

SOP E-75 DELEGATION OF AUTHORITY

I, **John Kedzierski**, Corporate Vice President of **Motorola Solutions, Inc.** ("Company"), North America Channels & Services ("Division"), do hereby delegate my authority to approve and execute in the name of and on behalf of the Company and **Motorola Solutions Canada Inc. ("MSCI")**, contract documents (pursuant to Company policy), to the below named individuals with the following dollar and other limitations as specified and explicitly set out below.

Delegation to approve and execute the following Contract documents:	
Customer purchase and sale contracts, contract modifications, bids, proposals, bidder list applications, certifications, software licenses, non-disclosure agreements relating to customer sales opportunities, teaming agreements relating to customer sales opportunities and other contract documents related to North America channel sales on behalf of the Company .	
Name	Limit
Lena Nicholson	\$ 10,000,000, only when neither I nor an authorized Division employee are available
Joe Balchune	\$10,000,000
Andy Byrne	\$10,000,000
Keith Kennedy	\$10,000,000
Scott Montana	\$10,000,000
Ken Notter	\$10,000,000, for Canada and Pacific Data Vision for Company and MSCI
Ken Reitz	\$10,000,000
Daniel Sanchez	\$10,000,000

Delegation to approve and execute the following Contract documents:	
Customer purchase and sale contracts, contract modifications, bids, proposals, bidder list applications, certifications, software licenses, non-disclosure agreements relating to customer sales opportunities, teaming agreements relating to customer sales opportunities, lobbyist agreements, subcontractor documents and other contract documents related to North America Commercial Markets on behalf of the Company or Motorola Solutions Canada Inc.	
Name	Limit
Lena Nicholson	\$10,000,000, only when neither I nor an authorized Division employee are available
Kreg Christoff	\$10,000,000
Jackie Reeves	\$10,000,000

Delegation to approve and execute the following Contract documents:	
Contract Documents, Preparation of Estimates Documents and Change Orders in support of Rebanding transactions only.	
Name	Limit
Dave Nash	\$ 5,000,000

Delegation to approve and execute the following Contract documents:		
Support services contract documents prepared utilizing Motorola Solutions standard, unmodified forms of service agreements for either STIC 330E (Installation) or STIC 333E (Maintenance):		
Region	Role	Limit
North America	Customer Service Manager (CSM)	\$ 300,000
North America	Associate CSM	\$ 300,000
North America	Small Projects Delivery Team	\$ 100,000, execution only
North America	Inside Sales Service Renewal Specialists	\$ 100,000, execution only
North America	Regional Service Partner Manager	\$ 300,000
North America	Shelley Rhoads	\$ 300,000
North America	Chris Rapala	\$ 300,000

Delegation to approve and execute the following Contract documents:		
Sale contracts, change order documents, contract modifications, bids, proposals, bidder list applications, certifications, object code software licenses, non-disclosure agreements relating to sales opportunities, teaming agreements relating to customer sales opportunities, and subcontractor documents support of the delivery of integration, support, professional and managed services.		
North America	Howard Chercoe	\$10,000,000
North America	David Confalonieri	\$10,000,000
North America	Scott Suyak	\$10,000,000
North America	Brian Grewe	\$10,000,000
North America	Guy Laurie	\$ 5,000,000
North America	Territory Service Directors	\$ 1,000,000
North America	Brian Grewe	\$ 1,000,000, for St Louis County. project
North America	Jim Hardimon	\$ 1,000,000, for LARICS project
North America	Bill Lynch	\$ 1,000,000, for RENIR project
North America	Steven Pyle	\$ 1,000,000, for STARCOM project
North America	Art Vanags	\$ 1,000,000, for State of Michigan project
North America	Brent Vincent	\$ 1,000,000, for Maricopa County, AZ project
North America	Jim Weih	\$ 1,000,000 for PALMETTO project
North America	Regional Service Manager	\$ 500,000
North America	John Muench	\$ 500,000 for RSM projects

This Delegation of Authority granted herein shall not be delegable or assignable to any other person and shall expire on May 31, 2017.

The authority delegated to the above-named individuals is in addition to the authority such individuals may have to approve and execute contract documents as an officer of the Company.

This Delegation can be revoked by me at any time and will automatically expire for any named individual if he or she ceases to be an employee of the Company or if he or she is assigned a different position within the Company. If a named individual is assigned a different position within the Company, the named successor is automatically given the designated authority unless a letter is provided stating otherwise.

IN WITNESS WHEREOF, I have executed this delegation of authority as of June 1, 2016.

John Kedzierski
John Kedzierski, June 1, 2016

John Kedzierski
Corporate Vice President
North America Channels & Services
Motorola Solutions, Inc.

**Amendment to Communications System Agreement
(Police Records Management and Field Reporting Writing System)
RFP No. 1613**

This amendment (the "Amendment") amends that certain Communications System Agreement dated December 2, 2015, entered into by and between the City of Riverside (the "City") and Motorola Solutions, Inc. ("Motorola"), concerning the purchase and sale of a Riverside Police Department radio dispatch console solution (the "CSA"). The City and Motorola by this Amendment desire and intend to amend the CSA so as to facilitate the purchase and sale of a second system identified as a Police Records Management and Field Reporting Writing System (referred to in this Amendment as the "Records System").

The City and Motorola enter into this Amendment with reference to the following factual recitals:

- A. The City and Motorola do not intend by this Amendment to alter the rights and responsibilities of the Parties concerning the radio dispatch console solution transaction.
- B. This purchase and sale of the Records System follows a competitive bidding process regarding RFP No. 1613 issued by the City (the "RFP").
- C. In response to the City's RFP, Motorola submitted its proposal dated July 20, 2016, revised September 22, 2016 (the "Proposal").
- D. The City has considered Motorola's Proposal and has made the award to Motorola.
- E. Motorola represents that it is qualified to provide the Records System as proposed.
- F. Section 3.4 of the CSA permits the City to make additional purchases of goods and services using the CSA, and the Parties intend to use Section 3.4 of the CSA for the Records System transaction.

The City and Motorola agree as follows:

1. The applicable terms and conditions of the CSA (excluding the Payment Milestone Schedule) apply to this Records System transaction except as otherwise expressed below. The mutually agreed Payment Milestone Schedule for this transaction is attached as Exhibit 1 to and is incorporated by reference into this Amendment.
2. The Records System, including the products to be delivered and the services to be performed, is described in the Proposal which is attached as Exhibit 2 to and is incorporated by reference into this Amendment.
3. The price for the Records System, as indicated in Proposal, is the amount of \$1,255,762, exclusive of any applicable California sales tax. The estimated California sales tax is \$48,308. The total price inclusive of estimated California sales tax at 8.00% is \$1,304,070. These figures exclude post-warranty maintenance and support services and options that have not yet been chosen by Customer.
4. The CSA includes a Software License Agreement that is applicable to Motorola Software.
5. Section 1.8 through 1.18 of the Proposal contains terms and conditions. This Amendment replaces Section 1.17 of the original proposal. Motorola agrees to the redlined Insurance Requirements found in Subsection 1.18 of Section 1 of the Proposal. Section 1.8 through 1.18 of the Proposal, Exhibit 4 (PSA Sample Maintenance and

Support Agreement), sets forth the terms and conditions applicable to maintenance and support services for the Records System.

6. Because the Records System has certain issues that are different from those concerning the radio dispatch console solution, the following "Supplemental Provisions" apply to the Records System.

Supplemental Provisions

1. The following additional definitions apply to this transaction.

"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."

2. The following is added to the Agreement.

THIRD PARTY PRODUCTS.

1. MICROSOFT PRODUCTS

a. Motorola understands that the City has an enterprise license from Microsoft concerning the Microsoft Products and Microsoft software; therefore, any Microsoft software is licensed to Licensee directly from Microsoft pursuant to the enterprise license and is not sublicensed from Motorola.

- 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. The following is added to the Agreement.

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 ("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. Upon request, Motorola will provide Customer a copy of the Escrow 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 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.

4. The following supplemental warranty provisions are added to the Agreement.

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

b. 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.

c. 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:

- i. any warranties of title, non-infringement, merchantability and fitness for a particular purpose;
- ii. any implied warranty arising from course of dealing or usage of trade;
- iii. 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
- iv. 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. The provisions of this Section 4.c are not intended to diminish any rights that Customer has with Microsoft Corporation concerning Microsoft Products under its Software License with that company.

d. 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.

e. 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.

f. 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.

g. 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.

7. Except as expressly provided above, the CSA remains unmodified and is in full force and effect.

This Amendment is entered into by the Parties as of the _____, 2016.

Motorola Solutions, Inc.

Customer, City of Riverside

By: H.G. Cherue
Name: H.G. Cherue
Title: MSSSI V.P.

By: _____
Name: Alexander T. Nguyen
Title: Assistant City Manager

Reviewed by:

By: Sergio G. Diaz
Name: Sergio G. Diaz
Title: Chief of Police

APPROVED AS TO FORM:
BY: [Signature]
CHIEF ASSISTANT CITY ATTORNEY

MARK W. ANTHONY

Mark W. Anthony
Approver

Exhibit 1

Payment Milestone Schedule

1.)	Execution of Contract	20%
2.)	Completion of the Contract Design Review	20%
3.)	Installation of System Hardware	35%
4.)	Completion of Records Train-the-Trainer Training	10%
5.)	Successful Completion of System Live Cut	10%
6.)	Final System Acceptance	5%

Exhibit 2

Proposal

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

RFP NO. 1613 V2 9-22-16



EXHIBIT 2A

RFP SECTIONS 1.8 - 1.18 - TERMS AND CONDITIONS REVIEW

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

SEPTEMBER 22, 2016

RFP NO. 1613 V2 9-22-16



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TERMS AND CONDITIONS REVIEW

1.8 SUBMISSION OF PROPOSAL

All proposals and required documents shall be supplied on a CD or DVD in either Microsoft® Word or PDF format. The proposal must be submitted before the due day/time or they will be considered non-responsive.

Please note that any hard copy proposals will not be accepted. CDs or DVDs containing proposals may be submitted by mail or in person but must be time stamped by the Purchasing office before the due day/time.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.8.1 All packages must be addressed as follows:

City of Riverside; Purchasing Dept.
Attn: Art Torres (RFP No. 1613) City Hall, 6th Floor
3900 Main Street
Riverside, CA 92522

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.8.2 Due Date: Wednesday, July 20, 2016 before 2:00 p.m. PDT

The City is not responsible for delays in receipt of any proposal, and reserves the right to refuse acceptance of delivery after this date and time.

It is likely at the time the proposals are due, the City will have a website active to allow electronic submission of the proposals. In the event that this occurs, the City will issue an addendum with the pertinent information.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.9 PROPOSAL EVALUATION

Responses to this RFP will be evaluated by a panel consisting of Riverside Police Department personnel and staff from the Innovation and Technology Department. The panel will select the top vendors from scoring the Experience, RFP Response, Distinguishing Factor and Pricing listed below to participate in a two day system demonstration. In addition to the system demonstration introducing the City to the vendor's product; for the items that can be demonstrated, the vendor will need to prove that the system fulfills the requirements of this RFP. All costs related to the demonstration are the vendor's responsibility.

The proposals will be reviewed in accordance with the following evaluation criteria:

Rating	Rating Criteria	Percentage of Value
Experience	Provides public safety software to similar size agencies in California based on references provided (5%) Viable and sustainable business operations determined from submitted financial reports (5%) Establish that the necessary resources are readily available to support the City during implementation as well as after go-live (5%)	15%
RFP Response	Overall completeness, feasibility, and quality of the response to this RFP (5%) Ability for the vendor's proposed solution to meet the City's requirements (5%)	10%
Distinguishing Factor	Proposed solution that sets it apart from any other vendor's solution	15%



Rating	Rating Criteria	Percentage of Value
Pricing	Overall cost to comprehensiveness of proposed system including pricing model for interfaces and data conversions (15%) Annual maintenance cost for 10 years (15%)	30%
Vendor Demonstrations	Overview of the system – California designed system (10%) Demonstrate the system meets the requirements of this RFP (10%) Demonstration the system scores UCR reporting correctly (10%)	30%

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.10 DISQUALIFICATION

Each vendor shall be solely responsible for any consequences, including disqualification of its proposal, which may result from the vendor's failure to follow the instructions in this RFP. The vendor is also responsible for ensuring its proposal is received as required by this RFP. A vendor's failure to respond to all information requested in this RFP or to provide any requested information may result in a determination by the City, in its sole discretion, that a vendor is non-responsive, and therefore disqualified from further consideration.

In addition to the evaluation process described in Section 1.7, the City may consider a proposal non-responsive and the vendor disqualified for the following reasons (not all inclusive list):

- The Proposal is not submitted in the format specified in this RFP or is illegible.
- The Proposal contains any omission, erasures, alterations, unauthorized additions, or other irregularities of any kind.
- Any mandatory portion of the Proposal is conditioned.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.11 SELECTION AND AWARD

The City reserves the right to withdraw the RFP, reject a specific proposal for noncompliance with the RFP provisions, or not award a contract at any time because of unforeseen circumstances or if it is determined to be in the best interest of the City.

The City also reserves the right to increase or decrease quantities or to remove items before award. Award may be made for all items or for individual items, whichever is in the best interest of the City. The selected vendor will be notified prior to recommendation for award if such adjustments are deemed necessary.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.12 VENDOR NOTIFICATION

All vendors who submit a response to the RFP by the cut-off date will be notified of the selection decision. Such notification could be delayed by the need for additional clarification or contract negotiations.

The contract documents (as further referenced below) will be prepared by the City and forwarded to the vendor for execution and return to the City. After review and approval of the contract documents, as to form, by the City Attorney, the contract will be scheduled for approval by the City.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.13 CONFIDENTIALITY

The information contained in this RFP is to be used by the vendor solely for the purpose of responding to this request. The vendor shall not duplicate or distribute this RFP to any individual or company, unless the individual or company is directly involved in the completion of the vendor's response.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY



1.14 PUBLIC RECORDS

All Proposals submitted in response to this RFP become the property of the City and under the Public Records Act (Government Code § 6250 et. seq.) are public records, and as such may be subject to public review prior to the City's approval of an agreement with a successful vendor. If a vendor claims a privilege against public disclosure for trade secret or other proprietary information, such information must be clearly identified in the Proposal. Personal information should be labeled as confidential and will remain so. Note that under California law, price proposal to a public agency is not a trade secret.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.15 RIGHT TO AUDIT

The City reserves the right to conduct an on-site inspection and audit all invoices presented using either the City auditors or the services of an independent auditor. Nothing herein shall prohibit an independent auditor from providing copies of all invoices and related documents to the City. The vendor shall make all necessary receipts and records available for this purpose. The City shall provide thirty (30) days prior written notice should an audit be conducted at the vendor facilities.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.16 EXPECTED VENDOR COMMITMENTS

Every proposal must be signed by a company official who is authorized to bind the vendor. By signing the proposal, the vendor is affirming that all facts contained in the proposal are accurate to the vendor's knowledge. Failure by the vendor to accurately and truthfully represent facts in a consistent manner in any area of their proposal can result in their disqualification from further consideration.

MOTOROLA SOLUTIONS RESPONSE: UNDERSTOOD & COMPLY

1.17 AMENDMENT TO COMMUNICATIONS SYSTEM AGREEMENT

The Amendment to the Communications System Agreement is on the following pages.

**Amendment to Communications System Agreement
(Police Records Management and Field Reporting Writing System)
RFP No. 1613**

This amendment (the "Amendment") amends that certain Communications System Agreement dated December 2, 2015, entered into by and between the City of Riverside (the "City") and Motorola Solutions, Inc. ("Motorola"), concerning the purchase and sale of a Riverside Police Department radio dispatch console solution (the "CSA"). The City and Motorola by this Amendment desire and intend to amend the CSA so as to facilitate the purchase and sale of a second system identified as a Police Records Management and Field Reporting Writing System (referred to in this Amendment as the "Records System").

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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. The following is added to the Agreement.

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 ("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. Upon request, Motorola will provide Customer a copy of the Escrow Agreement.

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

b. 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.

c. 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:

- i. any warranties of title, non-infringement, merchantability and fitness for a particular purpose;
- ii. any implied warranty arising from course of dealing or usage of trade;
- iii. 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
- iv. 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. The provisions of this Section 4.c are not intended to diminish any rights that Customer has with Microsoft Corporation concerning Microsoft Products under its Software License with that company.

d. 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.

e. 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.

f. 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.

g. 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.

7. Except as expressly provided above, the CSA remains unmodified and is in full force and effect.

This Amendment is entered into by the Parties as of the _____, 2016.

Motorola Solutions, Inc.

Customer, City of Riverside

By: _____
Name: _____
Title: _____

By: _____
Name: Alexander T. Nguyen
Title: Assistant City Manager

Reviewed by:

By: _____
Name: Sergio G. Diaz
Title: Chief of Police

Exhibit 1

Payment Milestone Schedule

1.)	Execution of Contract	20%
2.)	Completion of the Contract Design Review	20%
3.)	Installation of System Hardware	35%
4.)	Completion of Records Train-the-Trainer Training	10%
5.)	Successful Completion of System Live Cut	10%
6.)	Final System Acceptance	5%

Exhibit 2

Proposal

1.18 INSURANCE REQUIREMENTS

Without limiting or diminishing the vendor's obligation to indemnify or hold the City harmless, vendor shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement.

Please refer to Attachment A, "Professional Consultant Services Agreement" for the City's insurance requirements.

MOTOROLA RESPONSE: EXCEPTION

Exception. The insurance provisions found in Section 12 of the Sample Agreement contained in Attachment A of the RFP have been inserted below, and the redlined edits show Motorola's proposed changes. See below.

12. Insurance.

12.1 General Provisions. ~~Prior to~~After Motorola's and the City's execution of this Agreement but before Consultant performs any work, Consultant (i.e., Motorola) shall provide satisfactory evidence of, and shall thereafter maintain during the term of this Agreement, such insurance policies and coverages in the types, limits, forms and ratings required herein. The rating and required insurance policies and coverages may be modified in writing by mutual agreement~~the City's Risk Manager or City Attorney, or a designee,~~ unless such modification is prohibited by law.

