



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: JANUARY 14, 2019

ITEM NO: 12

SUBJECT: THREE-YEAR SERVICE AGREEMENT WITH OWNER DEVELOPER MOTOROLA SOLUTIONS, INC. FOR MAINTENANCE OF LAND MOBILE RADIO SYSTEM IN THE TOTAL AMOUNT OF \$537,632.06 PURSUANT TO SECTION 702(Q) OF PURCHASING RESOLUTION 23256

ISSUE:

Approve a three-year Service Agreement with Motorola Solutions, Inc., of Schaumburg, Illinois, for maintenance of the Land Mobile Radio System in the total amount of \$537,632.06 pursuant to Section 702(q) of Purchasing Resolution 23256.

RECOMMENDATION:

That the Board of Public Utilities approve a three-year Service Agreement with Motorola Solutions, Inc., of Schaumburg, Illinois for maintenance of the Land Mobile Radio System in the total amount of \$537,632.06 pursuant to Section 702(q) of Purchasing Resolution 23256.

BACKGROUND:

On September 26, 2016, the Board of Public Utilities (Board) approved a Communications System Agreement with Motorola Solutions, Inc. (Motorola), for the provision of a new Land Mobile Radio (LMR) system to facilitate voice communications between field crews and Utilities Dispatch for Electric and Water divisions. Under the Agreement, Motorola upgraded the LMR infrastructure to a state-of-the-art system, which supports 170 portable radio units and 100 mobile radio units with features including encryption, GPS locators, Over-the-Air Programming, and enhanced security features.

The system is compatible with the County of Riverside's Public Safety Enterprise Communication system, as well as the City of Riverside's Police Department radios, enabling seamless communications in the event of local or regional emergencies and disasters. It is highly reliable, fault tolerant, and provides increased radio coverage in the Riverside Public Utilities (RPU) service area. The system can be integrated across multiple voice and data networks, meeting RPU's current needs and providing a path for future expansion.

The radio system that was replaced by the new LMR system in 2016 did not require a contract or agreement with outside services to maintain the system. Rather, staff had become accustomed to fixing and repairing the old radios which were analog units. Also, under the agreement with Motorola that was approved in 2016, the scope of work extended to the provision and installation of equipment, configuration, testing, commissioning, and training, however, there was no inclusion for future maintenance of the system. The new system includes features that we must rely on Motorola to provide service such as programming updates. Moving forward, and to the extent possible, staff plans to incorporate and address future maintenance costs related to a particular project within the base approval for the project.

DISCUSSION:

Since its implementation in 2016, the Electric and Water divisions have realized the benefits of the LMR system including increased reliability in the communication system and better radio coverage. This has led to improvements in team logistics and work planning, and increases in crew safety due to location mapping, which is supported by the LMR system's network management, encryption, over-the-air programming, and GPS functionality.

The original agreement with Motorola provided a one-year warranty and maintenance provision. The term of this warranty has expired and RPU no longer has maintenance coverage for the LMR system. Electric and Water field crews are now left open to significant communications vulnerability should any fault develop.

In addition to procuring core Motorola equipment, RPU added additional features to the LMR infrastructure through the installation of Verint and Compass Com software, to increase its security and tracking capability and ensure assets are compliant with the City's cyber security requirements. Verint and Compass Com software offer separate but significant benefits to the LMR framework, as they boost worker safety and productivity by increasing their situational awareness. Verint provides software that enables the LMR to record calls, enabling them to be stored and catalogued. Compass Com provides GPS software that allows staff to track radio assets; furthermore, this links directly to RPU's Operational Data Management System (ODMS), which integrates our data, transforming it into meaningful information allowing staff to make effective, data-driven decisions.

In order to mitigate potential system failure, Staff recommends renewing the maintenance contract with Motorola, including the Verint and Compass Com provisions, as this will provide RPU crews with the certainty that should the LMR system encounter any technical issues, there will be customer support available to repair or restore the system 24 hours a day.

The Purchasing Manager concurs that the recommended action is in compliance with Purchasing Resolution No. 23256, Section 702 (q), which provides that competitive procurement is not required when the procurement is for annual maintenance, license(s), support, or similar need for current technology systems, including hardware, and the items procured are from the owner/developer of the software/hardware or from a sole source provider. Here, Motorola is the owner/developer of the system being utilized and would be the most qualified to maintain the system. The Purchasing Services Manager concurs that the recommended action is in compliance with Purchasing Resolution 23256, Section 702 (q).

FISCAL IMPACT:

The total fiscal impact of the agreement is \$537,632.06. Sufficient funds in the amount of \$173,940.30 and \$179,158.50 for years one and two, respectively, of the service agreement are available in the account numbers listed in Table 1 below. Funds in the amount of \$184,533.26 for year three of the service agreement will be included during budget preparation for the next budget cycle.

Table 1

Fund	Year 1	Year 2	Year 3
Electric 6003000 424310	\$113,061.20	\$116,453.03	\$119,946.62
Water 6213000 424310	\$ 60,879.10	\$ 62,705.47	\$ 64,586.64
Total	\$173,940.30	\$179,158.50	\$184,533.26

Prepared by: George R. Hanson, Utilities Assistant General Manager/Energy Delivery
 Approved by: Todd M. Corbin, Utilities General Manager
 Approved by: Al Zelinka, FAICP, City Manager

Approved as to form: Gary G. Geuss, City Attorney

Certifies availability
of funds: Aileen Ma, Interim Utilities Assistant General Manager/Finance & Administration

Attachments:

1. Pricing - Exhibit A
2. Service Agreement with Motorola
3. Presentation