the format "SD9999". This field is not required to have a suffix appended when the person is terminated.
HRSystemIdentifier		(Optional) This field can contain the internal identifier of the person used in the HR system, or the unique City ID for the person. If present, this will be used to uniquely identify the individual.
ChangeDateTime	Y	The date and time of the latest change to this record in the HR system. This must be in XML dateTime format – "YYYY-MM-DDTHH:MI:SS" (24-hour time).
LastName	Y	The last name of the person, e.g. "SMITH".
FirstName	Y	The first name of the person, e.g., "JOHN".
MiddleName		The middle name or initial of the person, e.g., "A" or "ALLEN".
Suffix		The suffix/generation of a person, e.g., "JR" or "III".
Rank	Y	The rank or title of a person, e.g., "SERGEANT", "CAPTAIN", "CONSULTANT". Note – for terminated / inactive personnel, this field can contain any non-blank value, e.g., "Terminated" or "X".
BadgeNumber		If this person is an officer, this field can contain the badge number.
DateOfHire		The date of the person's hire, in format "YYYY-MM-DD".
TerminationDate		The date of the person's termination, in format "YYYY-MM-DD".
ActiveDirectoryID		The person's Active Directory identifier, generally in the form "<domain>\<userid>, e.g., "SDSHERIFF\KCROSSNS". NOTE – this field is required for any persons who are Active users of NetRMS.
DOB		Optional Date of Birth. If present, it must be a valid date of the form "YYYY-MM-DD".
SSN		Optional Social Security Number. If present, the field must be of the form "999-99-9999" or "999999999".
DriversLicenseNumber		Optional Driver's License Number.
SexCode		The gender of the person. If not null, must be "M", "F", or "U" (unknown).
HomePhone		Home phone number. Phone strings are NOT validated as to format or content.
MobilePhone		Mobile phone number.
WorkPhone		Work (desk, switchboard) phone number.
Email		Email address. If present, must be a valid e-mail address, of the form "<local_part>@<domain>.<top_level_domain>".
AssignmentStartDate	Y	On each Assignments record, this must be the date the assignment began, in "YYYY-MM-DD" format.
AssignmentEndDate		On each Assignments record, if the assignment is over, this must be the ending date, in "YYYY-MM-DD" format.

OrganizationName	Y	The name of the Organization unit to which this user belongs.
DivisionName		The name of the Division at which the user is based.