12.1.1 Limitations. These ~~minimum~~ amounts of coverage shall not constitute any limitation or cap on Consultant's indemnification obligations ~~under Section 11 hereof.~~

12.1.2 Ratings. Any insurance policy or coverage provided by Consultant or subcontractors as required by this Agreement shall be ~~deemed inadequate and a material breach of this Agreement, unless such policy or coverage is~~ issued by insurance companies authorized to transact insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or higher.

12.1.3 Cancellation. The policies shall not be canceled unless thirty (30) days prior written notification of intended cancellation has been given to City by ~~certified or registered~~ U.S. mail, postage prepaid. Motorola's policies are issued on a July 1 through June 30 cycle.

12.1.4 Adequacy. The City, its officers, employees and agents make no representation that the types or limits of insurance specified to be carried by Consultant pursuant to this Agreement are adequate to protect Consultant. If Consultant believes that any required insurance coverage is inadequate, Consultant will obtain such additional insurance coverage as Consultant deems adequate, at Consultant's sole expense.

12.2 Workers' Compensation Insurance. By executing this Agreement, Consultant certifies that Consultant is aware of and will comply with Section 3700 of the Labor Code of the State of California requiring every employer to be insured against liability for workers' compensation, or

to undertake self-insurance before commencing any of the work. Consultant shall carry the insurance or provide for self-insurance required by California law to protect said Consultant from claims under the Workers' Compensation Act. Prior to City's execution of this Agreement, Consultant shall file with City either 1) a certificate of insurance showing that such insurance is in effect, or that Consultant is self-insured for such coverage, or 2) a certified statement that Consultant has no employees, and acknowledging that if Consultant does employ any person, the necessary certificate of insurance will immediately be filed with City. Any certificate filed with City shall provide that City will be given ten (10) days prior written notice before modification or cancellation thereof.

12.3 Commercial General Liability and Automobile Insurance. ~~Prior to City's execution of this Agreement,~~ Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, commercial general liability insurance and automobile liability insurance as required to insure Consultant against damages for personal injury, including accidental death, as well as from claims for property damage, which may arise from or which may concern operations by anyone directly or indirectly employed by, connected with, or acting for or on behalf of Consultant. The City, and its officers, employees and agents, shall be named as additional insureds under the Consultant's insurance policies. As used herein, the term "agent" means a person who is not an officer or employee of the City but who has been appointed by the City to perform a municipal function and is performing that municipal function when the claim occurs.

12.3.1 Consultant's commercial general liability insurance policy shall cover both bodily injury (including death) and property damage (including, but not limited to, premises operations liability, products-completed operations liability, independent contractor's liability, personal injury liability, and contractual liability) in an amount ~~not less than~~ of \$1,000,000 per occurrence and a general aggregate limit in the amount of ~~not less than~~ \$2,000,000.

12.3.2 Consultant's automobile liability policy shall cover both bodily injury and property damage in an amount ~~not less than~~ of \$1,000,000 per occurrence and an aggregate limit of ~~not less than~~ \$1,000,000, and. ~~All of Consultant's automobile and/or commercial general liability insurance policies shall cover all vehicles used in connection with Consultant's performance of this Agreement, which vehicles shall include, but are not limited to, Consultant owned vehicles, Consultant leased vehicles, Consultant's employee vehicles, non-Consultant owned vehicles and hired vehicles.~~

12.3.3 ~~Prior to City's execution of this Agreement, copies of insurance policies or original certificates~~ A standard ACORD form Certificate of Insurance and ISO form additional insured blanket endorsements evidencing the coverage required by this Agreement, for both commercial general and automobile liability insurance, shall be filed with City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall be in the usual form of commercial general and automobile liability insurance policies, but shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are ~~added~~ included as additional insureds under this policy, solely for work done by and on behalf of the named insured for the City of Riverside.

12.3.4 The insurance policy or policies shall also comply with the

- a. The Worker's Compensation policy shall be endorsed to waive any right of subrogation against the City and its ~~sub-consultants~~, employees, officers and agents for services performed under this Agreement.
- b. If the policy is written on a claims-made basis, the certificate should so specify and the policy must continue in force for one year after completion of the services. The retroactive date of coverage must also be listed.
- c. The policy shall specify that the insurance provided by Consultant will be considered primary and not contributory to any other insurance available to the City.

12.4 Errors and Omissions Insurance. Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, errors and omissions professional liability insurance in the ~~minimum~~-amount of \$1,000,000 to protect the City from claims resulting from the Consultant's activities. The Professional E&O policy is the only "claims made" policy.

12.5 Subcontractors' Insurance. Consultant shall require all of its subcontractors to carry insurance, in an amount sufficient to cover the risk of injury, damage or loss that may be caused by the subcontractors' scope of work and activities provided in furtherance of this Agreement, including, but without limitation, the following coverages: Workers Compensation, Commercial General Liability, Errors and Omissions (if applicable), and Automobile liability. Upon City's request, Consultant shall provide City with satisfactory evidence that Subcontractors have obtained insurance policies and coverages required by this section.

PROPOSAL TO
CITY OF RIVERSIDE, CA

EXHIBIT 2B

PSA SAMPLE

MAINTENANCE AND

SUPPORT

AGREEMENT

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

September 22, 2016

RFP NO. 1613



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SECTION 4

PSA SAMPLE MAINTENANCE AND SUPPORT AGREEMENT

A sample PSA Maintenance and Support Agreement is included 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 _____ ("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	"Customer Support Plan"
Exhibit C	"Labor Rates"

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.

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

"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.

"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.



An "On Demand Release" is a limited usage release defined as a release of Motorola Software that primarily will address a high priority issue and will be issued on an "as needed" basis; an On Demand Release will be superseded by the next issued On Demand Release or Cumulative Update.

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 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 a System Agreement between Customer and Motorola.

“Technical Support Services” means the remote telephonic 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 this Maintenance and Support Agreement and as indicated in the Covered Products, Support Options and Pricing Exhibit. Services will apply only to the Products described in the Covered Products Exhibit.

3.2. Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, the term of this Agreement is **Number spelled out (xxx)** year(s), beginning on the Start Date. Following the initial term period, this Maintenance and Support Agreement will automatically renew upon the anniversary date for successive one (1) year periods unless either party notifies the other of its intention to not renew the Agreement (in whole or part) not less than thirty (30) days before the anniversary date or requests an alternate term or this Agreement is terminated for default by a party.

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

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

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

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

3.6.1. Motorola will provide Technical Support Services and correction of Residual Errors during the PPM in accordance with the Exhibits. The level of Technical Support depends upon the Customer's selection as indicated in 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. Except as provided in Section 3.6.6, Motorola's responsibilities under this Agreement to provide Technical Support Services 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.

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:





Section 5. PRICING, PAYMENT AND TERMS

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

Section 7. DEFAULT/TERMINATION

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





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: _____

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	Defective Media Retention
Technical Support 9x5	System Self Monitoring Tools (P1)
Third-party Vendor Coordination	Microsoft Embedded Maintenance
On-site Support (when applicable)	Access to Users Group Site
Software Releases, as defined	

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Technical Service Level	Qty	Term Fees
				\$.00
				\$.00
				\$.00
				\$.00
				\$.00
				\$.00
				\$.00
TOTAL				\$.00

THIRD-PARTY VENDOR SUPPORTED PRODUCTS

Vendor	Description / Exhibit Reference	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:

Optional Services Available:

24x7 Technical Support	Users Conference Advance Purchase**
Professional Services Upgrades*	On-site Support Dedicated Resource
Hardware Refresh*	GeoFile Services
Professional Services Consultation	Time and Materials
Professional Services Training	Lifecycle Services*

**Require Multi-year Agreement*

****USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS**

Users Conference Attendance (\$2,650 per Attendee) Includes:	Year	Number Attendees
<ul style="list-style-type: none"> Registration fee Roundtrip travel for event (booked by Motorola) Hotel accommodations (booked by Customer Agency per Motorola website instructions) Ground Transportation (booked by Motorola) Daily meal allowance¹ 		

¹ Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

OPTIONAL SUPPORT SERVICES

Service	Description	SOW Reference	Qty	Term Fees
				\$.00
				\$.00
				\$.00
TOTAL				\$.00

SUPPORT FEES SUMMARY

Product	Service Level	Term Fees
Motorola Product TM	xx	\$.00
Added Motorola Product TM	xx	\$.00
Multi-System Discount - x%		(\$.00)
Multi-Year Discount - 2%		(\$.00)
SUBTOTAL MOTOROLA SUPPORT		\$.00
Vendor Product	xx	\$.00
Added Vendor Product	xx	\$.00
SUBTOTAL THIRD PARTY SUPPORT		\$.00
Optional Support Service	xx	\$.00

Added Optional Support Service	xx	\$.00
SUBTOTAL OPTIONAL SUPPORT SERVICES		\$.00
GRAND TOTAL		\$.00
MONTHLY FEES (remove if not applicable)		\$.00

Exhibit B

CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT

TERM:

CUSTOMER:

Introduction

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

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

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

Below are the topics outlined in this Customer Support Plan:

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

I. Service Offerings

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

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

Service Levels

Level 0	Logging, dispatching and tracking service requests
Level 1	Selected 1 st call support, triage and resolution
Level 2	Telephone and/or on-site support for normal technical requirements



Level 3	High-level technical support prior to Engineering escalation
Level 4	Engineering software code fixes and changes

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

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

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

The System Support Center offers total call management including:

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

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

There are three options for accessing Support at Motorola:

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

Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949

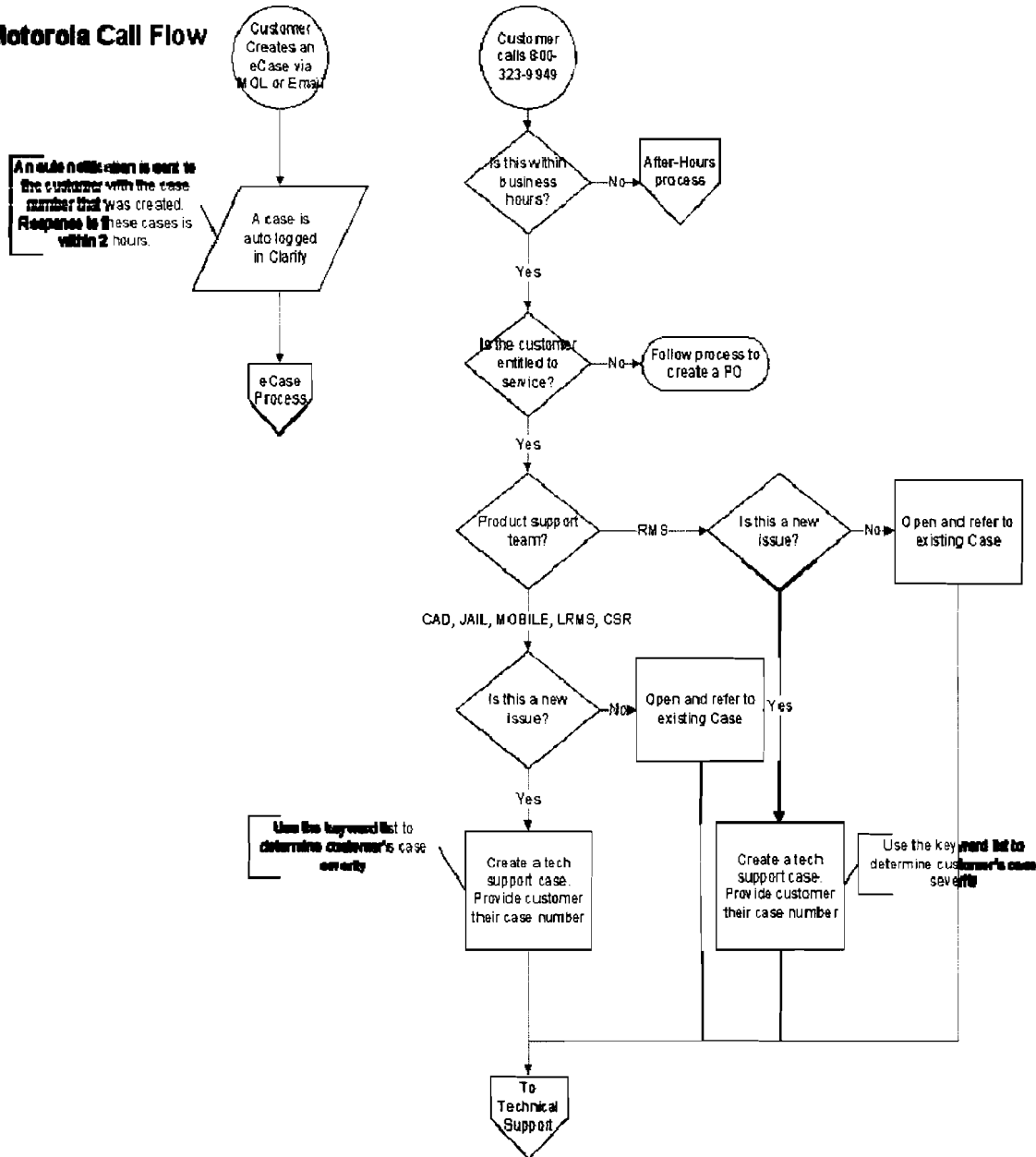
- Select from the auto attendant as follows:
 - **Option 2** – Technical Support of Infrastructure Products
 - Then select **Option 6** – Public Safety Applications
 - Next select the appropriate system type option
 1. CAD
 2. RMS, Records
 3. Mobile Applications
 4. Jail Management Systems
 5. Law Records (LRMS)
 6. Customer Service Request System (CSR)
 0. All Other Applications

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in

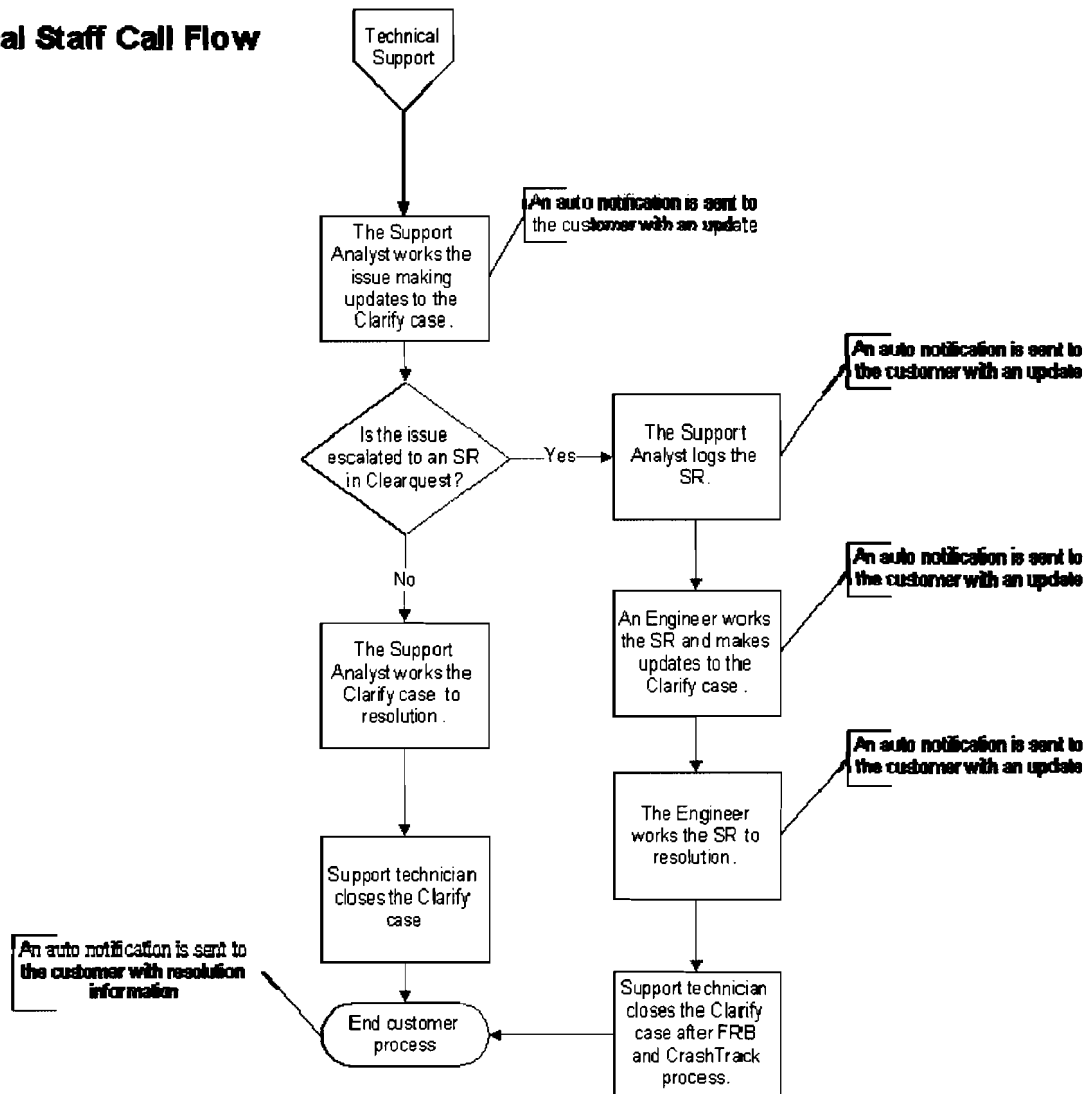
defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

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

Motorola Call Flow



Technical Staff Call Flow



How to Obtain Technical Support for Products

Action / Response

Step 1. Call the Motorola Solutions System Support Center 1-800-323-9949
Step 2. Select option 2 (Technical Support)
Step 3. Select option 6 (Public Safety Applications)
Step 4. Select product specific option
Step 5. Provide Site Identification Number (See Covered Products Exhibit for your agency's Site Identification Numbers)

Step 6. Provide Your Information

Caller Name
 Contact Phone Number
 Description of problem
 Severity of system problem determined at time of call
 Time available for call back
 Email address

Step 7. Case Number Generated

Caller will receive a Case number for tracking the service request.

Check Status

The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.

Case Assignment

The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.

Standard Response Time

RESPONSE See Section III for Severity Level definitions
 Severity 1: 1 hour
 Severity 2: 3 business hours
 Severity 3: 6 business hours
 Severity 4: 2 business days

Step 8. Notification of CASE All Activity

Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.

To request case notifications, please contact your Support Manager.

Notification of CASE Open/Close Activity

Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.

To request case notifications, please contact your Support Manager.



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


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

Setting Up a Motorola Solutions Online Account

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

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

Accessing the Technical Case Management web site


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

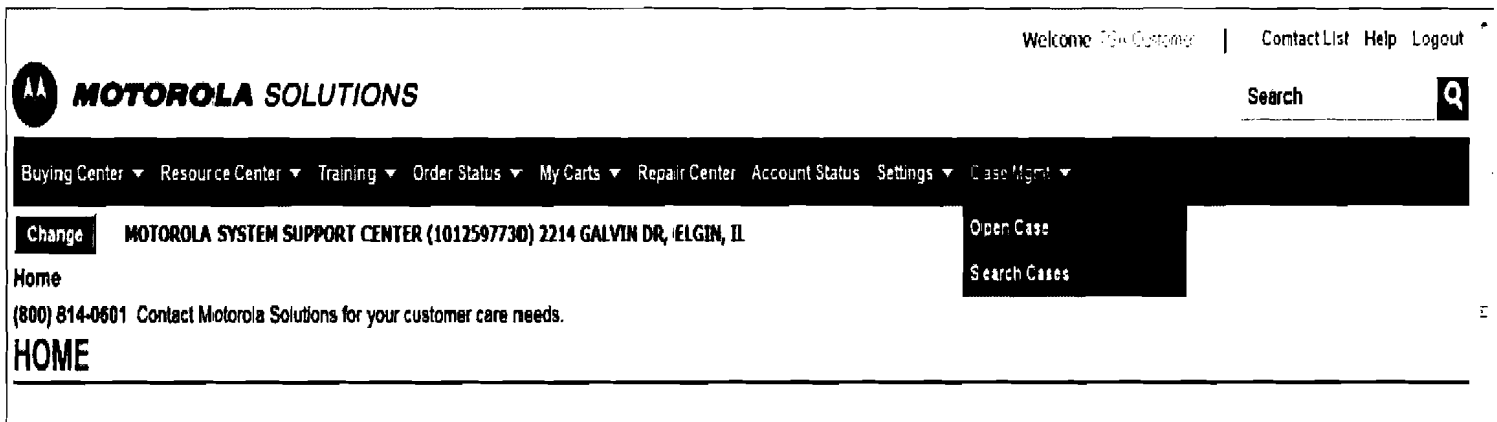
Primary Features of Online Technical Case Management

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

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

A. Open a New Case

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



3. Select the Reason Code = **System Support Issue** (and the page will automatically reload)

Open Case

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

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

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue ▼

Title:

System Support Site: Please Specify ▼

Case Type: Please Specify ▼

Severity: Please Specify ▼

System: Please Specify ▼

Description:

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

Open Case

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

proper Motorola

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

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue ▼

Title:

System Support Site: Please Specify ▼

Case Type: Please Specify ▼

Severity: Please Specify ▼


System: Please Specify ▼


Description:

[Create Case](#)


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

A. Search for an Existing Case

1. Log into Motorola On-Line
2. Click on the “Case Mgmt”  Search Case
3. Enter the exact case number or enter search criteria to find a range of tickets
4. Click “Go To” or “Search”


MOTOROLA SOLUTIONS

Welcome, [Sign Out](#) | [Contact List](#) [Help](#) [Logout](#)



[Buying Center](#) [Resource Center](#) [Training](#) [Order Status](#) [My Carts](#) [Repair Center](#) [Account Status](#) [Settings](#) [Case Mgmt](#)

[Change](#) **MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL**

[Open Case](#)
[Search Cases](#)

Home
(800) 814-0601 Contact Motorola Solutions for your customer care needs.

HOME

Go Directly to Case

Case Number:

(Please enter the exact case number.)

[Go To](#)


Enter Search Criteria

Case Number:

Title:


Type: [All My Cases](#)

Condition: [Open](#)



01 Sep 2002

To



06 Mar 2012

[Reset](#)
[Search](#)

B. Update an Existing Case

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

[Add Note](#) - [Open Case](#) - [Search Cases](#)

Details for Case # 20000216

Case Number

Title: TEST

Case Condition: Open

Customer name: TEST CUSTOMER

Case Status: Not Assigned

Issue Type: System Support

Case Source: Web

Contact Name: Test Test Web0

Contact Phone: 847 725-4902

Contact Email: test@test.comtest

System Site ID: MDM1130

System Site Name: Test Site as an example

Case System: IT

Case Type: Network Management

Expand/Collapse Buttons

	Activity	Date/Time	Activity Summary
+	Create	1/29/2004 3:58:53 PM	Performed by contact: Phone Speedy, Status = Not Assigned
+	Notes	1/29/2004 3:59:53 PM	Performed by contact

Previous

Add Note

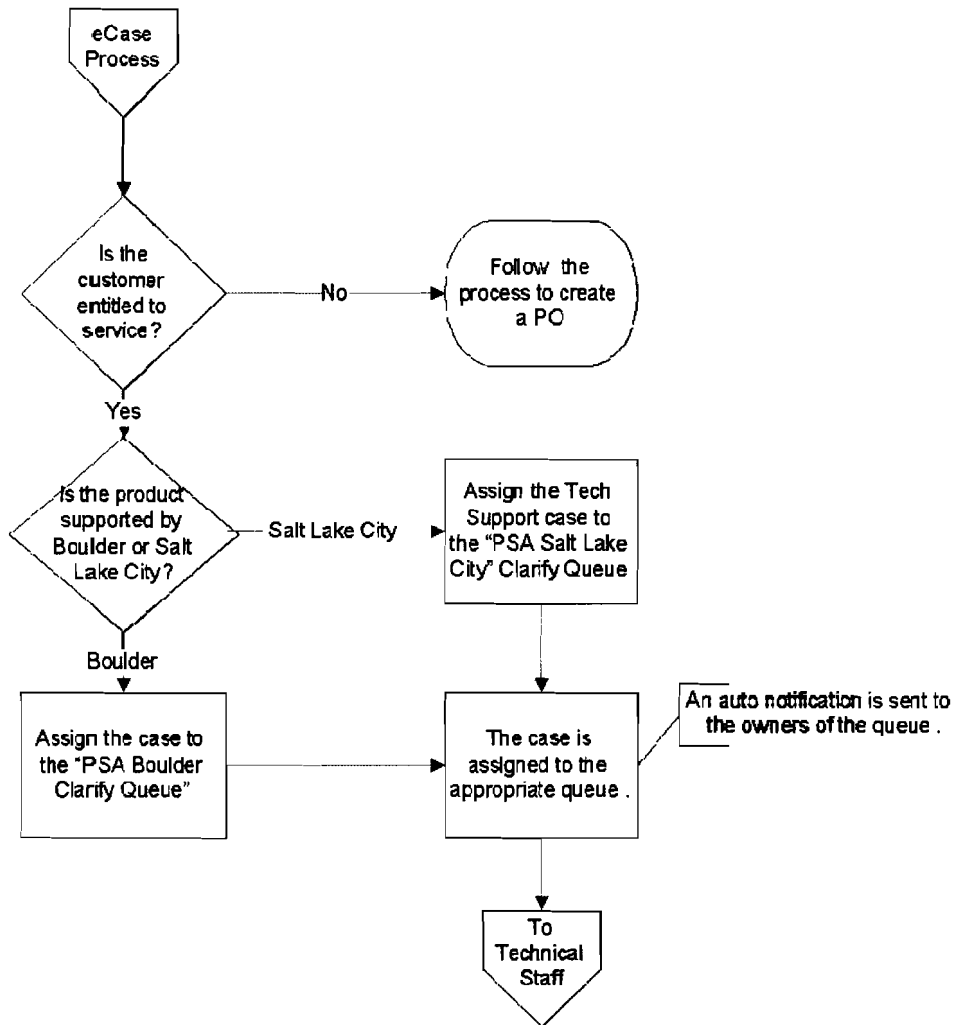
Add Notes

Motorola Solutions On-Line Support

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

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

Motorola On-line Flow



**MOTOROLA SOLUTIONS**

To..

Cc..

Bcc..

Subject: PSA Service Request: NetRMS Reports Not Functioning

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 three 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*)

SAMPLE Email Ticket Formatting:

III. Severity Levels and Case Management

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

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



4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests.	Telephone conference within 2 Standard Business Days of initial notification
----------	--	---

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

Severity Level One Escalation

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

Escalation Policy- Severity Level 1		
CRITICAL	ACTION	RESPONSIBILITY
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration.	Support Analyst 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 President's 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.

- 3.1 **Reporting a Problem.** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.
- 3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detail error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.
- 3.3 **Error Correction Status Report.** Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

IV. Key Responsibilities

4.1 Motorola Responsibilities

- 4.1.1 **Support on Motorola Software.** Motorola will provide any required software fixes in the form of either a "patch" or in an On Demand, Cumulative Update, Supplemental or Standard Release.
- 4.1.2 **Motorola Response.** Motorola will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.
- 4.1.3 **Remote Installation.** At Customer's request, Motorola will provide remote installation advice or assistance for Updates.
- 4.1.4 **Software Release Compatibility.** At Customer's request, Motorola will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.
- 4.1.5 **Customer Notifications.** Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.
- 4.1.6 **On-Site Software Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.
- 4.1.7 **On-site Product Technical Support Services.** Motorola will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.
- 4.1.8 **Principle Period of Maintenance.** At Customer's request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.
- 4.1.9 **Compliance to Local, County, State and/or Federal Mandated Changes.** (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to 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.
- 4.1.10 **Anti-virus Software.** At Customer's request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Motorola will respond to any reported problem as an escalated support call.
- 4.1.11 **Account Reviews.** Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.
- 4.1.12 **Reports.** Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.
- 4.1.13 **Maintenance Contract Administration.** Motorola's Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.

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

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

4.2 Customer Responsibilities

- 4.2.1 **Initiate Service Request Cases.** Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.
- 4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.
- 4.2.3 **Escalate Appropriately.** Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.
- 4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.
- 4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola personnel.
- 4.2.6 **Anti-virus software.** Run installed anti-virus software.
- 4.2.7 **Operating System (“OS”) Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.
- 4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

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

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

V. Customer Call Flow

To Be Provided By Customer

VI. Contact Information

Motorola Contacts

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	(800) 393-9949
Linda Hudson Senior Manager, Technical Support Linda.Hudson@motorolasolutions.com	(303) 527-4017 - office
Phillip Askey Tier 2 - Technical Support Manager P.Askey@motorolasolutions.com	(720) 565-4764 - office
Jeff Dolph Tier 1 - Technical Support Manager JeffDolph@motorolasolutions.com	(303) 527-4038 - office (303) 319-8935 - mobile
Wayne Parent Technical Support Lead – Records Applications Wayne.Parent@motorolasolutions.com	(801) 234-9971 - mobile
Shelley Rhoads Senior Manager, Services Business Operations srhoads@motorolasolutions.com	(951) 934-3285 - office
Cindy Marnin-Borcherding Customer Service Manager CindyMarnin@motorolasolutions.com	(515) 758-3021 - office

Customer Contacts (to be provided by Customer)

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

Exhibit C
LABOR RATES

MAINTENANCE AND SUPPORT AGREEMENT
CUSTOMER:

TERM:

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 2C

TECHNICAL SOLUTION SUMMARY DOCUMENT

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

SEPTEMBER 22, 2016

RFP NO. 1613 V2 9-22-16



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

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TECHNICAL SOLUTION SUMMARY DOCUMENT

5.1 SOLUTION OVERVIEW

Motorola Solutions is pleased to present the following solution for the City of Riverside (hereinafter referred to as “Riverside”). We believe that no two public safety entities have the exact same needs and this solution has been crafted to address the specific needs of Riverside. Our proposed solution is similar to those provided to other Public Safety entities in the state of California and based on the specification and requirements provided in the RFP, as well as in our discussions with you. By leveraging Commercial Off the Shelf (COTS) technology and adding selected third parties to our solution, Motorola is presenting a complete technology package built on industry standards and best practices to fulfil Riverside’s public safety needs. While the products included in this solution have a high degree of flexibility, Motorola has also included the expertise and services of our Project Managers, System Technologists, Solution Architects and Business Analyst to ensure that Riverside can enjoy a successful deployment.

At the core of the solution is the Motorola PremierOne integrated public safety system. This suite of integrated applications includes Records and Records Mobile. This powerful platform is based on an Esri GIS engine and is designed from the ground up to be Next Generation ready. Built on a highly available architecture, the failure of a single component does not affect the operation of the whole. Utilizing a services oriented architecture, PremierOne is designed to accommodate interfaces that are deployed once and available to both Records and Records Mobile users in order to provide greater information and situational awareness to officers and first responders alike.

PremierOne is a true multi-agency, multi-discipline system capable of providing the configuration necessary to accommodate closest unit response and the support of multiple agencies.

The following applications and services are included in this solution:

- Motorola PremierOne
 - PremierOne Records with E-CARS UCR submission
 - PremierOne Records Mobile
- Data Conversion
 - TriTech RMS
 - Legacy RMS
 - Internal Affairs
 - Personnel Database
- PremierOne Records Server Hardware
- Integration and interfaces as specified

5.2 APPLICATION DESCRIPTIONS

The following sections provide brief description of the PremierOne applications and other proposed applications. For more information regarding the PremierOne features, please refer to the product



Functional System Descriptions (FSDs), included as separate documents that accompany this response.

5.2.1 PremierOne Records

Based on over 25 years of industry RMS experience, PremierOne Records is a fourth generation product that was designed from the ground up with the current and future needs of public safety agencies in mind. Not only does the system leverage the experience gained from decades of public safety experience, but it also utilizes the latest graphical user interface design and development techniques. PremierOne Records is built on true service oriented architecture, not simply a legacy product with services added as an afterthought.

Agencies can tailor PremierOne Records with efficient data entry methodology to match specific business processes resulting in easily searchable, presentable and shared data across multiple agencies and jurisdictions.

PremierOne Records ensures data integrity with class-leading security, auditing and logging functions that provide a “chain of custody” for all records.

Another fundamental goal of PremierOne Records is to provide the greatest level of flexibility. Working with system administrators, PremierOne Records allows agencies 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).

PremierOne Records supports the submission of California E-Cars, Specification 10/2010.

5.2.2 PremierOne Records Mobile

PremierOne Records Mobile provides similar 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.

Motorola provides the PremierOne Records Mobile client which 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, etc.

5.3 SYSTEM ARCHITECTURE

PremierOne is architected around a hardware agnostic enterprise level virtualized server configuration. Motorola supports Microsoft Server 2012 R2 Hyper-V and VMware vSphere 5.1 (or later) for the hypervisor.

Virtualization as implemented in the PremierOne solution lowers the total cost of ownership by simplifying the overall system administration. Server virtualization allows you to maximize the use of your hardware while also providing application isolation. Application isolation is the ability to isolate specific services for ease of diagnostics and hardware resource management.

Motorola’s PremierOne suite of applications is built with the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. This separation provides for:



- Faster performance
- Secured connectivity
- Increased service availability and uptime

PremierOne features integrated security throughout, as access and connectivity is provided only when needed. All CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

Due to its redundant components PremierOne has no single point of failure. Moreover, the PremierOne software design is also redundant, as database replication occurs across multiple servers. The entire solution is built on proven industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server.

PremierOne's tiered approach allows for scalability, as your needs grow, the system can be expanded through the allocation of additional physical or logical resources, with additional application, database, and operations management servers.

PremierOne's leveraging of SOA and virtualization simplifies your deployment and maintenance, while enhancing PremierOne's reliability, scalability and reducing Total Cost of Ownership.

5.3.1 PremierOne High Availability

Motorola has engineered PremierOne's logical architecture to be highly available. This high availability is independent of a geographically redundant disaster recovery solution. Software fault tolerance has been built into the core of PremierOne. 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. During deployment, notifications are configured to be sent using your mail or mail relay server.

Application and database failovers operate independent of one another within PremierOne. This means that an application server failover does not require a database server failover. Likewise, a database server failover does not require an application server failover. In the event of a service or component failure, PremierOne will stop using the failed service or component instance. PremierOne will then automatically shift over to the secondary service or component instance without impacting operations.

The table below depicts the fault tolerant software components of the system and the type of fault tolerance within each data center.

Table 5-1: Fault Tolerant Components

Component	Type
Windows Server 2012 network load balancing (NLB) services to provide load balanced network traffic to the application services. <ul style="list-style-type: none"> ▪ Proactive Component PremierOne monitors active services and restarts them as necessary. <ul style="list-style-type: none"> ▪ Reactive Component In the case of a server failure, the node is disabled transferring the load to the remaining servers in the NLB cluster.	Reactive and Proactive

Component	Type
<p>Replicated databases across database services on different servers. Servers are replicated in a cluster set.</p> <ul style="list-style-type: none"> ▪ Reactive Component <p>In the case of the active database server's failure, the system transitions the inactive server to an active status without interruption.</p>	Reactive
<p>NIC teaming on the servers to provide fault tolerance across multiple network adapters.</p> <ul style="list-style-type: none"> ▪ Proactive Component <p>If the Operating System detects unexpected behavior, such as the loss of heartbeat or loss of link, in one NIC, it will send all packets out the teamed NIC.</p> <ul style="list-style-type: none"> ▪ Reactive Component <p>If a NIC fails, the Operating System will send all packets out the teamed NIC.</p>	Reactive and Proactive
<p>Mirrored and replicated databases across database services on different servers.</p> <ul style="list-style-type: none"> ▪ Reactive Component <p>In the case of a database server failure, there is no user intervention required. The clustered database becomes the active database without administrator intervention and continues processing transactions within the data center</p>	Reactive
<p>Redundant operations servers in a fault tolerant configuration.</p> <ul style="list-style-type: none"> ▪ Reactive Component <p>Servers are configured in a NLB cluster. If one server fails, the load is transferred to the remaining servers in the NLB cluster within the data center.</p>	Reactive

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

5.3.2 Microsoft Active Directory Service

The PremierOne solution provides directory services through an isolated Microsoft Active Directory environment to support the secure management and operations of PremierOne. All servers provided with the solution will contain computer accounts in this Active Directory. Administrator user accounts and groups will be setup in Active Directory with the appropriate group memberships set. In order to facilitate ease of user account management, PremierOne can use Riverside's AD environment for authentication. Once the user account is built in PremierOne provisioning, it can then use LDAP to query Riverside's environment for the account authentication. By using this configuration, Riverside can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

5.3.2.1 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, Riverside must configure their DNS servers to forward PremierOne name



resolution requests to PremierOne DNS servers. This will allow devices on Riverside network to find systems within the PremierOne environment.

For tighter integration in the other direction, Riverside, working with Motorola, must configure their DNS servers to allow name resolution requests from within the PremierOne systems to be processed.

5.3.3 PremierOne Common Services

PremierOne Common Services is the foundation of Motorola's Service Oriented Architecture (SOA) providing the PremierOne system and 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.

5.3.3.1 Geographic Information System (GIS)

- PremierOne uses the power of GIS for display, location validation, and unit recommendation. Through PremierOne tools made available for ArcToolbox, you can load local data manually or through an automated model, making sure that the most up-to-date data is available to the entire PremierOne Suite.
- The PremierOne Response Boundary query is an example of how PremierOne CAD ensures high performance. Deployments that support multiple jurisdictions typically maintain response boundaries in multiple layers. The PremierOne Response Boundary Data Import Tool imports and aggregates these features into a single spatial table within the PremierOne Geodatabase. This allows the system to perform a single spatial intersect query instead of multiple spatial queries against each individual response layer. Not only does this save time in terms of command execution, it allows the user to determine all possible response boundaries for an incident's location after verifying the call location and before entering the incident. Once an incident type is entered, the CAD Client simply iterates through the collection of agency/beat information returned during the background request to find the response of an agency associated with the incident type.
- GIS data is a key component of a PremierOne deployment and one that is required for PremierOne CAD. GIS provides the mechanism for location validation and recommendation for response. A well constructed and geographically accurate Geofile is required for the proper operation of PremierOne. It is your responsibility to provide a complete and accurate Geofile for use in PremierOne. If desired, Motorola can provide Geofile build and/or Geofile preparation services.
- It is important to note that proper Geofile data must exist in all areas for which incidents will be created. Each agency being added to PremierOne must have their geographic coverage included in the Geofile imported into PremierOne.

5.3.3.2 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. In this way, traffic is protected and dedicated to provide network efficiency and security.
- Further, the PremierOne Suite 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.

5.3.3.3 Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2012 Reporting Services (SSRS) for reporting purposes. SQL Server 2012 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 over a World Wide Web-based connection. Reporting Services include the following core components:

- A complete set of tools that can be used to create, manage, and view reports.
- A Report Server component that hosts and processes reports in a variety of formats. Output formats include HTML, PDF, TIFF, Excel, and CSV. The Report Server also supports the ability to generate graphical reports including dashboard components.
- Report scheduling with email delivery.

Visually and functionally, the reports that may be built in Reporting Services surpass traditional reporting by including interactive and Web-based features. Some examples of these features include drill-down reports that enable navigation through layers of data; parameterized reports that support content filtering at run time; free-form reports that support content in vertical, nested, and side-by-side layouts; links to Web-based content or resources; and secure, centralized access to reports over remote or local Web connections.

Some of the other advantages of leveraging this technology within PremierOne include the following:

- Central Manageability - Report management, processing, and delivery are handled from one central location, providing increased consistency and improved performance throughout the reporting process
- Scalable, Enterprise-Wide Delivery - On-demand report delivery may be enabled and event-based report distribution may be deployed. The automation of effective delivery of real-time information helps drive better decisions for users across the entire suite.

5.4 TECHNICAL ASSUMPTIONS AND DESIGN REQUIREMENTS

1. Motorola's solution is for the PremierOne server hardware, PremierOne application software, PremierOne client software, interfaces and services.
2. Riverside will supply seven Windows Server 2012 R2 or two Microsoft Windows Server DataCenter 2012 licenses for the PremierOne Records servers.
3. Riverside will supply two System Center DataCenter SCOM 2012R2 licenses for the PremierOne Records servers.
4. Riverside will supply eight SQL Server 2012 SP2 Standard licenses for the PremierOne Records servers.
5. Riverside will supply workstation hardware, operating systems, and all other software not included in this solution.



6. Riverside will supply Windows Server 2012 R2 Client Access Licenses (CALs) for all Records, and Records Mobile client devices accessing PremierOne Records.
7. Motorola's hardware solution provides the most up-to-date configuration available at the time of proposal submittal. The hardware and licensing identified in this solution may be subject to change. As technology continues to advance, Motorola will take advantage of new and different offerings for the betterment of Riverside.
8. Riverside will provide Microsoft Visual Studio for the creation of In-Module reports.
9. Riverside will provide a single geofile data including any preparation and/or editing, if necessary, to meets PremierOne Geofile Build Requirements for the purpose of address validation.
10. Riverside will supply Esri ArcGIS Desktop and Network Analyst extension software for Riverside's editing of GIS data.
11. Riverside will 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.
12. Riverside will provide, advanced authentication, for Mobile device connectivity if required.
13. Motorola will provide the virtual environment needed to install the PremierOne components of this solution.
14. Riverside will provide a site adequate 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, Section 5.6.
15. Riverside will provide the appropriate power connectivity, 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, Section 5.6. The final system specifications will be provided during deployment as part of the hardware ordering process.
16. Riverside will provide adequate 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, Section 5.6. The final system specifications will be provided during deployment as part of the hardware ordering process.
17. Riverside will provide installation and grounding of the Spectracom NetClock GPS antennas and feed line, if applicable.
18. Riverside will provide electrical power receptacles, and any other receptacles required within manufacturer recommended cable run lengths of the equipment and all supplemental components.
19. Riverside will provide network connectivity to clients as specified in the Network Requirements, Section 5.5.3. Networking hardware for the connectivity outside the PremierOne LAN must be provided by Riverside.
20. Riverside will 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.
21. Riverside will provide IP addresses on Riverside's network for the PremierOne Servers.
22. Riverside will provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.
23. Riverside will provide access, administrative or otherwise, to appropriate systems, locations, information, tools, and equipment to ensure proper connectivity, installation, operations, and maintenance of the system.
24. Riverside will provide any software as required for anti-viral, anti-malware protection by Riverside for installation 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.
25. Riverside will be responsible for providing 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 Riverside.
26. Motorola has included additional hours in the project to perform ACT modifications. If additional ACT modifications are required beyond what Motorola has included in the project, a change order will be required for these services.
 27. The PremierOne version being provided is a minimum version of R4.1.
 28. The products included in this solution are COTS. No software customization is included in this solution.
 29. The PremierOne CAD Upgrade and Records server hardware will be setup and staged at Motorola's CCSI where they will be configured using PremierOne's IP schema using the firewalls for address translation to Riversides network.
 30. The server hardware uses PremierOne's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against Riverside's Active Directory schema.
 31. Riverside will provide 24 hour access to a secured two way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring.
 32. Motorola will utilize the current PremierOne CAD and Mobile suite's Message Switch interface to CLETS. This will provide existing CLETS query functionality, which is limited to existing transactions provisioned in the PremierOne CAD and Mobile suite.
 33. Motorola will utilize a base Internal Affairs module in Records. Any additional data fields will be the responsibility of Riverside through the use of ACT provisioning.
 34. The data conversion requirements for the following legacy databases are stated in the Statement of Work included in Exhibit 9.
 - TriTech RMS
 - Legacy RMS
 - Internal Affairs
 - Personnel Database
 35. Motorola's solution has been sized based on the following usage scenario. This may differ from the license count provided:
 - 195,655 CAD Calls for Service per year (2015).
 - 44,000 RMS Cases per year; 17,300 supplemental cases.
 - 150 PremierOne Records concurrent users.
 - 150 PremierOne Records Mobile concurrent users.

5.5 MOTOROLA PROVIDED SYSTEM PLATFORM AND COMPONENTS

This section discusses the hardware, operating system, and system software that Motorola will provide.



5.5.1 System Configuration

The following diagrams present a logical illustration of the solution components.

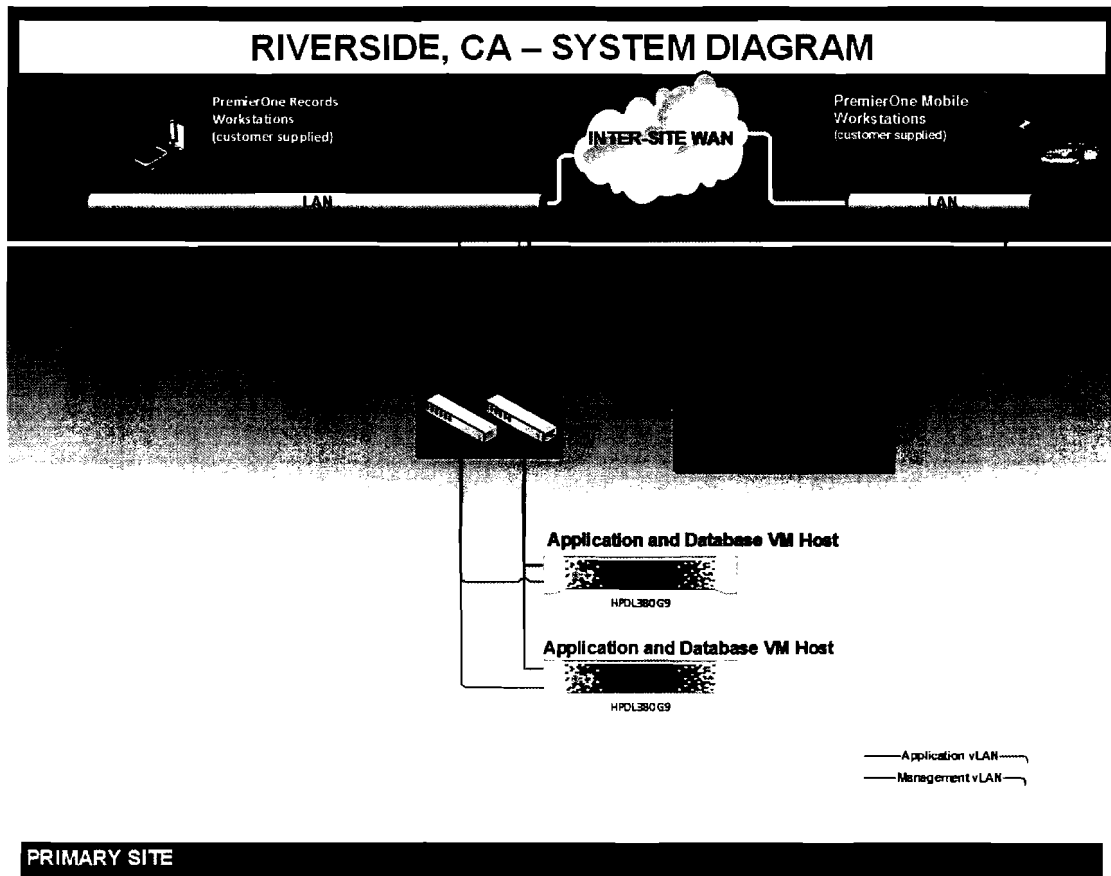


Figure 5-1: System Diagram

The configuration consists of PremierOne servers. The PremierOne architecture is provisioned in a high availability configuration so that the failure of a single server does not impact operations.

The PremierOne system is provisioned with F5 BIG-IP Application Delivery Controllers (ADC). These are virtual appliances that spread the server workload during normal operations. In the event that one of the application servers fails, NLB automatically redistributes the workload among the remaining servers.

The database servers are clustered using SQL Server 2012 AlwaysOn technology. In the event of a failure of the primary database server, the synchronous replication partner automatically starts processing database transactions.

Motorola provides dedicated reporting servers. The reporting servers allow users to perform complex report queries without impacting the performance of the PremierOne system. The data on the reporting servers is batch updated as updates occur on the live PremierOne servers. Data from the production environment is sent to the reporting server every 30 seconds.

One instance of test and training application and database servers are included for PremierOne Records. The test and training environment will have access to interfaces if test interfaces are made

available by Riverside. The deployment of one test interface will be provided for each interface included in the solution.

5.5.2 PremierOne Servers

Motorola's hardware solution utilizes HP DL380c class servers to offer a high-density configuration with robust and flexible management capabilities. Motorola architected the PremierOne solution to operate on HP DL380c class servers, as these systems provide many integrated redundant components, ease of management, and efficient power management and cooling.

The following section describes components of the HP DL380c class servers that are part of Motorola's solution design.

Host Servers

Host servers are HP DL380c G9 servers configured with:

- Dual 12-Core Intel® Xeon® E5-2687WV4 processor, running at 3.0 GHz, with a 30MB L3 Cache
- Each server also contains direct attached storage in the form of eight 600GB 10,000RPM SAS hard drives with Smart Array controllers in a RAID configuration
- Four - 10 Gigabit network ports
- Each server is configured with 256GB RAM.

5.5.3 Network Requirements

Motorola's solution requires the TCP/IP protocol for connectivity. All servers and workstations will connect to Riverside's existing network. Riverside will need to provide access to facilities and a dedicated resource knowledgeable on Riverside's WAN/LAN. Network bandwidth has been determined by the transaction volume and size of incidents and records.

Riverside 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. A persistent IP address can be accommodated in many ways including static IP, DHCP reservation, permanent DHCP lease, or through the use of middleware such as RadiolIP and NetMotion.

PremierOne Records Network Requirements

PremierOne Records is dependent on Riverside'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. When documents are being requested or submitted by the user 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.

PremierOne Records Mobile Network Requirements

PremierOne Records Mobile's enhanced functionality is designed for 3G and 4G networks. 3G network connectivity is required and 4G connectivity is highly recommended. Riverside will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and disaster recovery data centers. 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 through the use of middleware such as RadioIP and NetMotion. Riverside will need to supply IP addresses for Mobile clients.

5.6 SITE REQUIREMENTS

5.6.1 Environmental Considerations

In preparation for the installation and deployment of PremierOne servers, the data center requirements stated in the following sections must be satisfied. The data center requirements specify what Riverside must perform, provide, or ensure in order to prepare for and aid with the solution deployment.

Included in the data center requirements are various environmental 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 for Riverside after project kickoff and the hardware list has been finalized.

Table 5-2: Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr)
PremierOne Rack	1000 est.	2000 est.

It is not recommended to follow an intuitive approach to design cooling, or attempting to achieve an energy balance – that is, summing up the total power dissipation from all of the hardware. The HP servers utilize semiconductors that integrate multiple functions on a single chip with high power densities. The combination of high-power, high-density mass storage and power supplies, and the high concentration of devices in a server rack results in localized heat, and increases the potential for hotspots, which can damage the server equipment.

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, Riverside 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.

Table 5-3: 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 5-4: PremierOne Server Rack Circuit Requirements (per rack)

Voltage (VAC)	Dedicated Branch Circuit rating (A)	Quantity	Line Cord
208	30	4	NEMA L6-30P

5.6.2 Site Readiness Checklist

This document specifies a number of requirements to successfully deploy the solution. To assist Riverside in preparation for the solution, requirements are summarized in the checklist below. This list may be used to confirm that any site changes have been performed prior to the installation of the system.

Table 5-5: Site Readiness Checklist

Site Readiness Requirements		Evaluation			
			Pass	Fail	Unknown
1	The site readiness checklist to be reviewed with Riverside and all parties understand the site requirements.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	A site walk-through to be conducted at the time of project kickoff.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	The Site provides adequate space for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripheral equipment.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Space as specified in the rack clearance requirements is provided to allow room for installation and maintenance of components. Proper grounding must be made available for equipment bonding.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Procedures are understood and documented to ensure acceptable site access at all facilities and locations for equipment installation and system testing.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Site Readiness Requirements		Evaluation			
			Pass	Fail	Unknown
6	Information specific to the existing Riverside LAN / WAN architecture and configuration to be provided by Riverside, including network details for all components (workstations, printers, servers, interfaced systems, etc.) connecting to the PremierOne system.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	The equipment room to be supplied with the required power outlets and circuit counts as specified in the Circuit Requirements.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	UPS and/or generator must have the required capacity, voltage stability and frequency stability for the equipment to be installed.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Supplied power to equipment meets the power and heat output specifications of the solution.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Sizing of A/C cooling meets the specifications of the solution.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Installation of all communication lines, modems, switches and routers, cabling, equipment and other components necessary for system operation and maintenance that are not identified as deliverable products by Motorola. All lines are terminated at demarcation points at locations agreed to with Motorola.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Communications lines at remote sites are terminated at extended demarcation points within each facility. These extended demarcation points are located within six cable feet of the desired location of the remote Motorola equipment. All lines are clearly identified and tested.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Site Readiness Requirements		Evaluation			
			Pass	Fail	Unknown
13	Access to the loading dock at appropriate facilities for the delivery of equipment, to receive and secure storage of equipment shipped. Hallways and doorways must be sufficient to accommodate shipping containers. A temporary staging area for the unpacking and assembly of equipment.	Name: Phone number: Email Address: Available Loading Dock: Freight Elevator: Sufficient parking space for delivery vehicle:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
14	Riverside is to provide TCP/IP communications and connection to the equipment for any existing networks, workstations, and printers that are to have access to the Motorola applications.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	A work area for Motorola on-site staff in the headquarters facility, located near the server room, but outside the data center and communications center. The room will be equipped with AC power to support four terminal devices and provide workspace for a minimum of 2 people. The area must have cable access to the servers and be equipped with a telephone line capable of making voice telephone calls, including long distance. This work area will be available during the course of the project.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Access to dumpsters for the removal of trash and shipping containers.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.7 PREMIERONE WORKSTATION SPECIFICATIONS

The following specifications are provided for Riverside'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. 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.



5.7.1 Motorola PremierOne Records Workstation Recommended Specifications

- Intel® Dual Core (2.8 GHz)
- 4GB memory
- 1024X768 or higher pixel, 16+ bit color display
- QWERTY Keyboard

5.7.2 PremierOne Records Mobile Recommended Specifications

- Intel or AMD 1.6 GHz dual core processor
- 2GB memory Minimum
- 20GB available disk space
- One - 800x600+ pixel, 16+ bit color display
- Radio / Wireless communications device, 3G or 4G network
- Standard QWERTY keyboard and Touchpad / Point Stick (or equivalent mouse device)
- Touchscreen Optional
- Windows 8.1 Professional SP1 64-bit
- Video card with at least 64MB RAM, 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)

5.8 PREMIERONE INTERFACES AND INTEGRATIONS

PremierOne interfaces exchange data and information with public safety systems both internal and external to PremierOne. Interfaces facilitate some functionality within PremierOne, such as database queries or the running of vehicle plates. The exchanged information and data can be captured and associated with the relevant system data, such as queried data from state databases stored with incidents.

Motorola provides a Report Data Warehouse (RDW) for PremierOne Records. Access and control of the RDW is controlled by the Riverside Systems Administrator.

Interfaces are divided into the following categories:

- **Data Views.** For this connection Motorola assists the interfacing product with how to access the appropriate sections within the RDWs to get to the information they need. Motorola does not create any custom view, triggers, stored procedures or transforms as part of this.
- **One way data feeds (DFF).** Data feeds present from the CAD environment to the target in near real time. These interfaces only allow information to be sent from CAD to the remote target however, they can be modified by Riverside to add additional data elements if their needs change in the future.
- **One way interfaces** can allow information to move from or to any of the connected systems. These communications can occur on a real time bases or near real time depending upon the needs of the system.
- **Two way interfaces** both send and receive information from PremierOne to external systems. An example of this may be a fire station alerting system where the fire station alerting system receives a dispatch and then can return status information to PremierOne showing “Bay Doors Open”.



- Import and Export. PremierOne Records includes an import and export feature that allows for the import and export of PremierOne Records Motorola Documents. The imports and exports can be scheduled to meet the needs of the agency. The import and export utilizes the XSLT file format.

Interfaces communicate via TCP/IP and other protocols, which require interface devices. For non-TCP/IP protocols, the protocol is converted to TCP/IP by interface devices, although conversion to TCP/IP may not be present at the same location as the rest of the system. This data is then transported to the system via TCP/IP. For high availability, two interface devices are clustered or configured in a fault tolerant manner.

Interfaces that have unique requirements, such as state interfaces that require communication to be initiated from a single static IP address, are handled by the interface service through clustering.

The interface descriptions provided in this document represent the capabilities of PremierOne. Interfaces to a Riverside-provided third party system does not represent or guarantee the third party system's capabilities. If a third party application programming interface (API) or third party services are necessary to accommodate an interface with PremierOne, such elements and any associated third party costs will be the responsibility of Riverside. In order to successfully deploy the interface, Motorola requires Riverside to provide coordination with the third party.

Detailed interface specifications are documented and provided to Riverside during the design document phase (post-contract execution) in an Interface Requirements Document (IRD). The development of the IRD for each interface is performed in concert with Riverside post-contract in order to define the proper capabilities and requirements for each interface. The following is a list of the interface components which may be collected and documented in the IRD.

- Introduction
 - Interface Function
 - Responsibilities
 - Assumptions
 - Acronyms and Definitions
 - References
 - Issues
- Interface Description
 - Overview
 - Expected User Experiences
 - Error Conditions and Logging
 - Provisioning / System Administration
- Interface Requirements and High Level Design
 - Hardware Connection
 - Message Format
 - Data Elements
- Interface Constraints
 - Connectivity
 - Performance
 - Administration
 - Maintenance
 - Security
 - Test Notes

The Riverside requirements identified in the IRD include working with the applicable third party to obtain/configure/modify the data mapping needed between the two systems, provide the connectivity



between the databases, provide the access permissions for tables outside PremierOne, and provide the computing and staff resources needed for the test of the interface.

5.8.1 PremierOne Interfaces

Table 5-6: PremierOne Interfaces

INTERFACE	GROUP	TYPE
CrimeView RMS	Records	Data View
Laserfiche	Records	Two Way
Digital Imaging (Photograph) System	Records	Two Way
Digital Imaging (Photograph) System Case Number	CAD	One Way
Coplogic's DeskOfficer Online Reporting System (DORS)	Records	One Way
COBAN Interface	Records	Two Way
COBAN Case Number	CAD	One Way
Crossroads Citation & Collision	Records	One Way
Porter Lee BEAST Evidence Management System (EMS)	Records	Two Way
Direct CLETS Entry	Records	Two Way
Riverside County Data Warehouse	Records	One Way
CrimeReports	Records	One Way

5.9 PREMIERONE INTERFACE INFORMATION

The following sections describe the PremierOne interfaces included with Motorola's solution.

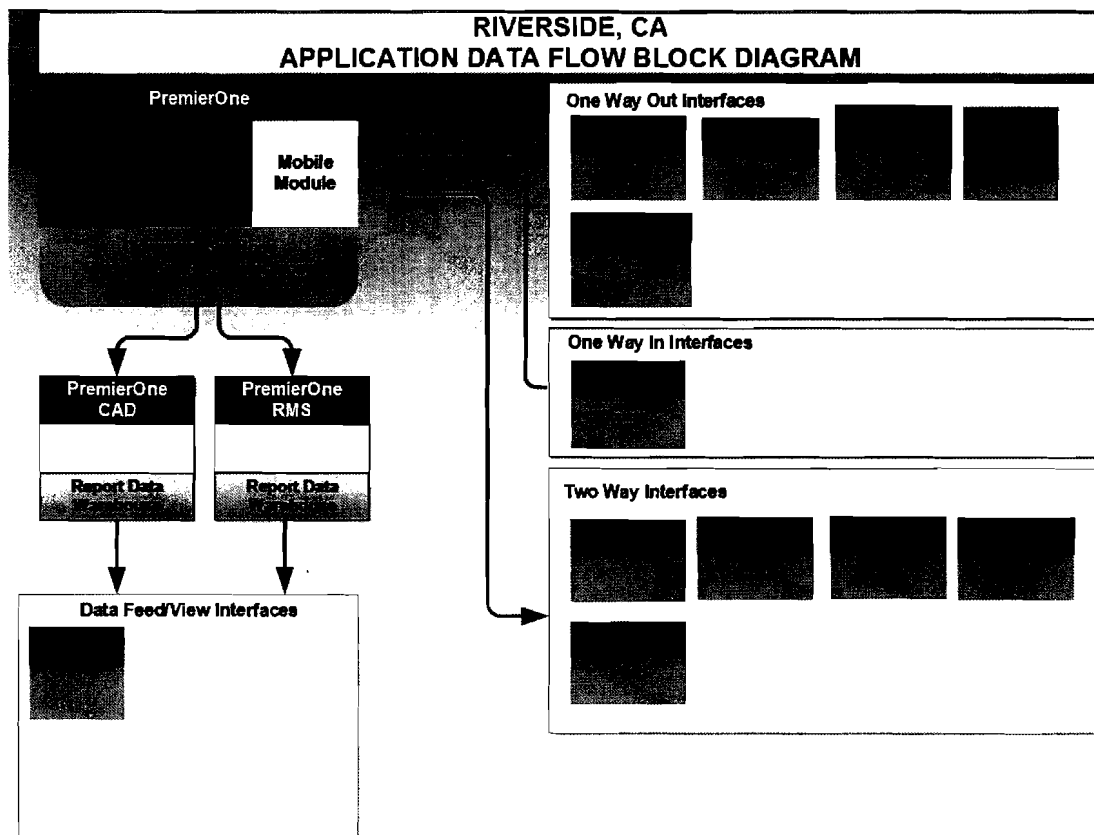


Figure 5-2: Interface Data Flow Diagram

5.9.1 PremierOne One Way Interfaces

5.9.1.1 CopLogic

CopLogic's Desk Officer Reporting System (DORS) enables the collection of incident reports from citizens online to better meet the needs of the community. CopLogic creates a new incident report in a format compliant with the PremierOne Records case report or officer report document schema and the incident report is sent as an XML file to the Shared File Transfer Folder. From the Shared File Transfer Folder it is imported by PremierOne Records.

The initial incident report information will be transcribed to a PremierOne Records case report and the case report is added to the case folder. A user named "CopLogic Interface" will be created in PremierOne Records and this user will be the default user entered in the "Entered By" and "Reported By" fields. In addition, the Entered On will be set to the current system date and time.

This interface includes the Motorola services necessary to deploy the interface with PremierOne. Additional third party services may be required and are the responsibility of Riverside.



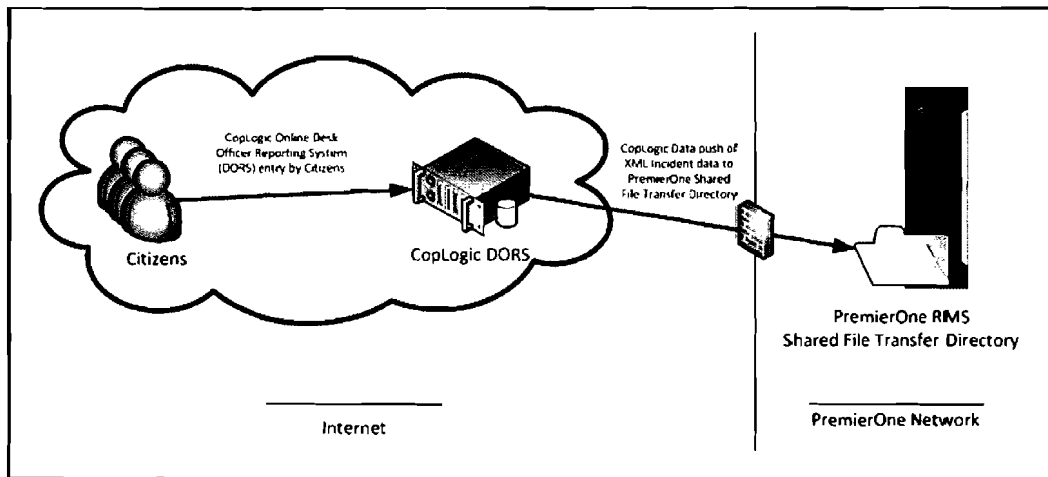


Figure 5-3: CopLogic Interface Diagram

5.9.1.2 Crossroads Citation & Collision

The PremierOne Records interface will provide a one-way interface to import newly created Collision and Citation information from Riverside's Crossroads system into PremierOne Records. Motorola has not included any services for the electronic submission of Collision and Citation data.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Interfaces will be developed and tested based off Riverside reviewed IRD.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of the Crossroads system. Riverside must provide coordination with Crossroads to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

5.9.1.3 Riverside County Data Warehouse

The PremierOne Records interface will provide a one-way interface to export data to the Riverside County Data Warehouse.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Interfaces will be developed and tested based off Riverside reviewed IRD.

This interface includes the Motorola services necessary to deploy the interface with PremierOne. Additional third party services may be required and are the responsibility of Riverside.

5.9.1.4 CrimeReports

Motorola will provide a one way data export interface from PremierOne Records for the purposes of data sharing with CrimeReports. Riverside will send the exported data electronically.

This interface includes the Motorola services necessary to deploy the interface with PremierOne. Additional third party services may be required and are the responsibility of Riverside.

5.9.1.5 Digital Imaging (Photograph) System (DIMS) Case Number

The PremierOne CAD interface will provide a one way interface to create an attachment XML document with case number to the PremierOne Records case folder. This attachment URL hyperlink provides access to the referenced case directory and documents in the DIMS system, which must first be created or loaded in the DIMS system.

DIMS is responsible for user authentication and document security on the DIMS system.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Interfaces will be developed and tested based off Riverside's reviewed IRD.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of the DIMS system. Riverside must provide coordination with DIMS to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

5.9.1.6 COBAN Case Number

The PremierOne CAD interface will provide a one way interface to create an attachment XML document with case number to the PremierOne Records case folder. This attachment URL hyperlink provides access to the referenced case directory and documents in the COBAN system, which must first be created or loaded in the COBAN system.

COBAN is responsible for user authentication and video security on the COBAN system.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Interfaces will be developed and tested based off Riverside's reviewed IRD.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of the COBAN system. Riverside must provide coordination with COBAN to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

5.9.2 PremierOne Two Way Interfaces

5.9.2.1 Laserfiche

The purpose of this interface is to enable a PremierOne™ Records user at a fixed or mobile workstation to query/search the Laserfiche system from within the PremierOne™ Records Client and display the results in the Microsoft Internet Explorer (IE) browser.

The PremierOne™ Records to Laserfiche Imaging Repository interface is a one-way data exchange initiated by a search request from a PremierOne™ Records client with a response from the imaging system. PremierOne™ Records will not save or store the Laserfiche responses; they are only displayed in the browser window.

The data exchange between PremierOne™ Records and Laserfiche Imaging Repository is initiated by a query request from the PremierOne™ Records Client to the Laserfiche Web interface via the IE Browser. Laserfiche responds with the query results to the IE Browser on the same workstation.



Laserfiche is responsible for user authentication and document security on the Laserfiche system.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Interfaces will be developed and tested based off Riverside reviewed IRD.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of Laserfiche system. Riverside must provide coordination with Laserfiche to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

5.9.2.2 Digital Imaging (Photograph) System (DIMS)

The purpose of the Digital Imaging (Photograph) System (DIMS) interface is to enable a PremierOne™ Records user at a fixed or mobile workstation to query/search the DIMS system from within the PremierOne™ Records Client and display the results in the Microsoft Internet Explorer (IE) browser or third party required viewer.

The PremierOne™ Records to DIMS interface is a one-way data exchange initiated by a search request from a PremierOne™ Records client with a response from the imaging system. PremierOne™ Records will not save or store the DIMS responses; they are only displayed in the viewer window.

The data exchange between PremierOne™ Records and DIMS is initiated by a query request from the PremierOne™ Records Client to the DIMS interface via the IE Browser or third party specified communications method. DIMS then responds with the query results to the viewer on the same workstation.

DIMS is responsible for user authentication and document security on the DIMS system.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Interfaces will be developed and tested based off of Riverside's reviewed IRD.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of DIMS system. Riverside must provide coordination with DIMS to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

5.9.2.3 COBAN

The purpose of the COBAN interface is to enable a PremierOne™ Records user at a fixed or mobile workstation to query/search the COBAN system from within the PremierOne™ Records Client and display the results in a Microsoft Internet Explorer (IE) browser or third party required viewer.

The PremierOne™ Records to COBAN interface is a one-way data exchange initiated by a search request from a PremierOne™ Records client with a response from the video system. PremierOne™ Records will not save or store the COBAN responses; they are only displayed in the viewer window.

The data exchange between PremierOne™ Records and COBAN is initiated by a query request from the PremierOne™ Records Client to the COBAN interface via the IE Browser or third party specified communications method. COBAN then responds with the query results to the viewer on the same workstation.

COBAN is responsible for user authentication and video security on the COBAN system.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Interfaces will be developed and tested based off the Riverside's reviewed IRD.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of COBAN system. Riverside must provide coordination with COBAN to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

5.9.2.4 Porter Lee BEAST Evidence Management System

PremierOne Records will provide a two-way interface to the Porter Lee BEAST Evidence Management System (BEAST). This will allow officers to enter property and evidence information into existing PremierOne Records fields and have that property information sent to BEAST. In exchange, PremierOne supports the return of the property identification number from BEAST for reference in PremierOne.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of the BEAST system. Riverside must provide coordination with BEAST to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

5.9.2.5 Direct CLETS Entry

PremierOne Records will utilize the standard query service to manage entry, update, and clear transactions to Riverside's Direct CLETS interface. Motorola will provide formatting for one entry/update/clear and associated response for each of the following category of transactions for PremierOne Records.

- Stolen Property
- Pawned property
- Firearms
- Stolen vehicles and boats
- Missing/runaway persons
- Restraining orders

Additional add/update/clear entry form and response formatting may be provided, if required by Riverside. Motorola can provide a quote for these services if supplied with a list of required transactions.

During the initiation phase of the project, an Interface Requirements Document (IRD) will be developed for this interface outlining the functionality, data elements involved, trigger mechanisms and communication/transfer protocols of this interface. Motorola will work with Riverside to minimize the user data entry experience. Interfaces will be developed and tested based off Riverside's reviewed IRD.



5.9.3 PremierOne Data View Interfaces

5.9.3.1 Omega CrimeView

CrimeView offers crime analysts a simple interface that allows for advanced analyses such as Hot Spot mapping and Repeat Calls reporting. With automated features such as Threshold Alerts and Cyclical Reporting, CrimeView can save significant time and resources. Numerous communities have been able to reduce crime through the effective use of GIS and CrimeView.

Through scripts developed by The Omega Group, specified data is pulled using a direct database connection from the PremierOne CAD RDW. That data includes Incidents, Persons, Articles, and Vehicles. This process occurs on a scheduled basis and only updates data that has been modified, added, or deleted since the last successful pull.

This interface is a description of the capabilities of PremierOne and is not representative of the capabilities of CrimeView system. Riverside must provide coordination with Omega CrimeView to determine any necessary actions for the purpose of determining interface capability and any associated costs responsible by Riverside.

PROPOSAL TO
CITY OF RIVERSIDE, CA

EXHIBIT 2D

SAMPLE PROJECT SCHEDULE

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

SEPTEMBER 22, 2016

RFP NO. 1613 V29-22-16



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SAMPLE PROJECT SCHEDULE

A Sample Project Schedule is included on the following pages. A sample project schedule is also provided in Microsoft® Project .mpp format on the CD.

SAMPLE PROJECT SCHEDULE

WITH 3RD PARTY INTEGRATION

ID	Task Name	Duration	Start	Finish	Predecessors	Successors	3rd Party
1	PremierOne Deployment Project	282d	Mon 10/3/16	Tue 10/31/17			
2	Contract Signing	0d	Mon 10/3/16	Mon 10/3/16		9FS+12d,6FS+10d,7,3	
3	Payment Milestone - Contract Execution	0d	Mon 10/3/16	Mon 10/3/16	2		
4	Overall Project Activities	282d	Mon 10/3/16	Tue 10/31/17			
5	Project Administration	282d	Mon 10/3/16	Tue 10/31/17			
6	Project Management/Administration	272d	Mon 10/17/16	Tue 10/31/17	2FS+10d		
7	Monthly Status Meetings/Status Reports	263d	Mon 10/3/16	Wed 10/4/17	2		
8	Project Initiation	15d	Wed 10/19/16	Tue 11/8/16			
9	Contract Review	5d	Wed 10/19/16	Tue 10/25/16	2FS+12d	10FS+5d	
10	PreSale/PostSale Transition	5d	Wed 11/2/16	Tue 11/8/16	9FS+5d	13FS+1d	
11	Project Kickoff/Contract Design Review	6d	Thu 11/10/16	Thu 11/17/16			
12	Customer Kickoff Meeting	6d	Thu 11/10/16	Thu 11/17/16			
13	Prepare Customer Kickoff Presentation	3d	Thu 11/10/16	Mon 11/14/16	10FS+1d	14	
14	Project Kickoff Meeting	3d	Tue 11/15/16	Thu 11/17/16	13	17FS+10d,18	
15	Customer/Contract Design Review	84d	Thu 8/11/16	Tue 12/6/16			
16	Site Review	3d	Fri 12/2/16	Tue 12/6/16			
17	Infrastructure Planning/BOM Review/Site Survey	3d	Fri 12/2/16	Tue 12/6/16	14FS+10d	34FS+10d	
18	Review/Update Project Schedule/Cutover Plan Docs	10d	Fri 11/18/16	Thu 12/1/16	14	22,19	
19	Payment Milestone - Completion of CDR	0d	Thu 12/1/16	Thu 12/1/16	18		
20	P1-RECORDS Implementation	282d	Mon 10/3/16	Tue 10/31/17			
21	P1-RECORDS BPR/Provisioning Activities	86d	Fri 12/2/16	Fri 3/31/17			
22	Customer Application Orientation	4d	Fri 12/2/16	Wed 12/7/16	18	23	
23	Draft Customer Findings	2d	Thu 12/8/16	Fri 12/9/16	22	26FS+15d,27FS+10d,29	
24	Business Process Requirements Gathering	80d	Mon 12/12/16	Fri 3/31/17			
25	Verify Provisioning Server/Environment is Available	1d	Mon 12/12/16	Mon 12/12/16	23		
26	Use Case Building and Requirements Gathering	5d	Mon 1/2/17	Fri 1/6/17	23FS+15d		
27	Records BPR-Pre-provisioning Workshop	10d	Mon 12/26/16	Fri 1/6/17	23FS+10d	28FS+10d	
28	Provisioning Training Class	5d	Mon 1/23/17	Fri 1/27/17	27FS+10d	29	
29	Motorola/Customer Configure PremierOne Records	15d	Mon 1/30/17	Fri 2/17/17	28	30	
30	Provisioning Verification Workshop	5d	Mon 2/20/17	Fri 2/24/17	29	31FS+20d	

SAMPLE PROJECT SCHEDULE

WITH 3RD PARTY INTEGRATION

ID	Task Name	Duration	Start	Finish	Predecessors	Successors	3rd Ju
31	Provisioning Verification Checkpoint	5d	Mon 3/27/17	Fri 3/31/17	30FS+20d		
32	P1-RECORDS Interfaces	121d	Wed 12/21/16	Wed 6/7/17			
33	P1-RECORDS Interface Requirements Gathering	30d	Wed 12/21/16	Tue 1/31/17			
34	Gather Interface Requirements	10d	Wed 12/21/16	Tue 1/3/17	17FS+10d	35	
35	Update Standard IRDs	5d	Wed 1/4/17	Tue 1/10/17	34	36	
36	Create Interface Requirements Document	15d	Wed 1/11/17	Tue 1/31/17	35	37	
37	Records IRD Delivery/Customer Approval	0d	Tue 1/31/17	Tue 1/31/17	36	55FS+10d,57FS-2d,71F	
38	P1-RECORDS Interface Development	60d	Wed 2/15/17	Tue 5/9/17			
39	Records Interface Development	60d	Wed 2/15/17	Tue 5/9/17	37FS+10d		
40	State Build	60d	Thu 3/16/17	Wed 6/7/17			
41	UCR/IBR	40d	Thu 3/16/17	Wed 5/10/17	52	42,44	
42	Traffic Accident (if applicable)	20d	Thu 5/11/17	Wed 6/7/17	41		
43	System Hardware	216d	Mon 10/3/16	Mon 7/31/17			
44	Order Records Hardware	1d	Thu 5/11/17	Thu 5/11/17	41	45FS+10d	
45	Hardware Staging (if Staging)	5d	Fri 5/26/17	Thu 6/1/17	44FS+10d	46FS+10d	
46	Hardware Ships to Customer Site	1d	Fri 6/16/17	Fri 6/16/17	45FS+10d	47FS+5d	
47	Installation of Hardware - Power On/Connectivity Test	4d	Mon 6/26/17	Thu 6/29/17	46FS+5d	62	
48	Payment Milestone - Installation of System Hardware	0d	Mon 10/3/16	Mon 10/3/16			
49	P1-RECORDS Interface Installation/Configuration/Test	20d	Tue 7/4/17	Mon 7/31/17			
50	Records Interface Installation and Configuration.	20d	Tue 7/4/17	Mon 7/31/17	62		
51	P1-RECORDS Reports	6d	Wed 3/15/17	Wed 3/22/17			
52	Develop and Test Custom Reports	1d	Wed 3/15/17	Wed 3/15/17	37FS+30d	41,53	
53	Test Standard Reports	5d	Thu 3/16/17	Wed 3/22/17	52	67FS+7d	
54	Records Data Conversion Analysis	10d	Wed 2/15/17	Tue 2/28/17			
55	Data Conversion Analysis and Plan	10d	Wed 2/15/17	Tue 2/28/17	37FS+10d		
56	P1-RECORDS Advance Configuration Tool	45d	Mon 1/30/17	Fri 3/31/17			
57	Advanced Config Tool Training and Certification	5d	Mon 1/30/17	Fri 2/3/17	37FS-2d	59FS+10d	
58	Custom ACT Development	30d	Mon 2/20/17	Fri 3/31/17			
59	Develop Custom Fields Requirements Workbook	5d	Mon 2/20/17	Fri 2/24/17	57FS+10d	60FS+5d	
60	Custom Forms and Modules	20d	Mon 3/6/17	Fri 3/31/17	59FS+5d		

PROPOSAL TO
CITY OF RIVERSIDE, CA

EXHIBIT 2E

STATEMENT OF WORK AND IMPLEMENTATION PLAN

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

SEPTEMBER 22, 2016

RFP NO. 1613 V2 9-22-16



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STATEMENT OF WORK

This Statement of Work (“SOW”) defines the principal activities and responsibilities of all parties for the implementation of the PremierOne system to support public safety call-taking, dispatching, mobile and records management operations.

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.

1.1 CONTRACT AWARD

The Customer and Motorola Solutions execute the contract and both parties receive all the necessary documentation.

1.2 CONTRACT ADMINISTRATION

After the contract is awarded Motorola Solutions and the Customer assign project resources. The project is setup in the Motorola Solutions information and management systems and the kick-off meeting is scheduled. Prior to the Customer kickoff, Motorola Solutions performs an internal knowledge transfer from the presale team to the project team.

1.3 PREMIERONE RECORDS PRODUCT OVERVIEW AND DISCOVERY

The purpose of this task is to provide an introduction of PremierOne Records and discuss the data elements the Customer will be required to provide for system provisioning and provide access to PremierOne product videos.

Motorola Solutions Responsibilities

1. Schedule a 3-day on-site visit to meet with Customer’s Records SMEs and GIS administrator.
2. Provide access to product and training videos.
3. Identify the data elements required to provision the system.
4. Deliver Provisioning workbook templates and train personnel on completing the workbooks for the collection of their provisioning data.

Customer Responsibilities

1. Ensure product videos are viewed by key project team members prior to the Project Kickoff meeting.
2. Gather the information required for system provisioning in the provided workbooks.
3. Provide sample GIS data.
4. Determine agency types and agency names and beat names to support the PremierOne geodatabase development.

Motorola Solutions Deliverables

Title	Description
Product and Training videos	Links to product-related videos.

Title	Description
Provisioning workbooks	Documents that describe provisioning requirements and documents information about the Customer's business processes
Draft GIS data Verification Report	A document that contains the necessary response layers, agencies, beat names, common places, street centerlines, etc. It defines the source materials, the responsible party for each task, outlines deliverables, due dates, and training.

1.4 PROJECT KICKOFF

The purpose of the Project Kickoff activities is to introduce project participants, review the scope of the project and the project schedule.

Motorola Solutions Responsibilities

1. Schedule and facilitate the kick-off meeting to clarify roles and responsibilities and establish team working relationships.
2. Work toward finalizing the project schedule dates.
3. Review the Training Plan.
4. Discuss upcoming tasks and activities.

Customer Responsibilities

1. Provide input to the final project schedule dates.
2. Review the Training Plan.
3. Identify the team responsible for handling the Customer activities of the product deployment.

Motorola Solutions Deliverables

Title	Description
Project Kickoff Meeting Minutes	Meeting minutes that include topics discussed and actions taken during the meeting
Training Plan	Document that describes each of the training courses.
Project Schedule	A project schedule reflective of mutually agreeable task dates.

1.4.1 Functional Scope Review and Business Process Review

The purpose of this activity is to review the contracted functional capabilities of the PremierOne system in detail, including screens, processing, and outputs of the incident, unit, status monitoring, GIS data, messaging, workflow, and reporting functional areas of the system

The Functional Scope Review will commence following the project kickoff meeting and is approximately a four-day activity. The review will be an opportunity to solicit additional information on current business processes and workflows and explain in-detail how the Customer's requirements will be met by the PremierOne Records system and implementation methodology. The Functional System Description document for each Motorola Solutions-developed product will serve as the basis for the review.

Customer personnel that participate in this activity should include resources very familiar with the Customer's current records management operations.

Motorola Solutions Responsibilities

1. Review current legacy system(s), business workflows and operating procedures.



2. Facilitate a review of the contract deliverables including a review of Motorola Solutions' responses to the Customer's requirements, if applicable.
3. Conduct a review of the customer's operations with PremierOne functionality.

Customer Responsibilities

1. Provide resources knowledgeable in the Customer's business processes to review workflows and provide relevant documentation on workflow and operating procedures.
2. Facilitate a visit to the Customer's Records units, if requested.
3. Review the documented business processes and provide input into best available configuration options.
4. Deliver completed Provisioning Workbooks, having all provisioning data collected prior to the start of the provisioning effort.

Motorola Solutions Deliverables

Title	Description
Functional Specification Review Meeting Minutes.	A document presenting the discussion items, requested scope modifications and initial implementation tasks to be conducted by both parties.

1.4.2 Site Survey and Infrastructure Planning

The purpose of this activity 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 proposed system hardware. Motorola Solutions will facilitate a meeting following the project kickoff to review the site requirements and to conduct a survey of the Customer's facilities. The objective of this review is to ensure the Customer's existing infrastructure(s) and facilities will support an optimal installation environment for the PremierOne system.

Motorola Solutions Responsibilities

1. Review Site Requirements Document.
2. Review the proposed system hardware, operating system software, third-party software and all associated peripherals and update the bill of materials, as required.
3. Review the workstation specifications.
4. Conduct a site survey/audit of the facilities in which system hardware will be installed to assess site readiness.
5. Identify required connectivity for interfaces and queries to internal and external systems.
6. 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.

Customer Responsibilities

1. Provide projected utilization statistics and other information as is reasonably required to validate final hardware requirements.
2. Review the final hardware and operating system software configuration.
3. Make appropriate Customer staff available to explain the current Customer architecture.
4. Ensure site environment meets minimum requirements, as stated in the Site Requirements document.
5. Ensure connectivity to internal and external systems is available, as required to support the proposed interfaces and queries.
6. Provide a site adequate for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripheral in accordance with Motorola Solutions' requirements.

7. 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 should be equipped with AC power. The area must have internet access, if available. This work area will be available during the course of the project.
8. Assume sole responsibility for the accuracy and completeness of Customer-supplied data.

Motorola Solutions Deliverables

Title	Description
Site Survey Results	Review of Customer's Site Environment readiness.
Bill of Materials or Equipment List	List of equipment that Motorola Solutions will order or that the Customer must provide

1.5 RECORDS PROVISIONING

This proposal and associated project plans utilize the base PremierOne deployment model with focus on efficiently enabling the core capabilities of the system for the Customer operations. Motorola Solutions discloses that the PremierOne system contains certain features and functionalities that are capable of being enabled but have not been enabled within the scope of this contract but may be mentioned, referenced and/or described in provided product documentation including functional system descriptions and users guides.

Customer may not enable these features and functionalities, but Motorola Solutions and Customer may enter into a change order or contract amendment to provide for the enablement of the features and functionalities. Such change order or contract amendment may include required Motorola Solutions Services to enable the features and functionalities, and would include the applicable price to be paid by Customer for the enabled features and functionalities and related services.

Notwithstanding the provisions of paragraphs 1 and 2 immediately above, Customer and Motorola Solutions may agree by change order or contract amendment to allow Customer to enable the features and functionalities and perform the related services, but subject to the condition that Customer's personnel who will perform the enabling activities have been trained and certified by Motorola Solutions as being qualified to do such work; in such case, the change order or contract amendment would address the training to be provided by Motorola Solutions and the associated price for such training. Motorola Solutions is not responsible for the enabling services if Customer performs these services rather than Motorola Solutions.

If the System becomes covered by a Motorola Solutions Maintenance and Support Agreement, that agreement may require an amendment to cover the enabled features and functionalities as well as the price increase for these incremental maintenance and support services.

1.5.1 Records Provisioning

Motorola Solutions' system provisioning is based upon extensive use of the default configuration in combination with customer specific provisioning inputs identified during the information discovery, business process review, and provisioning workshop phases of the project. These inputs are documented in the provisioning workbook.

Provisioning may be done remotely.

Motorola Solutions Responsibilities

1. Conduct an on-site check-in with Customer personnel to verify readiness for provisioning, and completeness of provisioning workbooks.



2. Perform provisioning in accordance with the provisioning data gathered.
3. Conduct validation of provisioning at the appropriate checkpoints.

Customer Responsibilities

1. Collect the information identified during the pre-provisioning workshop in preparation for provisioning.
2. Ensure personnel who are familiar with the dispatch, mobile and records management processes and procedures participate in provisioning efforts and are available for training.
3. Complete system provisioning validation after provisioning effort is completed.

Motorola Solutions Deliverable

Title	Description
Provisioned System	Motorola Solutions personnel to provision system and lead customer through validation checkpoints

1.5.1.1 Intelligent Data Dashboards (IDD)

The objective of this task is to introduce the functionality available via the IDD tool, review the standard Records dashboards, and define and develop custom dashboards. (IDD Training will be conducted in accordance with the training plan.)

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

Motorola Solutions Responsibilities

1. Conduct a two day overview/consultation to review three standard dashboards and define requirements for two custom dashboards.
2. Document requirements for the custom dashboards.
3. Develop two custom dashboards.
4. Install the standard and custom dashboards. (This task will occur during the IDD training course.)

Customer 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)

1.5.1.2 Data Conversion

If included in the Agreement, Motorola Solutions will convert specified data that exists in the Customer's legacy records management system, or other systems to conform to the data structure of the PremierOne Records application and is available in PremierOne Records system. While Motorola Solutions is responsible for converting the specified data, it is critical that the Customer assign a knowledgeable resource to this activity that will remain engaged with Motorola Solutions throughout the conversion process.

The legacy databases must be relational databases 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 two iterations (one test and one final), 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 haven't been linked properly and resolve those issues prior to Motorola Solutions extracting the data to be converted.

Motorola Solutions Responsibilities

1. Work with the Customer 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 Records (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.

Customer Responsibilities

1. Provide Motorola Solutions with 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

1.5.1.3 Advanced Configuration Tool

The Advanced Configuration Tool ("ACT") is a data entry editor that presents standardized data in a document for PremierOne Records. It provides a graphical interface for customizing Motorola Solutions Documents ("MD"). Using ACT, you can design the navigation flow for modules, and configure application components, such as adding new modules, modify an existing MD and configure Fields for indexing. In order to use the

Motorola Solutions Responsibilities

1. In preparation for ACT training, assist the Customer with the installation/configuration of ACT.
2. Provide ACT training and certification.
3. Provide up to 24 hours of remote assistance in support of Customer's efforts to modify PremierOne Records using the ACT tool. Support commences at any point during the implementation period, but expires upon Functional Acceptance Testing.
4. Perform any Motorola Solutions-provided ACT development that is included in the contract.

Customer Responsibilities

1. Install/configure the ACT tool.
2. Attend the ACT training.



3. Modify PremierOne Records, as desired, in accordance with ACT documentation.
4. Contact Motorola Solutions for assistance as needed during the support assistance period.

Motorola Solutions Deliverable

Title	Description
Advanced Configuration Tool and Remote Telephone Support	ACT tool setup and delivery of documentation.
Certification Training	Training and Certification on the use of ACT tool provided at the Motorola Solutions training labs.

1.6 HARDWARE AND SOFTWARE

Motorola Solutions will procure all system hardware and operating system and database software in accordance with the approved bill of materials.

1.6.1 System Staging (if applicable)

The objective of this activity is to order and install the Motorola Solutions procured hardware and software components at Motorola Solutions' staging facility (or Customer site). The system will then be tested and verified to be operational in a staged (Customer) environment. Once validated, the system will be packed and shipped to the Customer's location for installation.

Motorola Solutions Responsibilities

1. Order all hardware, software and related components and deliver them to Motorola Solutions' staging facility, or implemented independently of a CAD upgrade, deliver to the Customer site.
2. Rack and install all hardware components.
3. Install and configure system software.
4. Load provisioning data.
5. Load completed geodatabases.
6. Verify PremierOne functionality in accordance with release criteria.
7. Ship staged system to the Customer's site.

Customer Responsibilities

1. Provide appropriate receiving facility for the system equipment.

Motorola Solutions Deliverables

Title	Description
Equipment Inventory	A list of equipment ordered and delivered to Staging facility.
Staged System Delivery	All staged System components delivered to the Customer's facility.

Note: Motorola Solutions may stage the Records hardware along with the CAD hardware, if a CAD upgrade is performed in conjunction with the Records deployment. If not performed together, Motorola Solutions may opt to install the Records hardware directly into the Customer's existing CAD rack.

1.6.2 On-Site Installation

This activity addresses the physical installation of the system equipment at the Customer's facilities and system connectivity verification. The output of the activity will be the installed PremierOne Suite software.

Motorola Solutions Responsibilities

1. Install the system software at Customer's site.
2. Conduct a Power On test to validate to the Customer that the installed hardware and software are ready for configuration.
3. Verify network connectivity.
4. Install PremierOne client software on up to two Records workstation and two mobile devices to facilitate initial testing and training.

Customer Responsibilities

1. Install all server hardware and operating system and database software in accordance with the approved equipment list and site readiness documentation.
2. Conduct a Power-On test to confirm that the installed hardware and operating system software is ready for Motorola Solutions software installation.

Motorola Solutions Deliverable

Title	Description
Power On Verification	Testing results and documentation that verifies the system is installed and functional.

1.7 RECORDS INTERFACES

1.7.1 Interface Requirements Gathering

The purpose of this activity is to review the details of each proposed interface by analyzing the Customer requirements for each. The Interface Requirements Documents ("IRD") will be the basis for this exercise. The IRDs describe the connectivity and functionality for each interface. Interfaces only provide the features and functions supported by PremierOne.

- In cases where it is necessary for Motorola Solutions to work with the Customer's third-party vendors to finalize interface requirements, the Customer will be responsible for facilitating communications between Motorola Solutions and the third-party vendor and for any costs associated with efforts required of the Customer's third-party vendors, (professional services, API/SDK fees, licenses, and configuration or development).

Motorola Solutions Responsibilities

1. Conduct meetings to explain how the interface requirements are met by the PremierOne system and interfaces to external systems.
2. Develop and deliver Interface Requirements Documents for each interface.



Customer Responsibilities

1. Make knowledgeable individuals available for the interface requirements meetings, to include internal customer resources as well as third-party vendors, as required.
2. Provide documentation on Customer's current usage of each interface.

Motorola Solutions Deliverables

Title	Description
Interface Requirements Documents	Documents that describe the connectivity and functionality of each proposed interface.

1.7.2 Interface Development, Installation and Configuration

Development of new interfaces will be completed in accordance with the IRD(s). Connectivity will be established between PremierOne and the external and/or third-party systems to which PremierOne will interface with. Motorola Solutions will configure PremierOne to support each contracted interface.

- The Customer is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

Motorola Solutions Responsibilities

1. Perform interface development, as required.
2. Establish connectivity to external and third-party systems.
3. Configure interfaces to support the functionality described in the IRDs.
4. Perform unit testing of each interface.

Customer 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 knowledgeable in the Customer's network and third-party systems to support Motorola Solutions' interface installation efforts.

Motorola Solutions Deliverables

Title	Description
Interface Unit Test Results	Documents that describe the results of interface unit testing.

1.8 QUERIES (IF APPLICABLE)

Motorola Solutions will develop, deliver, configure and test the query set described in the Technical Requirements Document (TRD).

Motorola Solutions Responsibilities

1. Configure Query Services and response forms, as listed in the Technical Requirements Document.
2. Configure the queries.
3. Test the query sets.

Customer Responsibilities

1. Participate in query testing.

Motorola Solutions Deliverables

Title	Description
Demonstration of Query Set	Document that describes the results of query tests.

1.9 PREMIERONE TRAINING

The objective of this task is to prepare for and deliver instructor-led classroom training.

Motorola Solutions has provided the proposed training plan in Exhibit 10: Training Plan. This plan will be reviewed with the Customer during project kickoff activities.

Motorola Solutions Responsibilities

1. Perform training in accordance with the Training Plan.
2. Provide Customer Training checklist document to customer.

Customer Responsibilities

1. Supply a suitably configured classroom, with a workstation for the instructor and at least one workstation for every two students.
2. Designate a training representative who will work with the Motorola Solutions instructor(s) regarding the logistics of training delivery.
3. Conduct end user training to ensure user proficiency in use of the PremierOne applications, and in accordance with the training checklist document.

1.9.1 Deliverables

Title	Description
Training Plan	Documents the plans to train end users and administrative/technical users of the products.
Classroom Training Materials	Any electronic or hard-copy resource materials used during training.
Training Evaluation Form	A form to be filled out by students to provide feedback on the efficacy of the training curriculum.
Attendance Rosters	A record of the attendance of individual students at a training event.

1.10 PREMIERONE ACCEPTANCE TESTING

Acceptance tests will be performed to confirm that the delivered PremierOne system is in compliance with the Functional System Descriptions, related specifications and the contract requirements.

1.10.1 Project Test Plan

The objective of this series of tasks is to develop an overall plan for the test activities that will be conducted during the Customer's project. This plan will cover the following types of testing activities:

- Functional Acceptance Testing
- Interface /Integration Testing



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.

Motorola Solutions Responsibilities

1. Develop, deliver and review the Project Test Plan with the Customer

Customer Responsibilities

1. Provide input during the development of the overall test plan.
2. Review the Project Test Plan and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Solutions Deliverable

Title	Description
Project Test Plan	A document describing the types of testing that will be conducted, their scope and objectives, the techniques that will be used during each type of test, pass/fail criteria, and how test anomalies will be addressed.

1.10.2 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.

Motorola Solutions Responsibilities

1. Deliver Functional Test Plan scripts.
2. Conduct functional acceptance testing according to the approved test plan.
3. Develop remediation plan for features that fail the test.

Customer Responsibilities

1. Provide input during the development of the functional test plan and test scripts
2. Witness/participate in the functional acceptance testing and acknowledge its successful completion.
3. Participate in the documentation of items that fail testing and agree to the remediation action.

Motorola Solutions Deliverable

Title	Description
Completed Functional Acceptance Test Plan	Documented results of functional acceptance testing and remediation plan for any functions that failed the test.

1.10.3 Interface/Integration Testing

The objective of Interface functional testing is to ensure that the installed interfaces perform according to the IRDs.

- 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

Conduct interface/integration acceptance testing according to the approved test plan.

1. Develop remediation plan for features that fail the test.

Customer Responsibilities

1. Provide resources familiar with the requirements of the interfaces to validate functionality.
2. Witness the functional acceptance testing and acknowledge its successful completion.
3. Participate in the documentation of items that fail testing and agree to the remediation action.

Motorola Solutions Deliverable

Title	Description
Completed Interface Acceptance Test Plan	Documented results of functional acceptance testing of interfaces and remediation plan for any functions that failed the test.

1.11 GO LIVE

The objective of this task is to transition operations from the legacy operations and systems to the PremierOne Records system.

Following the conclusion of Acceptance Tests, Motorola Solutions will work with the Customer to develop the cutover plan. This plan will include tasks that need to be performed leading up to and following the actual cutover from Customer's legacy systems to the PremierOne system.

The transition to production use of the PremierOne system will be conducted according to the agreed cutover plan on a date and time mutually determined by the Customer and Motorola Solutions. The timing of this event is typically during a time of low activity levels. The outcome of this activity is the beginning of production use of the new system and commencement of the warranty period.

Motorola Solutions Responsibilities

1. Facilitate meetings with Customer staff to formulate the cutover plan.
2. Execute the cutover plan.
3. Provide on-site resources to support users with features and functions of the system.

Customer Responsibilities

1. Arrange for the participation of appropriate technical and operational staff in cutover planning meetings.
2. Provide appropriate staff to perform/support production cutover activities.

Deliverables

Title	Description
Go Live Briefing	A formal presentation to client stakeholders describing the plan for transitioning PremierOne to production status.
Go Live	The transition of Customer's dispatch operations to the PremierOne system



1.11.1 30-Day Reliability Test Period

The Acceptance Test Plan will include a thirty (30) calendar day Performance and Reliability Test period which will commence upon successful cutover of the last PremierOne subsystem. 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 Solutions resources but they will be available to respond to error conditions, if/as required.

Upon successful completion of the 30-day reliability period, Motorola Solutions and the Customer shall certify that the system reliability test period has been completed and acknowledge final system acceptance (FSA).

1.12 PROJECT CLOSURE – TRANSITION TO SUPPORT

Following Go Live, the implementation project will be formally closed and the Customer will be introduced to Motorola Solutions' customer support organization.

The PM will record the installed systems and interfaces, Customer contact information, and information required to access the system. . A meeting will be scheduled with the Customer Support Manager ("CSM").

The system will transition to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

Motorola Solutions Responsibilities

1. Initiate the transition to the customer support organization.
2. Review support and maintenance provided by third-party partners.
3. Schedule the support transition meeting with the Customer and the Customer Support Manager (CSM).

Customer Responsibilities

1. Provide information, as required, to formalize the transition.
2. Participate in the meeting to transition to the customer support organization.

Deliverables

Title	Description
Customer Support Handover document	A document that records the installed systems and interfaces, Customer contact information, information required to access the Customer's system when support is required.

1.13 SYSTEM COMPLETION

Following Customer Support Handover meeting, the system is deemed complete and the completion milestone will be acknowledged by both Motorola Solutions and Customer. The system will transition into the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

IMPLEMENTATION PLAN

2.1 PROJECT ORGANIZATION

The Motorola Solutions Smart Public Safety Solutions organization is comprised of business groups that support the development and implementation of complex public safety communications systems. Members of these groups are involved from the proposed solution conception through system completion.

The Motorola Solutions team that will be assigned to the Customer's project includes the project manager (PM), solution architect (SA), system technologist (ST), and business analysts (BA). The PM will have full responsibility for the successful completion of the implementation life cycle through the duration of the project implementation, including managing Motorola Solutions' subcontractors and third-party partners. PM responsibilities are further described below. The SA owns the technical solution and has full responsibility for system design and performance, ensuring the technical integrity of the system design from contract throughout the entire project life-cycle. The SA designs the preliminary system and participates in the Contract Design Review (CDR) to finalize and confirm the system design meets the Customer's requirements. STs are responsible for staging and on-site installation of all system equipment, including establishing connectivity with the Customer's network(s) and external systems. The Records BAs work with the Customer to perform business analysis so that the provisioning and functional usage of the system meets their operational needs. The GIS BA will help develop the GIS data files for use with the system. Other groups support the efforts of the core team to ensure the successful implementation of the PremierOne solution.

The Customer's core project team should be comprised of a PM, a system administrator, Records super users, IT personnel, and training representatives. Personnel may fill more than one role. PM responsibilities are described below. The system administrator will participate in overall implementation activities and training activities to gain an understanding of the equipment, infrastructure, interfaces and functionality of the system. The super users will be involved in the business analysis and provisioning process and training and will be the points of contact for reporting and verifying problems and maintaining provisioning. IT personnel provide required information related to LAN, WAN and wireless networks and must also be familiar with connectivity to external and third-party systems to which PremierOne will interface. 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 Customer's educational monitor. Additional resources, such as trainers and database administrators (if data conversion is included) may also be required.

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, Motorola Solutions has developed and refined practices that ensure appropriate design, production, and testing is optimized to deliver a high-quality, feature-rich system.

Motorola Solutions employs leading edge project management processes and tools such as Compass secure web-based reporting system, Oracle E-Business program management tools, 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.

Intelligent processes include embedded quality standards to include Digital Six Sigma and M-Gates for product and system development and manufacturing; rigorous and repeatable project management processes for execution and control of all project activities; and an integrated Quality Assurance Plan to measure the quality and timeliness of our work. These processes ensure that project execution efforts including system design, installation, testing, and delivery are completed on-time and to applicable specifications.

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 this plan. Project management is an ongoing activity for the duration of the project and should be assumed to be part of every project task.

Motorola Solutions PM

Motorola Solutions will designate a PM who will direct Motorola Solutions' efforts and the efforts of Motorola Solutions' subcontractors and third-party vendors and serve as the primary point of contact for the Customer. The responsibilities of the Motorola Solutions PM include:

1. Maintaining project communications with the Customer's PM.
2. Managing the efforts of Motorola Solutions staff and coordinate Motorola Solutions activities with the Customer's project team members.
3. Managing subcontractors and third-party vendors and integrating the delivery of third-party content into the project.
4. Measuring, evaluating and reporting the progress against the project schedule.
5. Resolving deviations from the project schedule.
6. Monitoring the project to ensure that support resources are available as scheduled and as identified in the contract.
7. Coordinating and overseeing the installation of all licensed Motorola Solutions application software.
8. Reviewing and administering change control procedures through the Customer's PM and in accordance with the change management provisions of the Agreement.
9. Conducting monthly status meetings via teleconference or onsite, or as may otherwise be reasonably required to discuss project status.
10. 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, if necessary, and action item log.
11. Providing timely responses to issues related to project progress raised by the Customer's PM.

Customer PM

The Customer will designate a PM who will direct the Customer's efforts and serve as the primary point of contact for Motorola Solutions. Responsibilities of the Customer PM include:

1. Maintaining project communications with Motorola Solutions' PM.
2. Identifying the efforts required of Customer staff to meet the task requirements and milestones in the Statement of Work and project schedule.
3. Reviewing the project schedule with Motorola Solutions' PM and assisting Motorola Solutions in finalizing the detailed tasks, task dates and Motorola Solutions and Customer Responsibilities.
4. Measuring and evaluating progress against the project schedule.
5. Monitoring the project to ensure that support resources are available as scheduled.



6. Participating in monthly status meetings with Motorola Solutions' PM.
7. Providing timely responses to issues related to project progress raised by Motorola Solutions' PM.
8. Liaising and coordinating with other agencies, Customer vendors, contractors and common carriers.
9. Reviewing and administering change control procedures, hardware and software certification, and all related project tasks required to maintain the implementation schedule.
10. Approving and releasing payments in a timely manner.
11. Assigning one or more personnel who will work with Motorola Solutions staff as needed for the duration of the project, including at least one system administrator for Records and one or more representative(s) from the IT Customer.
12. Ensuring acceptable Change Orders and Approval Letter(s) are approved by authorized signature(s).
13. 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 Customer facilities. Access must be available twenty-four (24) hours a day during the course of this project.
14. As applicable to Motorola Solutions' installation, assuming responsibility for all fees for licenses and inspections and for any delays associated with inspections due to the required permits.
15. Providing 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 Solutions personnel. If problems are encountered with hazardous materials, Motorola Solutions will immediately halt work and the Customer will be responsible for the abatement of the problem or Motorola Solutions and the Customer 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 Project Schedule

Implementation of this project will proceed in accordance with a project schedule that is jointly approved by the Motorola Solutions and the Customer PMs during the project initiation phase. The mutually agreed upon project schedule will become the governing Project Schedule incorporated into the contract.

The project schedule is based upon work being accomplished Monday through Friday during normal business hours, with the exception of holidays.

Changes to the project schedule are governed by the terms and conditions of the System Agreement. A preliminary project schedule has been provided.

2.1.3 Project Communications

Motorola Solutions recognizes the importance of effective project communications. A Project Communications Plan will be created during the Project Kickoff and will include the following components:

- **Trigger.** Determines what information or event requires communication between the Customer and Motorola Solutions (*e.g.*, status meetings, requirements documents, Test plans, training plans).
- **Frequency.** Determines the frequency of communication (*e.g.*, daily, weekly, monthly, one-time).

- **Recipient.** Determines who will receive, participate in or be notified of each communication trigger.
- **Method.** Determines the method (*e.g.*, e-mail, conference call, formal letter) and format (*e.g.*, pre-determined form, page layout, field definition) of the communication.
- **Champion.** Determines who will be responsible for communication delivery or creation.
- **Planned Action.** Determines how the communication will be measured (*i.e.*, on-time, accuracy, professionalism).

2.1.4 Risk Management

Motorola Solutions' Project Management Plan includes the processes required to ensure project risks are managed. Motorola Solutions will develop the Risk Management Plan. Motorola Solutions and the Customer will jointly maintain a Risk Management Plan during the life of the project. The Risk Management Plan is an iterative process of identifying and measuring risks and developing, selecting, and managing options for handling those risks. The Risk Management Plan includes the following steps:

Identification. Determines which risks are likely to affect the project and documents the characteristics of each.

Quantification. Evaluates risks in terms of their probability of occurrence. The probability of occurrence includes the following measurements:

- Frequent: likely to occur on a continuous basis
- Probable: likely to occur several times
- Occasional: likely to occur some time
- Remote: unlikely but possible

Impact. Evaluates risks and risk interactions to assess the range of possible outcomes. The level of impact of the risk event includes:

- Critical: an event that, if occurred, would jeopardize project success
- Serious: an event that, if occurred, would cause major system cost/schedule increases
- Moderate: an event that, if occurred, would cause moderate cost/schedule increases
- Minor: an event that, if occurred, would cause a small increase in program costs and/or schedule
- Negligible: an event that, if occurred, would have insignificant effect on the project

Control. A risk control plan is established for each risk. The focus of the control plan is to manage or minimize the effect or impact of each risk by increasing the number of choices available and/or reducing the probability of occurrence. The methods for risk control include:

- Avoidance: eliminate the potential for occurrence
- Acceptance: the risk is allowed with no plan in place
- Mitigation: Steps are taken to reduce the likelihood or impact of the risk

Status. Motorola Solutions' PM and the Customer PM will be responsible for the monitoring and management of the risk issues identified.

2.1.5 Action Item/Issues Log

Motorola Solutions' Project Management Plan includes the development of an Action Item/Issues Log that will be used throughout the project. Motorola Solutions' PM will work with the Customer PM during the kickoff to design and approve the format of the Action Item/Issues Log. The purpose of the log is to resolve project issues that arise within the scope of the project. Issues that change or



modify the project scope, (i.e. quantities, schedule, deliverables), are handled through the Change Control process. The Action Item/Issues Log identifies the issue, provides regular status updates on specific tasks, and identifies the responsibilities of all parties.

2.1.6 Change Control

The change control process covers contract changes to the Agreement and defines the procedures by which the project scope may be changed. It includes the paperwork, tracking systems, and approvals necessary for authorizing changes.

The intent of the change control process is to ensure concurrence between the Customer and Motorola Solutions on any changes to the contract baseline as it is currently documented and recorded.

Changes to the contract may originate for several of the following different reasons:

- Addition/deletion to scope of Project
- Complaint requiring action
- System design change
- Requirement change
- Functional change
- Milestone Payment change
- Procedural change spelled out in the contract
- Supplier change of equipment
- Alternate equipment or solution being proposed
- Schedule change to project and Modification to the Terms and Conditions of the contract

The Motorola Solutions PM reviews the requested change with the Customer PM to determine the proper course of action necessary to respond to the requested change. This review may involve resources from Contracts, Engineering, and/or key subcontractors (if applicable) to properly evaluate and respond to the merits of the change. An evaluation usually determines whether a proposed change is feasible, meets the intent of the change, is appropriately priced, if applicable, and tests for acceptance of the change by both parties involved. Change orders may result in price increases, may be price neutral, or may decrease the price.

Change orders must be authorized and executed by the Customer and Motorola Solutions before work on the change order can begin.

2.1.7 Status Reporting (Remote)

Project Status includes the performance of the project in relation to project scope, schedules, issues, and quality. Project performance measurements include a list of the appropriate milestones, task completion points, and deliverables. This format will ensure that proper checkpoints are utilized to make sure the project is proceeding according to schedule.

The Motorola Solutions project manager will monitor and communicate project performance via project status reporting to the Customer as well as internally to Motorola Solutions team members. Status reports will be provided monthly via email in electronic format.

The following items will be included within the project status report.

- Completed activities, deliverables and milestones, comparing to plan.
- Work plan activities, deliverables and milestones, if any, planned for the current and the next reporting period

- Updated Action Item/Issues Log
- Project notes and comments

2.1.8 Quality Assurance

Quality Assurance (“QA”) processes ensure the highest level of defect-free products that consistently meet specification requirements, performance, reliability, interoperability, usability, and documentation.

QA testing begins with defined processes in the development environment that include unit and integration testing prior to the software being delivered to the QA Customer.

Once received in QA, an established review process is maintained for all products prior to approval for shipping, control of the final code, and oversight of the products once they have been shipped.

The QA Customer is responsible for the following:

- Establishing, achieving, and maintaining Motorola Solutions quality objectives
 - Meet requirements through design concepts, testing, and validation
 - Performance measurements against objectives and requirements
 - Adhering to Six Sigma Quality Process
 - Applying ISO 9001-2008 quality management principles
- Developing, executing, and reporting standardized Test Plans
- Performing Software Configuration Management
- Reviewing activities, including requirements, design, and end-user documentation
- Controlling supplier, subcontractor, and third-party software deliverables as procured, installed and configured by Motorola Solutions
- Providing Defect Control and error tracking
- Creating and maintaining quality records

All software products must pass comprehensive testing before shipping. An established policy dictates rules for acceptance/rejection of products and standards that must be met before products are authorized for shipment.

Motorola Solutions’ QA process includes involving the QA team in the early stages of development. QA plays an active role in reviewing requirements and design to ensure that the maximum coverage is incorporated into the Test Plans/Procedures used by the QA team in the verification of the software.

Motorola Solutions recognizes that each Customer’s needs and configurations are different. As such, Motorola Solutions’ QA processes include functional testing at the Customer sites following installation and configuration of the software. Functional testing is completed following the initial installation as well as subsequent software upgrades.

2.1.9 Testing and Completion

The Acceptance Test process confirms that the delivered solution meets product requirements as defined in the contract. All test criteria will be predicated by the contract exhibits including Motorola Solutions’ responses to Customer requirements. The Acceptance Test Plan will be jointly developed by Motorola Solutions and the Customer and will include the test processes to be performed, the criteria by which tests will be evaluated, and resolution plans by which issues that may not successfully pass the initial testing will be addressed.

Testing task descriptions are provided in the Statement of Work.



PROPOSAL TO
CITY OF RIVERSIDE, CA

EXHIBIT 2F

TRAINING PLAN

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

SEPTEMBER 22, 2016

RFP NO. 1613 V2 9-22-16



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TRAINING PLAN

10.1 TRAINING ASSUMPTIONS

Motorola's training proposal for the Customer has been scoped and priced with the following assumptions.

- The Customer will work with Motorola to develop the final training scope prior to contract.
- Third-party vendor training will be incorporated into this Training Plan once the final scope of work is determined.
- Motorola will provide targeted training for system administrator, system provisioning and ad hoc reporting. Motorola will provide other technical training as appropriate to successfully deploy and utilize the system.
- Motorola is proposing train-the-trainer training for the Records application.
- The Records training described herein is the same training for both in-house and field users. While not proposed, Motorola can work with the Customer to develop FBR-only training in a train-the-trainer format that can be delivered with the MDC training. This requires more discussion with the Customer as there may be other Records functions besides report writing that officers in the field would benefit from.
- The Customer will provide training facilities that can support the number of trainees as specified below, including the environmental requirements listed in each course description.
- The Customer can accommodate scheduling for the number of users/trainees in each class session.
- Certification training on the use of the Advanced Configuration Tool (required to make changes to fields and modules in PremierOne Records) is held at Motorola Training Labs. Travels costs/per diem for participants are an additional cost and the responsibility of the Customer.

10.2 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.

Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not To Exceed (hours) per Class
PremierOne Client Installation	4	1	4	Customer	4
PremierOne Records Provisioning Training	6	1	6	Customer	48
PremierOne Records Train-the-Trainer	12	2	24	Customer	40

Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not To Exceed (hours) per Class
PremierOne Records Advanced Configuration Tool (ACT) Certification	6	1	6	Motorola Training Lab	24
PremierOne Records System Administrator Training	4	1	4	Customer	3
SSRS Report Builder Training in PremierOne for Records	6	1	6	Customer	24
Intelligent Data Discovery in PremierOne Records	4	1	4	Customer	24

10.2.1 Optional Training

Motorola has included an additional training class for SSRS as an option.

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

10.3 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.

10.3.1 System Administrator

The Customer will be obligated to 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. Below is a suggested list of courses supporting Microsoft technologies that the customer may consider.

Microsoft

Technologies:

- Windows Administration
- SQL Server 2012
- SQL Server Reporting Services

Suggested Courses:

- 10967A Fundamentals of a Windows Server Infrastructure
- 6292 Installing and Configuring Windows 7 Client
- 55021 Configuring and Administering Hyper-V in Windows Server 2012
- 50273 Planning and Designing Microsoft Virtualization Solutions

10.3.2 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 about 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 10:00 p.m.

10.3.3 Training Methods and Procedures

Motorola offers two 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.

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.

10.3.4 Training Subsystem

PremierOne has a fully functional training environment that will enable the Customer's trainers to provide on-going end-user 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.

10.3.5 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.
- Cancellation of the class. In such a case, the Customer will be charged for expenses, including travel related expenses, inclusive of cancellation fees, incurred by Motorola.

10.4 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 10-1: PremierOne 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:	4 hours of training Contract may include time for Motorola to install on a maximum of 10 workstations
Participants:	IT staff who are responsible for installing workstation software
Class Size:	Maximum of four (4) students
Prerequisite:	Knowledge of Microsoft operating systems and basic software installation practices
Instructor:	System Technologist
Environment Setup:	<ul style="list-style-type: none"> ▪ 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)
Motorola Staff Days:	<ul style="list-style-type: none"> ▪ One-half (1/2) day of training.



Table 10-2: 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 Business Analyst
Environment Setup:	<ul style="list-style-type: none"> ▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	<p>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</p> <p>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</p>
Motorola Staff Days:	<ul style="list-style-type: none"> ▪ 3 days per week over 2 week period



Table 10-3: 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 Business Analyst
Environment Setup:	<ul style="list-style-type: none"> ▪ 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 Business Analyst will be available for remote consultation in producing documentation and outline.
Motorola Staff Days:	<ul style="list-style-type: none"> ▪ One (1) day of preparation on site ▪ Five (5) days training

Table 10-4: PremierOne Records Advanced Configuration Tool (ACT) Certification

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:	Motorola Training Labs (travel costs for participants is not included in Motorola's scope of work).
Duration:	24 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 Business Analyst or Motorola Solutions Architect
Environment Setup:	<ul style="list-style-type: none"> ▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	Certification is required before any Customer technical resource will be able to edit/add/remove fields and modules within the PremierOne Records application. This certification is not an extension of the PremierOne Records Provisioning training, and requires an advanced level of expertise. This training will include hands on work with the Motorola trainer for making changes to Records modules and fields.
Motorola Staff Days:	<ul style="list-style-type: none"> ▪ One (1) day prep ▪ Four (4) days training



Table 10-5: 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:	SSRS Training Guide
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:	<ul style="list-style-type: none"> ▪ 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 ▪ 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)
Motorola Staff Days:	<ul style="list-style-type: none"> ▪ One (1) day prep ▪ Three (3) days training – to include one day of hands-on work to build analytical reports/dashboards

Table 10-6: PremierOne Records System Administrator Training

Goal:	Provide instruction on Records System Administration.
Course Materials:	PremierOne Records System Administrator Guide Course Outline
Location:	Customer's facility
Duration:	Up to 4 hours in a single business day
Participants:	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.
Instructor:	Motorola Business Analyst
Environment Setup:	<ul style="list-style-type: none"> ▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
Motorola Staff Days	<ul style="list-style-type: none"> ▪ One (1) day of preparation on site ▪ One-half (1/2) day of training ▪ This class will be scheduled for the same week as SSRS Reporting Training in PremierOne Records/Jail

Table 10-7: 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:	<ul style="list-style-type: none"> ▪ Some knowledge of creating ad hoc reports ▪ A full version of Visual Studio 2008 should be installed that includes Visual C# templates.
Instructor:	Motorola SSRS and Reports specialist
Environment Setup:	A workstation for each participant with network connection Instructor's workstation(s) with network connection Projector White board (if possible)
Note:	Sufficient sample data will need to be present in order to build realistic reports during class. It is recommended that this class take place after Records Train the Trainer to facilitate this need.
Motorola Staff Days:	One (1) day prep Three (3) days training



PROPOSAL TO
CITY OF RIVERSIDE, CA

EXHIBIT 2G

PRICING

POLICE RECORDS MANAGEMENT AND FIELD REPORTING WRITING SYSTEM

SEPTEMBER 22, 2016

RFP No. 1613 / PRR-16-68342 v2 9-22-16



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RFP No. 1613 / PRR-16-68342

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PRICING

3.1 MOTOROLA PRICING

Motorola pricing is based on a complete system solution. The addition or deletion of any component(s) may subject the total system price to modifications.

3.2 PROPOSAL BASE PRICING SUMMARY

Description	Pricing
PremierOne Records Base Pricing (Software, Interfaces & Records HW)	\$469,958
PremierOne CAD/Mobile 4.x Hardware & Software Upgrade	included
Project Management, Training, Data Conversion & Implementation	\$1,419,756
Customer Loyalty Discount	(\$633,952)
Total System Price*	\$ 1,255,762
Sales Tax**	\$48,308
System Price including Sales Tax	\$1,304,070

*System Price is based on the following discount incentives: (1) PremierOne CAD/Mobile 4.x Hardware & Software Upgrade will be delivered during PremierOne Records Deployment. (2) Riverside Police Department continues to be a Reference for PremierOne Suite. (3) Contract signature by November 30, 2016 and (4) Customer agrees to Years 2-10 Annual Maintenance and Support agreement that includes automatic, annual invoicing without need of issuing a purchased order.

**Sales Tax – Sales Tax was based off of PremierOne Software, Interfaces and Hardware and PremierOne CAD 4.x Hardware, Software at 8%.

3.3 BASE PROPOSAL DETAIL PRICING

CATEGORY	NAME	UNITS	ONE TIME
Server Hardware - Records	HP Host Server HP DL380c Gen9 -- Host Server (Dual 12-core Gen9 v3 Processor) Enterprise and Tier	2	ONE TIME
Storage Hardware - Records	Storage 8 Disk Bundle HP 600 GB HDD for On-Board Storage Deployment (1 per server)	2	ONE TIME



CATEGORY	NAME	UNITS	ONE TIME
Server Hardware - CAD 4.x Upgrade	BW904a Rack, with Console, KVM Switch, and monitored PDUs	1	ONE TIME
Server Hardware - CAD 4.x Upgrade	Cable Management Panel	2	ONE TIME
Server Hardware - CAD 4.x Upgrade	HP Power Cords (2.5m)	4	ONE TIME
Server Hardware - CAD 4.x Upgrade	HP Power Cords - 15 pack (1.37m)	2	ONE TIME
Server Hardware - CAD 4.x Upgrade	Ethernet Cables - Cat 6 Cables	2	ONE TIME
Network Hardware - CAD 4.x Upgrade	Firewall and Network Switches Extreme Networks Summit 460 Series switch	2	ONE TIME
Server Hardware - CAD 4.x Upgrade	HP Host Server HP DL380c Gen9 -- Host Server (Dual 12-core Gen9 v3 Processor) Enterprise and Tier	2	ONE TIME
Server Hardware - CAD 4.x Upgrade	Load Balancer and Monitoring SW SolarWinds Network Performance License	1	ONE TIME
Server Hardware - CAD 4.x Upgrade	Load Balancer and Monitoring SW F5 Load Balancer BIG-IP Local Traffic Manager VE200VM13	2	ONE TIME
Storage Hardware - CAD 4.x Upgrade	Storage 8 Disk Bundle HP 600 GB HDD for On-Board Storage Deployment (1 per server)	2	ONE TIME
Storage Hardware - CAD 4.x Upgrade	Storage HP StoreOnce 3520	1	ONE TIME
Storage Software - CAD 4.x Upgrade	Storage HP Data Protector Software	1	ONE TIME



CATEGORY	NAME	UNITS	ONE TIME
PremierOne Records Software	PremierOne Records Tier 2 Server License (51 to 500 users)	1	ONE TIME
PremierOne Records Software	PremierOne Records Client Concurrent User License	150	ONE TIME
PremierOne Records Software	PremierOne Mobile Records Client License	150	ONE TIME
PremierOne Records Software	Advanced Configuration Tool	1	ONE TIME
Interfaces	State UCR (License Fee cost listed, Labor is included in Implementation Sub Total)	1	ONE TIME
Interfaces	LaserFiche (License Fee cost listed, Labor is included in Implementation Sub Total)	1	ONE TIME
Interfaces	Digital Imaging (Photograph) System (License Fee cost listed, Labor is included in Implementation Sub Total)	1	ONE TIME
Interfaces	Coplogic's DeskOfficer Online Reporting System (DORS) (License Fee cost listed, Labor is included in Implementation Sub Total)	1	ONE TIME
Interfaces	COBAN (License Fee cost listed, Labor is included in Implementation Sub Total)	1	ONE TIME
Interfaces	Crossroads Citation & Collision Import (License Fee cost listed, Labor is included in Implementation Sub Total)	1	ONE TIME
Interfaces	Riverside County Data Warehouse	1	ONE TIME
Interfaces	COBAN Case Number	1	ONE TIME
Interfaces	Direct CLETS Entry	1	ONE TIME
Interfaces	BEAST Property and Evidence	1	ONE TIME
Interfaces	CrimeView RMS	1	ONE TIME
Interfaces	CrimeReports	1	ONE TIME
	Training and Documentation	1	ONE TIME
	Implementation	1	ONE TIME
	Project Management	1	ONE TIME
Data Conversion	TriTech/Vision Air (Included in Implementation/Installation Total)	1	ONE TIME
Data Conversion	Legacy	1	ONE TIME
Data Conversion	Internal Affairs	1	ONE TIME
Data Conversion	Personnel	1	ONE TIME

CATEGORY	NAME	UNITS	ONE TIME
First Year Warranty	First Year Warranty	1	INCLUDED

All details above can be found in the Technical Solutions Summary Document (TSSD) and Statement of Work (SOW).

3.4 BASE PROPOSAL MAINTENANCE SUMMARY

PremierOne Records Software and Hardware

Standard Maintenance Summary	
Year 1	Warranty
Year 2	\$91,155
Year 3	\$95,712
Year 4	\$100,498
Year 5	\$105,523
Year 6	\$110,799
Year 7	\$116,339
Year 8	\$122,156
Year 9	\$128,264
Year 10	\$134,677

Note: Maintenance pricing is based on 2016 rates, subject to then current rates upon commencement. Changes to configuration or count will result in a change to maintenance pricing.

Maintenance for Third Party products is subject to change based on prices quoted from the partners for first year of maintenance.



PremierOne CAD Upgrade Hardware

Standard Maintenance Summary	
Year 1	Warranty
Year 2	\$8,953
Year 3	\$9,401
Year 4	\$9,871
Year 5	\$10,365
Year 6	\$10,883
Year 7	\$11,427
Year 8	\$11,998
Year 9	\$12,598
Year 10	\$13,228

Note: Maintenance pricing is based on 2016 rates, subject to then current rates upon commencement. Changes to configuration or count will result in a change to maintenance pricing.

Maintenance for Third Party products is subject to change based on prices quoted from the partners for first year of maintenance.

Embedded Maintenance for Microsoft products is limited to SQL Server RUNTIME and Systems Center Operations Manager embedded licenses.

Maintenance for Microsoft

Windows Server is NOT included.

3.5 LIFECYCLE SERVICES

Future Upgrade and Hardware Refreshes

Optional Support Services	
Year 1	\$134,508
Year 2	\$134,508
Year 3	\$134,508
Year 4	\$134,508
Year 5	\$134,508
Year 6	\$141,234
Year 7	\$148,295
Year 8	\$155,710
Year 9	\$163,495
Year 10	\$171,670

Note: Maintenance pricing is based on 2016 rates, subject to then current rates upon commencement. Changes to configuration or count will result in a change to maintenance pricing.

Maintenance for Third Party products is subject to change based on prices quoted from the partners for first year of maintenance.

Please Note that Warranty invoices for Hardware/Software will be taxed at 8%

Lifecycle Services Includes:

- Two Hardware Refreshes at Year 5 and Year 10 (Hardware and Professional Services)
- Software Upgrades Professional Services every 2 Years*

*Combined Services: The pricing reflected is based on Motorola services for upgrades for CAD/Mobile/Records and are a combined effort - all three subsystem upgrades will be delivered simultaneously. If upgrade services are separated for any reason, additional cost for travel and labor will apply.

Discounts Provided:

With a combined CAD/Mobile/Records maintenance and support agreement the Motorola Application maintenance multi-product discount increases to 5% - applied to all three applications (CAD, Mobile & Records).

Multi-year discount applies to the maintenance and support for all sub-systems - 2%.



3.6 OPTION

CATEGORY	NAME	UNITS	COST
Training Class	SSRS Training (Discounted)	1	\$9,597

